

Transcript: Justin

Mills-6330252275269632-6609892025876480

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, my name is Catherine Hiler and I tried to activate my account, um, on the, an email that I was sent. And it said, "Sorry, there was an error," and said to call you at Member Services. So, that's what I'm doing. Okay. Um, okay, what's the staffing agency you work for? Norsthafing. And the last four of your Social? 3051. And what was your last name, Catherine? Hiler. H-I-L-E-R. And for security purposes, could you verify your home address, including city, state and zip code? Yes. 309 West 104th Street, Apartment 3D, New York, New York, 10025. May I confirm your date of birth? 6/24/61. And a good cell phone number I have is 882-5780? That's right. And the email I have is khiler@gmail.com? That's right. Okay. So let's see here. Um, so what I- I, I put off activating it because I had a, a mammogram sonogram and they just wanted to have, you know, get that taken care of before I switched over. Totally understand. Um, so what I can do, I can email my IT department, have them resend you, uh, that email to reset the account for you. Great. Um- Okay, perfect. ... and then once that happens, I can give you a call back. Um- Okay. But checking my calendar, let's see. I will also reach out to them regarding, um, that you being active in the coverage, 'cause it looks like Norsthafing overtook a deduction from you. So I'm gonna reach out to the IT to verify, see what is actually going on. And then I can reach back out to you with a response. That Nor- did not take one? Wait. Say that again? They, so they, they did take one. They just- Oh. They just overtook it. They just overtook the deduction- Oh. ... if that makes any sense. I don't know what overtook means. They took- Meaning they took more than they were supposed to take out. Oh, okay. Hmm. That's not fun. Okay. But, um, that's great that you caught that. Totally understand. Um, but like I said, I will reach out to my IT department- Okay. ... have them verify it and see what is actually going on, and then once I do receive- Okay. ... word back, I'll give you a call back. Okay, Catherine? Okay. And what is your name again? My name is Justin. Justin. Okay, thanks so much. I look forward- You're welcome. ... to get your email and... So, so I'm just gonna wait for your call before I do anything, or should I, if I get an email with a "activate your account" today- Um- ... can I go ahead and proceed? Or... Yes. So if you receive that email today, you can go ahead and proceed like normal. Um- Okay. But once I do recei- re- receive word back, I will give you a call back. I'll, and general. Perfect. Okay, thanks so much, Justin. You're welcome. You have a great day, Catherine. Okay? You... Okay. Bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Catherine Hiler and I tried to activate my account, um, on the, an email that I was sent. And it said, "Sorry, there was an error," and said to call you at Member Services. So, that's what I'm doing.

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

Speaker speaker_1: Norsthafing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3051.

Speaker speaker_0: And what was your last name, Catherine?

Speaker speaker_1: Hiler. H-I-L-E-R.

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

Speaker speaker_1: Yes. 309 West 104th Street, Apartment 3D, New York, New York, 10025.

Speaker speaker_0: May I confirm your date of birth?

Speaker speaker_1: 6/24/61.

Speaker speaker_0: And a good cell phone number I have is 882-5780?

Speaker speaker_1: That's right.

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

Speaker speaker_1: That's right.

Speaker speaker_0: Okay. So let's see here. Um, so what I-

Speaker speaker_1: I, I put off activating it because I had a, a mammogram sonogram and they just wanted to have, you know, get that taken care of before I switched over.

Speaker speaker_0: Totally understand. Um, so what I can do, I can email my IT department, have them resend you, uh, that email to reset the account for you.

Speaker speaker_1: Great.

Speaker speaker_0: Um-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: ... and then once that happens, I can give you a call back. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But checking my calendar, let's see. I will also reach out to them regarding, um, that you being active in the coverage, 'cause it looks like Norsthafing overtook a deduction from you. So I'm gonna reach out to the IT to verify, see what is actually going on. And then I can reach back out to you with a response.

Speaker speaker_1: That Nor- did not take one? Wait. Say that again?

Speaker speaker_0: They, so they, they did take one. They just-

Speaker speaker_1: Oh.

Speaker speaker_0: They just overtook it. They just overtook the deduction-

Speaker speaker_1: Oh.

Speaker speaker_0: ... if that makes any sense.

Speaker speaker_1: I don't know what overtook means. They took-

Speaker speaker_0: Meaning they took more than they were supposed to take out.

Speaker speaker_1: Oh, okay. Hmm. That's not fun. Okay. But, um, that's great that you caught that.

Speaker speaker_0: Totally understand. Um, but like I said, I will reach out to my IT department-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have them verify it and see what is actually going on, and then once I do receive-

Speaker speaker_1: Okay.

Speaker speaker_0: ... word back, I'll give you a call back. Okay, Catherine?

Speaker speaker_1: Okay. And what is your name again?

Speaker speaker_0: My name is Justin.

Speaker speaker_1: Justin. Okay, thanks so much. I look forward-

Speaker speaker_0: You're welcome.

Speaker speaker_1: ... to get your email and... So, so I'm just gonna wait for your call before I do anything, or should I, if I get an email with a "activate your account" today-

Speaker speaker_0: Um-

Speaker speaker_1: ... can I go ahead and proceed? Or...

Speaker speaker_0: Yes. So if you receive that email today, you can go ahead and proceed like normal. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But once I do recei- re- receive word back, I will give you a call back. I'll, and general.

Speaker speaker_1: Perfect. Okay, thanks so much, Justin.

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

Speaker speaker_1: You... Okay. Bye.

Speaker speaker_0: All right, bye-bye.