

## **Transcript: Justin**

**Mills-5073018452885504-6325063830913024**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes. I was trying to log into my account, but it's saying that my account is disabled and that I need to reach out to you guys. Okay. Um, what's that staffing agency you work for? MAU. And the last four of your social? 5663. And what was your first and last name? Tiana Lee. And for security purposes, can you verify your home address, including city, state and zip code, Tiana? Yes, ma'am. 700 Spencer Road, 3C, Anderson, South Carolina, 29621. And your date of birth? 07/04/95. And a good telephone number have is 608-9829? Yes. And the email address is tiana\_lee@Yahoo? Yes. Okay. Um, so were you logging into the Benefits in a Card website or the, um- Yeah. ... virtual, virtual care? Um... I thi- I was at virtual care about benefits in a card dot com. Okay, so the virtual care. Okay. Um, so what I'll go ahead and do, let me email my IT department, have them investigate and see what actually is going on. And then once I do receive word back from my IT department, I can give you a call back letting you know if the account was reset. All right. Thank you. Okay. Um, now were you trying to do anything? Were you trying to obtain ID cards or something like that? I got my ID card, but I was just trying to set up an account. I thought I had to set up an account. And I, I never logged in before, but once I activated it and made a, uh, password, it didn't let me log in. It just automatically said "Account Disabled." It never let me in there. Okay. I don't know. So do me a favor, so I'll go ahead and inform my IT department, let them know what's going on. And then, like I said, once they do receive word back, I'll give you a call back. Okay, Tiana? All right, thank you. You're welcome. Is there anything else I could assist you with today? That's all. Awesome. Well, you have a wonderful day, okay? You too. Bye-bye. All right, bye-bye.

### **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: Um, yes. I was trying to log into my account, but it's saying that my account is disabled and that I need to reach out to you guys.

Speaker speaker\_0: Okay. Um, what's that staffing agency you work for?

Speaker speaker\_1: MAU.

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

Speaker speaker\_1: 5663.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Tiana Lee.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Tiana?

Speaker speaker\_1: Yes, ma'am. 700 Spencer Road, 3C, Anderson, South Carolina, 29621.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/04/95.

Speaker speaker\_0: And a good telephone number have is 608-9829?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email address is tiana\_lee@Yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so were you logging into the Benefits in a Card website or the, um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... virtual, virtual care?

Speaker speaker\_1: Um... I thi- I was at virtual care about benefits in a card dot com.

Speaker speaker\_0: Okay, so the virtual care. Okay. Um, so what I'll go ahead and do, let me email my IT department, have them investigate and see what actually is going on. And then once I do receive word back from my IT department, I can give you a call back letting you know if the account was reset.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Okay. Um, now were you trying to do anything? Were you trying to obtain ID cards or something like that?

Speaker speaker\_1: I got my ID card, but I was just trying to set up an account. I thought I had to set up an account. And I, I never logged in before, but once I activated it and made a, uh, password, it didn't let me log in. It just automatically said "Account Disabled." It never let me in there.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't know.

Speaker speaker\_0: So do me a favor, so I'll go ahead and inform my IT department, let them know what's going on. And then, like I said, once they do receive word back, I'll give you a call back. Okay, Tiana?

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: That's all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right, bye-bye.