

## Transcript: Justin

**Mills-4584452930584576-5409118326800384**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? I just tried to activate my account through the email I got, and it said it was disabled and I should call this number. Okay. What's the- Or I- ... staffing agency you work for? WSI. And the last four of your social? It's 1554. So, so WSI's the Workforce Strategies? Yeah. Okay. And your first and last name? Michael Strawson. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Michael? 33068 Selma Avenue, Paw Paw, Michigan, 49079. And confirm your date of birth? December 14th, 1982. And a good telephone number I have is 269-744-52545. Yep. And the email I have is malastorian589 at gmail? Yep. Okay. Um, quick question. What website did you go to, if you don't mind me asking? I got an email. Let me check real quick. Hello? I'm still here. Okay, I got an email from a no reply address, and it took me to, uh, benefits in a card.com. It's like... something declare benefits in a card.com. So, is it M what... So, mybiac.com/workforcestrategies or, or what, what is the website? No. That's not the website. It's, it's... virtualcare.benefitsinacard.com is the website it took me to. Okay. So, let's see here. I had to confirm that website. So, let me reach out to my IT department, have them resend that link to you and un- disable the account for you. And then once I receive word back from my IT department, I can give you a call back, letting you know that, what's going on. Okay? Okay. Okay. Oh, does that I think that- Can I ask a quick question? Yes. Uh, can I just make sure that, uh, the benefits I enrolled in are, are actually active or do you have to with you, or... Yeah, let me check on that. Um, so you became active in the coverage as of last Monday the 14th. So, physical ID card should arrive, well, actually, yeah, so physical ID cards should arrive sometime this week. Now I can possibly email them to you just so you have 'em. Um, but as of right now, let me check that calendar what's going on. Let's see. It looks like they over deducted... Okay, um, so let me reach out to IT regarding that, uh, virtual care, uh, account and then see why workforce, uh, deducted you more than the \$32. And then I can email you your ID cards right now, just so you have 'em. Okay. Okay. Do you mind if I place you on a brief hold while I email the information to you? Sure. Hello, Michael. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card, just to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandyourcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Um, also, I emailed my, uh, IT department, let them know what's going on with the virtual care account for you. Um, so once I do receive word back from them, I'll give you that callback, okay? Okay. Okay. Now, is there anything else I can assist you with today? Uh, no, that's okay. Thanks. You're welcome. You have a great day, okay?

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: I just tried to activate my account through the email I got, and it said it was disabled and I should call this number.

Speaker speaker\_0: Okay. What's the-

Speaker speaker\_1: Or I-

Speaker speaker\_0: ... staffing agency you work for?

Speaker speaker\_1: WSI.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: It's 1554.

Speaker speaker\_0: So, so WSI's the Workforce Strategies?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Michael Strawson.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Michael?

Speaker speaker\_1: 33068 Selma Avenue, Paw Paw, Michigan, 49079.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: December 14th, 1982.

Speaker speaker\_0: And a good telephone number I have is 269-744-52545.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is malastorian589 at gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Um, quick question. What website did you go to, if you don't mind me asking?

Speaker speaker\_1: I got an email. Let me check real quick. Hello?

Speaker speaker\_0: I'm still here.

Speaker speaker\_1: Okay, I got an email from a no reply address, and it took me to, uh, benefits in a card.com. It's like... something declare benefits in a card.com.

Speaker speaker\_0: So, is it M what... So, mybiac.com/workforcestrategies or, or what, what is the website?

Speaker speaker\_1: No. That's not the website. It's, it's... virtualcare.benefitsinacard.com is the website it took me to.

Speaker speaker\_0: Okay. So, let's see here. I had to confirm that website. So, let me reach out to my IT department, have them resend that link to you and un-disable the account for you. And then once I receive word back from my IT department, I can give you a call back, letting you know that, what's going on. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Oh, does that I think that-

Speaker speaker\_1: Can I ask a quick question?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, can I just make sure that, uh, the benefits I enrolled in are, are actually active or do you have to with you, or...

Speaker speaker\_0: Yeah, let me check on that. Um, so you became active in the coverage as of last Monday the 14th. So, physical ID card should arrive, well, actually, yeah, so physical ID cards should arrive sometime this week. Now I can possibly email them to you just so you have 'em. Um, but as of right now, let me check that calendar what's going on. Let's see. It looks like they over deducted... Okay, um, so let me reach out to IT regarding that, uh, virtual care, uh, account and then see why workforce, uh, deducted you more than the \$32. And then I can email you your ID cards right now, just so you have 'em.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Do you mind if I place you on a brief hold while I email the information to you?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Hello, Michael. You still there?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card, just to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandyourcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay. Um, also, I emailed my, uh, IT department, let them know what's going on with the virtual care account for you. Um, so once I do receive word back from them, I'll give you that callback, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay. Now, is there anything else I can assist you with today?

Speaker speaker\_2: Uh, no, that's okay. Thanks.

Speaker speaker\_0: You're welcome. You have a great day, okay?