Transcript: Justin Mills-5701521576738816-6405620395851776

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. Hello, Justin. Um, so I am a new member, and I'm... got the email to activate my account. And I'm trying to activate my account, but every single password that I put in, it says that it does not meet the requirements. And I even had, um, I have an Apple device, and I even had, uh, Siri create a password that's astronomically long and got all kinds of stuff in it, and it still did not work. Okay. Um, what's the staffing agency you work for? Uh, Ver Stellas out of Rensselaer, Indiana. And the last four of your Social? 0847. And what was your first and last name? Austin Marx, M-A-R-X. And for security purposes, could you verify your home address, including city, state and zip code, Austin? It's 211 South Bluff Street, Monticello, Indiana, 47960. And your date of birth? 06/06/1995. And a good telephone number I have is 574-297-4667. Yes. That's correct. And the email I have is austinmarx2024@gmail? Yep. Okay. Um, now were you trying to access the FreeRx account or the Lyric account, the Virtual Primary? Um, well, I mean, neither. It just said that I had to create a password to be able to log into my account and access it. That's the email I got. It said, "No reply? benefitsinacard@whatever.com." Okay. Let's see. So that was through the website? Is that correct? Like, when you log into the My Benefits in a Card website? Yeah. It's- You're trying to- Yeah. I went to, uh... When I go to the email, that's where it sends me, is it kicks me over to Safari and it's the Benefits in a Card website, whatever. Okay. Yeah. Do you mind if I place you on a brief hold for a second? Go ahead. Okay. Hello, Austin. You still there? Yes, I am. Awesome. Thank you so much for holding. So I'm messaging my IT department right now. And are you trying to gain access to the My BIAC website or the FreeRx or the Lyric Virtual Primary Care website? So which one... Uh, ar- are you trying to log into the user portal? Like, to the... To our website? Um-So, okay, so I get an email. It says, "New benefit announcement. Activate your account." Uh, no reply. Virtual healthcare, um, virtualcare@benefitsinacard.com wrote, and then it says, "Welcome to Benefits in a Card," uh, whatever, "to... Okay, so you now have round-the-clock access to base license providers for phone and video consultations. To get started, please follow the below instructions to activate your account." I click on Activate Your Account Today. Okay. So it was a virtual ca- virtual account. Okay. Yeah. And, uh, I c- and every single time I go to create... I mean, I'm... I've came up with so many different passwords, it's crazy. And this is the second time I've gotten this email too, so I've tried it on two different emails, and I have, um, let Siri create the account, I've came up with my own passwords, and nothing. I've kept it simple- Okay. ... and, I mean, I've done it very sophisticated and nothing happens, nothing works. It always comes up with a message that says, "The password, er- er... The password above has... does not meet the," um, "requirements." Hold on. I'm just typing this out to my IT department. Okay. Password above does not meet the necessary requirements? Yup. And I also want to know, like, while I got you on the phone, like, where do I go and how do I find out

what doctors and stuff I can go to? Um, now I do know once you are logged in, you should be able to s- find that information on the main homepage. Give me one second. Okay. There we go. Sorry, I'm just messaging my IT department- There you go. ... to see if he's resetting the password for you, just resetting the account. Okay, and so you have used, um, at least one number, one uppercase, one lowercase and a special symbol? Yes. Okay. Just trying to reset the... via the link. And you've already tried the reset it via the link, correct? Yes. Um... Okay. Yeah. Once I, once I'm there I've... Every time I go to, like... Every time, uh, one fails, I back out of it and then I reload it in and I try again. Okay. Here, do you mind if I place you on another brief hold for a second? Um, what time do you guys close? Um, we're open until 8:00 PM Eastern Standard Time. Okay. Um, is there any way that, uh, you can call back, or I can call back at 3:30? Um, yes sir. So I'll go ahead and get this situation figured out with my IT department and then once I do receive a, um, word back or a confirmation from them, I will give you that call back. Okay, Austin? Awesome. Any time after 3:30, 'cause that's when I get off of work. Okay. Awesome. Thank you so much. You're welcome. You have a great day, okay? You too. 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: Yes. Hello, Justin. Um, so I am a new member, and I'm... got the email to activate my account. And I'm trying to activate my account, but every single password that I put in, it says that it does not meet the requirements. And I even had, um, I have an Apple device, and I even had, uh, Siri create a password that's astronomically long and got all kinds of stuff in it, and it still did not work.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Ver Stellas out of Rensselaer, Indiana.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0847.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Austin Marx, M-A-R-X.

