

Transcript: Francesca

Baez-6680790525067264-6752163956047872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Card. My name is Francesca. How may I assist you today? Um, yes, ma'am. Um, I was trying to log in to, uh, my Benefits card but it said, um, "Account disabled." And it's telling me to come, call this number right here, so... Was it for the virtual care? Uh... The virtual? Yes, ma'am. No, that's not it. What website were you trying to log into? You said? I'm sorry, say that again now? Yes, ma'am. I'm asking which website were you trying to log into? Um, it gave... Let me see. It says Benefit in the card, Benefits in the card, and it asked for my email and password. Yep. What were you trying to do on that website? Um, trying to find my card, my, um, my dental card. Okay. So at that- Because I think maybe there's one in the mail. Okay. So that information wouldn't be there. That website is only for when you are new and you're trying to enroll into coverage itself. Oh, okay. Your information with the carriers are still gonna be available on that screen. Let's take a look on my side. Which staffing company do you work with? Um, HSS. What are the last four of your Social? 8156. And your last name, please? Strange. Samantha? Yes. I had talked to someone earlier and she emailed them to me but I don't even see them in my email any more. Okay, understood. And then to make sure I did get the right account, could you verify your mailing address and your date of birth? Um, my mailing address is 1400 South Jefferson Street Southeast Lot 10, Milledgeville, Georgia 31061. And my date of birth, 11/27/73. We have the best phone number to reach you known as 478-696-3385? That's correct. And we have your email down as S-Y-S-O-O-H-E... I mean H-W, sorry, E-E at yahoo.com? Yes, that's correct. Okay. And you just need me to resend the Benefits Card once again? Yes, ma'am, please. All right, let me place you in a quick hold while I download them. I'll be right back. Okay. Thank you. All right, thank you so much for holding. I went ahead and sent this to your email. We're coming on from info at Benefits and Our Card. Okay. Uh, let me just check real quick. Oh, yes, ma'am, I see them now. All right. Okay. Was there anything else we can assist you with today? Oh, no, ma'am. That'll be all. I appreciate it. No problem. My pleasure. Have a wonderful rest of your day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Our Card. My name is Francesca. How may I assist you today?

Speaker speaker_2: Um, yes, ma'am. Um, I was trying to log in to, uh, my Benefits card but it said, um, "Account disabled." And it's telling me to come, call this number right here, so...

Speaker speaker_1: Was it for the virtual care?

Speaker speaker_2: Uh... The virtual?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: No, that's not it.

Speaker speaker_1: What website were you trying to log into?

Speaker speaker_2: You said? I'm sorry, say that again now?

Speaker speaker_1: Yes, ma'am. I'm asking which website were you trying to log into?

Speaker speaker_2: Um, it gave... Let me see. It says Benefit in the card, Benefits in the card, and it asked for my email and password.

Speaker speaker_1: Yep. What were you trying to do on that website?

Speaker speaker_2: Um, trying to find my card, my, um, my dental card.

Speaker speaker_1: Okay. So at that-

Speaker speaker_2: Because I think maybe there's one in the mail.

Speaker speaker_1: Okay. So that information wouldn't be there. That website is only for when you are new and you're trying to enroll into coverage itself.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Your information with the carriers are still gonna be available on that screen. Let's take a look on my side. Which staffing company do you work with?

Speaker speaker_2: Um, HSS.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8156.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Strange.

Speaker speaker_1: Samantha?

Speaker speaker_2: Yes. I had talked to someone earlier and she emailed them to me but I don't even see them in my email any more.

Speaker speaker_1: Okay, understood. And then to make sure I did get the right account, could you verify your mailing address and your date of birth?

Speaker speaker_2: Um, my mailing address is 1400 South Jefferson Street Southeast Lot 10, Milledgeville, Georgia 31061. And my date of birth, 11/27/73.

Speaker speaker_1: We have the best phone number to reach you known as 478-696-3385?

Speaker speaker_2: That's correct.

Speaker speaker_1: And we have your email down as S-Y-S-O-O-H-E... I mean H-W, sorry, E-E at yahoo.com?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. And you just need me to resend the Benefits Card once again?

Speaker speaker_2: Yes, ma'am, please.

Speaker speaker_1: All right, let me place you in a quick hold while I download them. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. All right, thank you so much for holding. I went ahead and sent this to your email. We're coming on from info at Benefits and Our Card.

Speaker speaker_2: Okay. Uh, let me just check real quick. Oh, yes, ma'am, I see them now.

Speaker speaker_1: All right.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else we can assist you with today?

Speaker speaker_2: Oh, no, ma'am. That'll be all. I appreciate it.

Speaker speaker_1: No problem. My pleasure. Have a wonderful rest of your day.

Speaker speaker_2: Thank you. Bye-bye.