

## Transcript: Francesca

**Baez-6740880527900672-6641856667893760**

### Full Transcript

Thank you for calling by number. My name is Francesca, how can I assist you today? Hi, my name is Wyatt Cassidy. I'm through Integrity Trade Services. I went to go see the doctor, um, virtually this morning and it says my account's been disabled. All right, let me take a look at your benefits. What are the last four of the social? 7653. Just verify your mailing address and date of birth. Uh, I'm gonna give me one second. That should be my old address. My date of birth's 5-16-1997, and our old address would've been 412 North Williams Street, South Bend, Indiana, 46601. I have best contact 574-261-2445 with the email of wc56740@gmail.com. Correct. And I have your secondary one down as first name, kat324@gmail.com. Correct. All right. And that was on the website benefits in our card.virtualcare.com? Yep. You saying my account is disabled and I don't know why because I'm still working and I'm still paying for benefits. Yes, 'cause I do see here that we did receive payment for this week's benefits too. I can put in a ticket with IT, but it does take 24 to 48 business hours with those tickets. That would be all right. I can go see the doctor before work tomorrow. Uh, just to, I'll submit it. That's okay. Okay. I'll submit it for them to take a look. Sometimes it could very well be that the payment itself is through processing on the carriers. But I'll have them take a look into it and as soon as I hear back from them, I'll give you a call. All right, thank you. Of course, it was my pleasure. Hope you have a wonderful rest of your day. You too.

### Conversation Format

Speaker speaker\_0: Thank you for calling by number. My name is Francesca, how can I assist you today?

Speaker speaker\_1: Hi, my name is Wyatt Cassidy. I'm through Integrity Trade Services. I went to go see the doctor, um, virtually this morning and it says my account's been disabled.

Speaker speaker\_0: All right, let me take a look at your benefits. What are the last four of the social?

Speaker speaker\_1: 7653.

Speaker speaker\_0: Just verify your mailing address and date of birth.

Speaker speaker\_1: Uh, I'm gonna give me one second. That should be my old address. My date of birth's 5-16-1997, and our old address would've been 412 North Williams Street, South Bend, Indiana, 46601.

Speaker speaker\_0: I have best contact 574-261-2445 with the email of wc56740@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your secondary one down as first name, kat324@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And that was on the website benefits in our card.virtualcare.com?

Speaker speaker\_1: Yep. You saying my account is disabled and I don't know why because I'm still working and I'm still paying for benefits.

Speaker speaker\_0: Yes, 'cause I do see here that we did receive payment for this week's benefits too. I can put in a ticket with IT, but it does take 24 to 48 business hours with those tickets.

Speaker speaker\_1: That would be all right. I can go see the doctor before work tomorrow.

Speaker speaker\_0: Uh, just to, I'll submit it.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: Okay. I'll submit it for them to take a look. Sometimes it could very well be that the payment itself is through processing on the carriers. But I'll have them take a look into it and as soon as I hear back from them, I'll give you a call.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: Of course, it was my pleasure. Hope you have a wonderful rest of your day.

Speaker speaker\_1: You too.