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

Speaker speaker_1: It's 211 South Bluff Street, Monticello, Indiana, 47960.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 06/06/1995.

Speaker speaker_0: And a good telephone number I have is 574-297-4667.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email I have is austinmarx2024@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, now were you trying to access the FreeRx account or the Lyric account, the Virtual Primary?

Speaker speaker_1: Um, well, I mean, neither. It just said that I had to create a password to be able to log into my account and access it. That's the email I got. It said, "No reply? benefitsinacard@whatever.com."

Speaker speaker_0: Okay. Let's see. So that was through the website? Is that correct? Like, when you log into the My Benefits in a Card website?

Speaker speaker_1: Yeah. It's-

Speaker speaker_0: You're trying to-

Speaker speaker_1: Yeah. I went to, uh... When I go to the email, that's where it sends me, is it kicks me over to Safari and it's the Benefits in a Card website, whatever.

Speaker speaker_0: Okay. Yeah. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Okay. Hello, Austin. You still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So I'm messaging my IT department right now. And are you trying to gain access to the My BIAC website or the FreeRx or the Lyric Virtual Primary Care website? So which one... Uh, ar- are you trying to log into the user portal? Like, to the... To our website?

Speaker speaker_1: Um-So, okay, so I get an email. It says, "New benefit announcement. Activate your account." Uh, no reply. Virtual healthcare, um, virtualcare@benefitsinacard.com wrote, and then it says, "Welcome to Benefits in a Card," uh, whatever, "to... Okay, so you now have round-the-clock access to base license providers for phone and video consultations. To get started, please follow the below instructions to activate your account." I click on Activate Your Account Today.

Speaker speaker_0: Okay. So it was a virtual ca- virtual account. Okay.

Speaker speaker_1: Yeah. And, uh, I c- and every single time I go to create... I mean, I'm... I've came up with so many different passwords, it's crazy. And this is the second time I've gotten this email too, so I've tried it on two different emails, and I have, um, let Siri create the account, I've came up with my own passwords, and nothing. I've kept it simple-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and, I mean, I've done it very sophisticated and nothing happens, nothing works. It always comes up with a message that says, "The password, er- er... The password above has... does not meet the," um, "requirements."

Speaker speaker_0: Hold on. I'm just typing this out to my IT department. Okay. Password above does not meet the necessary requirements?

Speaker speaker_1: Yup. And I also want to know, like, while I got you on the phone, like, where do I go and how do I find out what doctors and stuff I can go to?

Speaker speaker_0: Um, now I do know once you are logged in, you should be able to s- find that information on the main homepage. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: There we go. Sorry, I'm just messaging my IT department-

Speaker speaker_1: There you go.

Speaker speaker_0: ... to see if he's resetting the password for you, just resetting the account. Okay, and so you have used, um, at least one number, one uppercase, one lowercase and a special symbol?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Just trying to reset the... via the link. And you've already tried the reset it via the link, correct?

Speaker speaker_1: Yes. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Once I, once I'm there I've... Every time I go to, like... Every time, uh, one fails, I back out of it and then I reload it in and I try again.

Speaker speaker_0: Okay. Here, do you mind if I place you on another brief hold for a second?

Speaker speaker_1: Um, what time do you guys close?

Speaker speaker_0: Um, we're open until 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay. Um, is there any way that, uh, you can call back, or I can call back at 3:30?

Speaker speaker_0: Um, yes sir. So I'll go ahead and get this situation figured out with my IT department and then once I do receive a, um, word back or a confirmation from them, I will give you that call back. Okay, Austin?

Speaker speaker_1: Awesome. Any time after 3:30, 'cause that's when I get off of work.

Speaker speaker_0: Okay.

Speaker speaker_1: Awesome. Thank you so much.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. Bye-bye.