

Transcript: Justin

Mills-5309526346219520-4946687509053440

Full Transcript

... you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name is Kaitlyn Dover. Um, I have a question. I tried to just now, um, log in to my Benefits in a Card, um, portal. Mm-hmm. And it says, it says that my account is disabled, and it gave me this number to call. Okay. Uh, let me try pulling your file. What's the staffing agency you work for? I work for WorkSmart Staffing. And the last four of your Social? 5478. And for security purposes, could you verify your home address, including city, state and zip code, Kaitlyn? Yes, sir. It's 105 Vienna Street, Abbeville, South Carolina, 29620. And your date of birth? 5/27/1994. And a good telephone number I have is 803-620-0897. Yes, sir. And the email I have is doverkaitlyn1@gmail.com? That's correct. Okay. Um, let's see here. Here, let me message my IT department and let them know what's going on to see if they can reset it while we're on the phone. Do you mind if I place you on a brief hold for a second? No, that's perfect. Thank you. You're welcome. Hello, Kaitlyn. You still there? Yes, sir. Awesome. Thank you so much for holding. Just to confirm, quick question. You went to the mybenefitsinacard.com portal, correct? Um, hold on. Okay. I went to the, the link that was in my email 'cause I couldn't remember exactly what website to go to, and when I click it, it takes me to medicalcare.benefitsinacard.com. Is that not the- Is that the wrong one? Hold on. Inacard dot... So medic- medicalcare.benefitsinacard.com? Yes, sir. That's the link that was in my email. Sorry, I'm just messaging my IT department 'cause they're confirming a couple things. No, you're fine.... here. Let's see. So was it for the virtual care? Um... Yeah, I was just trying to... What I was really trying to do is go on there and order... 'Cause I got in the mail, I got my, um, my medical card and then I got my vision, but I didn't get my dental, and that's really what I was going on there to do, is, um, order... See if I could order a dental card. Um, yeah, I can possibly email it to you and put in the request for a physical one to be mailed out. Um, I can do that for you. Yeah, that would be, that would be cool. Um, but see, I've, I've logged in, shoot, probably two or three weeks ago and it let me in to like, see all of my stuff, you know? So... Mm-hmm. I don't know. I don't know. Let's see. Okay. Um, well, let me place you in another brief holder and I'll email that dental ID card to you and, um, put in the request for a- Okay. ... physical one for you, okay? Okay. Thank you. You're welcome. Hello, Kaitlin. You still there? Yes, sir. I am. Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed you your dental ID card to the email we had on file. The email that you should look out for- Okay. ... will be coming from info, that's I-N-F-O, @benefitsmycard.com. Um, secondly- Okay. ... I also put in a re- I put in a request for a new dental ID card to be mailed out to you, so you should receive that one in seven to ten business days, okay? Okay. Thank you very much. You're welcome. Is there anything else I can assist you with today? Um, yeah. I just... Can you tell me the current website... Oh, wait. Yeah, the correct website to, like, go and look at all my stuff? And will they be able to fix my account? 'Cause it says, like, it says

my account's disabled. Like, I can't log in, and so, um... Yeah. So it's, um, so the website should be M-Y... or so mybiac.com/worksmart. Um, and then, I'm in the m- I'm messaging my IT department right now, so they are looking into, uh, resetting the account so you can log in. Um, so once I do receive word, I can give you a callback letting you know that the account was, uh, undisable for you. Okay. That would help. All right, um. Okay, but is that 803-620-0897 a good callback number for you? Yes, sir. That's fine. Okay. So like I said, once I do receive word back from our IT department regarding that, I'll give you a callback. Okay, Kaitlin? Okay, Justin. Thank you so much. You're welcome. You have a great day, okay? All right. You too. Talk to you soon. Bye. All right. Goodbye.

Conversation Format

Speaker speaker_0: ... you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. My name is Kaitlyn Dover. Um, I have a question. I tried to just now, um, log in to my Benefits in a Card, um, portal.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And it says, it says that my account is disabled, and it gave me this number to call.

Speaker speaker_0: Okay. Uh, let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_1: I work for WorkSmart Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5478.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Kaitlyn?

Speaker speaker_1: Yes, sir. It's 105 Vienna Street, Abbeville, South Carolina, 29620.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/27/1994.

Speaker speaker_0: And a good telephone number I have is 803-620-0897.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is doverkaitlyn1@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, let's see here. Here, let me message my IT department and let them know what's going on to see if they can reset it while we're on the phone. Do you

mind if I place you on a brief hold for a second?

Speaker speaker_1: No, that's perfect. Thank you.

Speaker speaker_0: You're welcome. Hello, Kaitlyn. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. Just to confirm, quick question. You went to the mybenefitsinacard.com portal, correct?

Speaker speaker_1: Um, hold on. Okay. I went to the, the link that was in my email 'cause I couldn't remember exactly what website to go to, and when I click it, it takes me to medicalcare.benefitsinacard.com. Is that not the- Is that the wrong one?

Speaker speaker_0: Hold on. Inacard dot... So medic- medicalcare.benefitsinacard.com?

Speaker speaker_1: Yes, sir. That's the link that was in my email.

Speaker speaker_0: Sorry, I'm just messaging my IT department 'cause they're confirming a couple things.

Speaker speaker_1: No, you're fine.

Speaker speaker_0: ... here. Let's see. So was it for the virtual care?

Speaker speaker_1: Um... Yeah, I was just trying to... What I was really trying to do is go on there and order... 'Cause I got in the mail, I got my, um, my medical card and then I got my vision, but I didn't get my dental, and that's really what I was going on there to do, is, um, order... See if I could order a dental card.

Speaker speaker_0: Um, yeah, I can possibly email it to you and put in the request for a physical one to be mailed out. Um, I can do that for you.

Speaker speaker_1: Yeah, that would be, that would be cool. Um, but see, I've, I've logged in, shoot, probably two or three weeks ago and it let me in to like, see all of my stuff, you know? So...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I don't know. I don't know.

Speaker speaker_0: Let's see. Okay. Um, well, let me place you in another brief holder and I'll email that dental ID card to you and, um, put in the request for a-

Speaker speaker_1: Okay.

Speaker speaker_0: ... physical one for you, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Hello, Kaitlin. You still there?

Speaker speaker_1: Yes, sir. I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed you your dental ID card to the email we had on file. The email that you should look out for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be coming from info, that's I-N-F-O, @benefitsmycard.com. Um, secondly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I also put in a re- I put in a request for a new dental ID card to be mailed out to you, so you should receive that one in seven to ten business days, okay?

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: Um, yeah. I just... Can you tell me the current website... Oh, wait. Yeah, the correct website to, like, go and look at all my stuff? And will they be able to fix my account? 'Cause it says, like, it says my account's disabled. Like, I can't log in, and so, um...

Speaker speaker_0: Yeah. So it's, um, so the website should be M-Y... or so mybiac.com/worksmart. Um, and then, I'm in the m- I'm messaging my IT department right now, so they are looking into, uh, resetting the account so you can log in. Um, so once I do receive word, I can give you a callback letting you know that the account was, uh, undisable for you.

Speaker speaker_1: Okay. That would help.

Speaker speaker_0: All right, um. Okay, but is that 803-620-0897 a good callback number for you?

Speaker speaker_1: Yes, sir. That's fine.

Speaker speaker_0: Okay. So like I said, once I do receive word back from our IT department regarding that, I'll give you a callback. Okay, Kaitlin?

Speaker speaker_1: Okay, Justin. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You too. Talk to you soon. Bye.

Speaker speaker_0: All right. Goodbye.