

Transcript: Justin

Mills-4824840383021056-5835316483112960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes. My name is Anthony Williams, and I'm a member. And I've been trying to, uh, get on my account Benefits in a Card. And I was on it last night, but it wouldn't let... Every time I try to click on my benefits and stuff, something wasn't gonna go through. So this morning, I've been trying to do it, and it's saying that my account is disabled. Please contact, um, member service. Um, so you're trying to gain access to the online portal, and it's not letting you because they've disabled the account. Is that correct? Yes, sir. Okay. Um, here, what's the staffing agency you work for? Uh, Surge. And the last four of your Social? 8248. And for security purposes, can you verify your home address, including city, state and ZIP code, Anthony? Uh, I'm trying to remember. Like, I think it's, um, the one I put, 'cause I just had moved. 3643 Flamingo Drive, Macon, Georgia 31206. And confirm your date of birth. 11/18/74. And a good telephone number has 478-338-8098? Correct. And the email has manofvalue7@gmail? Correct. Okay. Um, so checking the audit tab, it doesn't tell me that you tried to access the portal. Um, so I don't see- Well, let me know what this is. It says Benefits in a Card, right? The next one? They got a... The logo is the black background with the like- Oh, okay. Okay. Yes, sir. It's Man of Value. Okay. Um, now was there an option where, uh, you could reset your password or forgot password and it didn't let you do that? I did that, too, because I did, I already did my, um, active. And so they, they must not... Uh, activation was successful. And when I go, it still won't let me. And so when I said, "Let me change the password and maybe I can get in," and I did it. It said successful, but when I go, I'm on it now, and it still saying the same thing, account disabled. That's what it says. Okay. Um, so I may have to reach out to my IT department and have them investigate and see what's going on. So let me go ahead and do that. Let me send them an email, let them know that you're having, uh, trouble logging into the portal and that the account is disabled. And that they'll s- probably send you, like, a reset, uh, email or they'll reset the account for you. Um, but let me go ahead and message them real quick. Do you mind if I place you on a brief hold? Yes, sir. Okay. Hello, Anthony. You still there? Yes, sir. Awesome. Thank you so much for holding. Um, so I've messaged my IT department. What I'm gonna do, um, I'm gonna let them, uh, investigate and see what actually is going on. And then once I do receive word back, I can give you a call back. Okay? Okay. No problem. Okay. But is there anything else that I could assist you with today other than gaining access to that account? Yes, sir. Don't I supposed to get a insurance card? I know a thing he told me that when I spoke to someone when I did it, and I ain't got nothing yet. Let's see here. So yeah. So I can email you your ID card ju- just to be on the safe side, uh, just so you have it. And then I'll go ahead and email the insurance carrier for them to send out physical ID card for you. Um- Okay. Yes, sir. Do you mind if I place you on another brief hold while I do all of that? Yes, sir.

You may. Okay. Hello, Anthony, you still there? Yes, sir. Awesome. Thank you so much for holding. So two things. Um, so first things, I went ahead and emailed the ID card to the email we had on file. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsidcard.com. Um, secondly- Okay. ... I emailed the insurance carrier we- as well, um, put in the request for a physical ID card to be mailed out to you. So you should receive that- Okay. ... in seven to 10 business days. Okay? Okay. Yes, sir. Awesome. Well, is there anything else I can help you out with today until I receive word back from my IT department? Oh, no, sir. Thank you for your help. You're welcome. So like I said, once I do receive word back, I will give you a call back. Okay, Anthony? Okay. Yes, sir. Thank you. You're welcome. You have a great day, all right? Okay. You too. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes. My name is Anthony Williams, and I'm a member. And I've been trying to, uh, get on my account Benefits in a Card. And I was on it last night, but it wouldn't let... Every time I try to click on my benefits and stuff, something wasn't gonna go through. So this morning, I've been trying to do it, and it's saying that my account is disabled. Please contact, um, member service.

Speaker speaker_1: Um, so you're trying to gain access to the online portal, and it's not letting you because they've disabled the account. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, here, what's the staffing agency you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8248.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and ZIP code, Anthony?

Speaker speaker_2: Uh, I'm trying to remember. Like, I think it's, um, the one I put, 'cause I just had moved. 3643 Flamingo Drive, Macon, Georgia 31206.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 11/18/74.

Speaker speaker_1: And a good telephone number has 478-338-8098?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email has manofvalue7@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so checking the audit tab, it doesn't tell me that you tried to access the portal. Um, so I don't see-

Speaker speaker_2: Well, let me know what this is. It says Benefits in a Card, right? The next one? They got a... The logo is the black background with the like-

Speaker speaker_1: Oh, okay. Okay. Yes, sir.

Speaker speaker_2: It's Man of Value. Okay.

Speaker speaker_1: Um, now was there an option where, uh, you could reset your password or forgot password and it didn't let you do that?

Speaker speaker_2: I did that, too, because I did, I already did my, um, active. And so they, they must not... Uh, activation was successful. And when I go, it still won't let me. And so when I said, "Let me change the password and maybe I can get in," and I did it. It said successful, but when I go, I'm on it now, and it still saying the same thing, account disabled. That's what it says.

Speaker speaker_1: Okay. Um, so I may have to reach out to my IT department and have them investigate and see what's going on. So let me go ahead and do that. Let me send them an email, let them know that you're having, uh, trouble logging into the portal and that the account is disabled. And that they'll s- probably send you, like, a reset, uh, email or they'll reset the account for you. Um, but let me go ahead and message them real quick. Do you mind if I place you on a brief hold?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Hello, Anthony. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, so I've messaged my IT department. What I'm gonna do, um, I'm gonna let them, uh, investigate and see what actually is going on. And then once I do receive word back, I can give you a call back. Okay?

Speaker speaker_2: Okay. No problem.

Speaker speaker_1: Okay. But is there anything else that I could assist you with today other than gaining access to that account?

Speaker speaker_2: Yes, sir. Don't I supposed to get a insurance card? I know a thing he told me that when I spoke to someone when I did it, and I ain't got nothing yet.

Speaker speaker_1: Let's see here. So yeah. So I can email you your ID card ju- just to be on the safe side, uh, just so you have it. And then I'll go ahead and email the insurance carrier for them to send out physical ID card for you. Um-

Speaker speaker_2: Okay. Yes, sir.

Speaker speaker_1: Do you mind if I place you on another brief hold while I do all of that?

Speaker speaker_2: Yes, sir. You may.

Speaker speaker_1: Okay. Hello, Anthony, you still there?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. Um, so first things, I went ahead and emailed the ID card to the email we had on file. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsidcard.com. Um, secondly-

Speaker speaker_3: Okay.

Speaker speaker_1: ... I emailed the insurance carrier we- as well, um, put in the request for a physical ID card to be mailed out to you. So you should receive that-

Speaker speaker_3: Okay.

Speaker speaker_1: ... in seven to 10 business days. Okay?

Speaker speaker_3: Okay. Yes, sir.

Speaker speaker_1: Awesome. Well, is there anything else I can help you out with today until I receive word back from my IT department?

Speaker speaker_3: Oh, no, sir. Thank you for your help.

Speaker speaker_1: You're welcome. So like I said, once I do receive word back, I will give you a call back. Okay, Anthony?

Speaker speaker_3: Okay. Yes, sir. Thank you.

Speaker speaker_1: You're welcome. You have a great day, all right?

Speaker speaker_3: Okay. You too.

Speaker speaker_1: All right, bye-bye.