

Transcript: Malcolm

Nash-6467582491803648-6725200837787648

Full Transcript

Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Hello. Um, I had made my account, but my dependent's account is not working. What's the, what do you mean your dependent's account's not working? Have they, so have they looked at their email and got the, and verified their account? They sent it to my email, so I activated it under my email, but with a different password for theirs. Hmm. So you're saying it's not working 'cause you did that? Yeah. What staffing company do you work for? It's, uh, WDP, but I go through, um, WSI, the temp service. What's the last four of your social? 8917. First name? Unique. Last name? Love. All right, for security purposes, can you verify your address and date of birth for me? It's 1234 West North Street, and my date of birth is 02/09/1998. Thank you. So we got your phone number, 574-300-2134? Yes. Okay. Email is sweetie_sweetie313@yahoo.com? Yes. So your issue is they're not, they're not able to log into their account, even when you've sent a password? Yes. So what's the email address that i- that is supposed to be sent to them? It's supposed to be to... Sorry, one second. It's supposed to be sent to anika love819@gmail.com. All right. You mind if I push you in a brief hold? I'm sorry, what was that? Do you mind if I push you in a brief hold? No, not a thing. Thank you. Are you there, Ms. Unique? Yes, I am. I just wanna confirm real quick. You said her email is aniaalove819@gmail.com? No, it's a-n-i-k-a. Oh, k-a. Yeah. You said, N-I... Uh, you said A-N-I-K-A. Yes. All right. I'ma put you on brief hold again while we get this sorted out for you. All right. Yeah. Hey. Are you there, Ms. Love? I'm good. All right. So we were able to get her email updated in the system. What we can recommend is doing a password reset to see- Okay. ... if she'll be able to do it that way. All right. Thank you. No problem. Was there anything else that I could help you with today, Ms. Love? No, that was all. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend. We did also email the back office to get a new code sent, so it is possible she will see that in 24 to 48 business day hours if she doesn't... if your password reset isn't able to work. Okay. Thank you. No problem, Ms. Love. And if we... So we are closed on over the weekend. And I said, it's 24 to 48 business day hours. Mm-hmm. So if, if it's not fixed by, like, let's say Tuesday or Wednesday, you can give us a call back and see... we can see what the, the next option would be. All right. Thank you. No problem, Ms. Love. I hope y'all have a great weekend. You too. Bye bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hello. Um, I had made my account, but my dependent's account is not working.

Speaker speaker_0: What's the, what do you mean your dependent's account's not working? Have they, so have they looked at their email and got the, and verified their account?

Speaker speaker_1: They sent it to my email, so I activated it under my email, but with a different password for theirs.

Speaker speaker_0: Hmm. So you're saying it's not working 'cause you did that?

Speaker speaker_1: Yeah.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: It's, uh, WDP, but I go through, um, WSI, the temp service.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 8917.

Speaker speaker_0: First name?

Speaker speaker_1: Unique.

Speaker speaker_0: Last name?

Speaker speaker_1: Love.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: It's 1234 West North Street, and my date of birth is 02/09/1998.

Speaker speaker_0: Thank you. So we got your phone number, 574-300-2134?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Email is sweetie_sweetie313@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So your issue is they're not, they're not able to log into their account, even when you've sent a password?

Speaker speaker_1: Yes.

Speaker speaker_0: So what's the email address that i- that is supposed to be sent to them?

Speaker speaker_1: It's supposed to be to... Sorry, one second. It's supposed to be sent to anika love819@gmail.com.

Speaker speaker_0: All right. You mind if I push you in a brief hold?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: Do you mind if I push you in a brief hold?

Speaker speaker_1: No, not a thing.

Speaker speaker_0: Thank you. Are you there, Ms. Unique?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: I just wanna confirm real quick. You said her email is aniaalove819@gmail.com?

Speaker speaker_1: No, it's a-n-i-k-a.

Speaker speaker_0: Oh, k-a.

Speaker speaker_1: Yeah.

Speaker speaker_0: You said, N-I... Uh, you said A-N-I-K-A.

Speaker speaker_2: Yes.

Speaker speaker_0: All right. I'ma put you on brief hold again while we get this sorted out for you.

Speaker speaker_2: All right.

Speaker speaker_0: Yeah. Hey. Are you there, Ms. Love?

Speaker speaker_2: I'm good.

Speaker speaker_0: All right. So we were able to get her email updated in the system. What we can recommend is doing a password reset to see-

Speaker speaker_2: Okay.

Speaker speaker_0: ... if she'll be able to do it that way.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: No problem. Was there anything else that I could help you with today, Ms. Love?

Speaker speaker_2: No, that was all.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend. We did also email the back office to get a new code sent, so it is possible she will see that in 24 to 48 business day hours if she doesn't... if your password reset isn't able to work.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: No problem, Ms. Love. And if we... So we are closed on over the weekend. And I said, it's 24 to 48 business day hours.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So if, if it's not fixed by, like, let's say Tuesday or Wednesday, you can give us a call back and see... we can see what the, the next option would be.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: No problem, Ms. Love. I hope y'all have a great weekend.

Speaker speaker_2: You too. Bye bye.

Speaker speaker_0: Thank you. Bye.