

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, I got a email, actually a text message telling me that I could activate my account for Benefits in a Card. But when I go in there, I go into my email and click on it, it tells me that it's, um... I got a error report and it said to call this number because it's going to need more information in order to activate the account. All right. And what's the last four of your social? Uh, 7598. What company do you work for? NAU. First name? Marion. M-A-R-I-O-N. Last name? A-L-L-I-R-O-S-E. For security purposes, can you verify your address and date of birth for me? Sure. 159 Tomahawk Drive, Aiken, South Carolina 29801. 10-21-1956. You see we got your phone number, 803-232-2020. Uh, yes, yes. That's my- And your email is- ... former number. ... marion-alli-rosemarion@bfsu... uh, bfusa.com? Yes. Mm-hmm. Or my personal email is where I got it- it sent to is r62456@yahoo.com. I mean, either one is good. All right. So what was the help you with exactly? Okay. Well, I got, um, a, a email saying that I can now activate my online account for Benefits in a Card. But when I click on the little box that says, "Activate your account now," it takes me to a screen that says... Let me pull it up again. It says, "Additional information is required in order to continue activation." And then it says, "Please contact member services at 800-497-4856." So that's the reason I'm calling. Can I know what other information or how do I get to activate the account? So your coverage is already active. I'm not sure what they're referring to when they say, "Activate the account." Well, what it looks like, it says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to US based licensed providers for phone and video consultations. To get started, please follow the link below to activate your account." So I'm thinking that this must be something I can go online to do, which I never was able to do before. 'Cause normally I would just call Benefits in a Card, speak to somebody and then they would send me the information. They would go through, you know, answer my question. So, it looks like maybe I'm able to do it online. I'm not sure. Uh- It says, "Once your account is activated, you will ac- access to change your personal health records, consult with a provider and much more." So, just disregard that? Just keep calling them at that number if I need help? Mm-hmm. 'Cause I know my account is active. All right. And give me... So could you read to me what it says one more time? I want to make a note. Okay. I got the text message and then I got it in my email. And it says, "Dear," it gives my name. It says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to US based licensed providers for phone and video consultations. To get started, please follow the link below to activate your account." And then in that area it says, it's a little green box that says, "Activate your account today." So then I click on it, it gives me an error report and says that more information is needed in order to activate the account. So, um, you know, I thought maybe when I got that message it was

something that would let me start go online to see like the providers and things like that in the US, the doctors or whoever. But if I need to regard, disregard it, that's okay. I usually call anyway if I need information. Okay. So I would say for now disregard that. But I'm gonna s- I'm gonna investigate and see what that message mean, and if anything comes up, I'll give you a call back and let you know. Okay. Or if you, um... Yeah, you can call me back or send me a email or whatever, but it's just weird because, I mean, it goes in and it looks legit and everything, and it does give the number that I'm calling, I'm speaking to you at. So that's the only thing I was curious about. Okey-dokie. Thank you, ma'am. Thank you. Bye-bye. So you see, so you see, this is the kind of call...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Welcome to Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, I got a email, actually a text message telling me that I could activate my account for Benefits in a Card. But when I go in there, I go into my email and click on it, it tells me that it's, um... I got a error report and it said to call this number because it's going to need more information in order to activate the account.

Speaker speaker_1: All right. And what's the last four of your social?

Speaker speaker_2: Uh, 7598.

Speaker speaker_1: What company do you work for?

Speaker speaker_2: NAU.

Speaker speaker_1: First name?

Speaker speaker_2: Marion. M-A-R-I-O-N.

Speaker speaker_1: Last name?

Speaker speaker_2: A-L-L-I-R-O-S-E.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Sure. 159 Tomahawk Drive, Aiken, South Carolina 29801. 10-21-1956.

Speaker speaker_1: You see we got your phone number, 803-232-2020.

Speaker speaker_2: Uh, yes, yes. That's my-

Speaker speaker_1: And your email is-

Speaker speaker_2: ... former number.

Speaker speaker_1: ... marion-alli-rosemarion@bfsu... uh, bfusa.com?

Speaker speaker_2: Yes. Mm-hmm. Or my personal email is where I got it- it sent to is r62456@yahoo.com. I mean, either one is good.

Speaker speaker_1: All right. So what was the help you with exactly?

Speaker speaker_2: Okay. Well, I got, um, a, a email saying that I can now activate my online account for Benefits in a Card. But when I click on the little box that says, "Activate your account now," it takes me to a screen that says... Let me pull it up again. It says, "Additional information is required in order to continue activation." And then it says, "Please contact member services at 800-497-4856." So that's the reason I'm calling. Can I know what other information or how do I get to activate the account?

Speaker speaker_1: So your coverage is already active. I'm not sure what they're referring to when they say, "Activate the account."

Speaker speaker_2: Well, what it looks like, it says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to US based licensed providers for phone and video consultations. To get started, please follow the link below to activate your account." So I'm thinking that this must be something I can go online to do, which I never was able to do before. 'Cause normally I would just call Benefits in a Card, speak to somebody and then they would send me the information. They would go through, you know, answer my question. So, it looks like maybe I'm able to do it online. I'm not sure.

Speaker speaker_1: Uh-

Speaker speaker_2: It says, "Once your account is activated, you will ac- access to change your personal health records, consult with a provider and much more." So, just disregard that? Just keep calling them at that number if I need help?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 'Cause I know my account is active.

Speaker speaker_1: All right. And give me... So could you read to me what it says one more time? I want to make a note.

Speaker speaker_2: Okay. I got the text message and then I got it in my email. And it says, "Dear," it gives my name. It says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to US based licensed providers for phone and video consultations. To get started, please follow the link below to activate your account." And then in that area it says, it's a little green box that says, "Activate your account today." So then I click on it, it gives me an error report and says that more information is needed in order to activate the account. So, um, you know, I thought maybe when I got that message it was something that would let me start go online to see like the providers and things like that in the US, the doctors or whoever. But if I need to regard, disregard it, that's okay. I usually call anyway if I need information.

Speaker speaker_1: Okay. So I would say for now disregard that. But I'm gonna s- I'm gonna investigate and see what that message mean, and if anything comes up, I'll give you a call back and let you know.

Speaker speaker_2: Okay. Or if you, um... Yeah, you can call me back or send me a email or whatever, but it's just weird because, I mean, it goes in and it looks legit and everything, and it does give the number that I'm calling, I'm speaking to you at. So that's the only thing I was curious about. Okey-dokie.

Speaker speaker_1: Thank you, ma'am.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: So you see, so you see, this is the kind of call...