Transcript: Justin Mills-4933648336863232-5865557791391744

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? Hi, Justin. I have a recently activated account. Uh, I was trying to log in to the portal and access, actually, uh, um, some, uh, urgent care, uh, services, but, uh, as I logged in now, suddenly, today it's saying, "Account disabled. Please contact member services." So, I, I don't know why that is. I didn't disable my account. Okay, quick question. Yeah. Okay, quick question. Are you clicking Member Log In or Enroll/Decline Coverage on the online portal? I'm going to virtualcare.benefitsinacard.com bic/login, which worked for me before. And then, you know, when I try to click Sign In with my, uh, username and the password that I set up, I have a big red message saying "Account disabled." Okay. Um, well, here, bear with me one second. Hello? Are you still there? Mm-hmm. Awesome. Thank you so much for holding for us. So, I have- Yeah, No, it's okay. Awesome. So, I have to reach out to my IT department and have them reset the account for you, and then once I do receive word back from my IT department, I can give you a call back, okay? Okay. So, do you, uh, know what my account is? I didn't really identify... Is it just based on my phone number that I'm calling you from? Yeah, I pulled your file based on the phone number that you used- Oh, okay. ... when you called here with Creative Circle. Okay. Okay. Correct? Yeah. Yeah. Okay. I'm going to call back here as 415- Uh, okay. Well, thanks, Justin. Yeah, the same number, 415-272-0827. Okay. Uh, so like I said- All right. ... once I do receive word back from my IT department, I will give you a call back. Okay, Susanna? Okay. Thank you. You're welcome. You have a great day, okay? You too. 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: Hi, Justin. I have a recently activated account. Uh, I was trying to log in to the portal and access, actually, uh, um, some, uh, urgent care, uh, services, but, uh, as I logged in now, suddenly, today it's saying, "Account disabled. Please contact member services." So, I, I don't know why that is. I didn't disable my account.

Speaker speaker_1: Okay, quick question.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, quick question. Are you clicking Member Log In or Enroll/Decline Coverage on the online portal?

Speaker speaker_2: I'm going to virtualcare.benefitsinacard.com bic/login, which worked for me before. And then, you know, when I try to click Sign In with my, uh, username and the password that I set up, I have a big red message saying "Account disabled."

Speaker speaker_1: Okay. Um, well, here, bear with me one second. Hello? Are you still there?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Awesome. Thank you so much for holding for us. So, I have-

Speaker speaker_2: Yeah,

Speaker speaker_3: No, it's okay.

Speaker speaker_1: Awesome. So, I have to reach out to my IT department and have them reset the account for you, and then once I do receive word back from my IT department, I can give you a call back, okay?

Speaker speaker_2: Okay. So, do you, uh, know what my account is? I didn't really identify... Is it just based on my phone number that I'm calling you from?

Speaker speaker_1: Yeah, I pulled your file based on the phone number that you used-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... when you called here with Creative Circle.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Correct?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. I'm going to call back here as 415-

Speaker speaker_2: Uh, okay. Well, thanks, Justin. Yeah, the same number, 415-272-0827.

Speaker speaker_1: Okay. Uh, so like I said-

Speaker speaker_2: All right.

Speaker speaker_1: ... once I do receive word back from my IT department, I will give you a call back. Okay, Susanna?

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.