

Transcript: Malcolm

Nash-6472061255892992-5212237557874688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yes. Hi, Malcolm. My name's Tyneunica Noelle and I am locked out of the portal. They told me to call and I also need, um, uh, to get my, my benefits card. What staffing company do you work for? TRC. What was the last four of your social? 5501. First name? Tyneunica. Okay. For security purposes, can you verify your address and date of birth for me? Yes. 3336, excuse me, 3335, um, 3635 Cash Drive, RMG, 16727, 107, uh, 12/26/75. You said 75? Mm-hmm. All right. Well, good. Email or good phone number is 540-632-9959. Okay. And the email is tn540@yahoo.com? Yeah. Thank you. So I wouldn't be able to help you with the login issue, but I can get your ID card sent to you. You mind if I put you on a brief hold while I get those for you? No, I don't mind. Thank you. ... are you there, Miss Noel? Yes. I- I- I just sent those ID cards to your email. Okay. Was there anything else I can help you with today? No. Um, looks like... You s- you sent it to which email? TN? To the tn@540ao.com. Yeah. Okay. I haven't received it yet. But, um, as far as the- the- my account being disabled, because that's the number- this is the number that they told me to call. Okay, I just got it. Um, how do I get that un- on, um, unblocked? So what does say exactly when you try to r- log in? It says, "Account disabled. Please call 1-800-479-4856." You said to get it enabled again? Mm-hmm. Hm. You mind if I put you on a brief hold? No, I don't mind. Thank you. Mm-hmm. Are y- are you there, miss? Yes. So it doesn't look... It's showing that you haven't got registered online yet. What- did you register with them yet? Yeah, I was on there last week. But I don't understand- So what website did you go to? The My Benefits. Um, hold on because someone sent me the link. Okay. I got the, um, the link and then that registered thing. Benefit- You got it? Benefits in a Card, that's what it's called. Hold on. Benefits in a Card. Um... One second. 'Cause I had made an appointment and everything. It says, "Card is ac- activation successful," and that was on December the 2nd. So what was the website, ma'am, that you went to? I'm going to there now. Hold on. This is, uh, Virtual Card Benefits &... VirtualCare.BenefitsInACard.com.Virtual care. Mm-hmm. It's the link that was emailed to me from you all. It says this is expired. We sent the email to the new address and says quit in 30 days, but I had already did that. So is that virtualcare.benefitsinacard.com? Mm-hmm. And when I go to put my email address, it's not registering, but it was last week. All right. Give me one moment. You mind if I put you on the brief hold again? No, that's fine. Okay.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Yes. Hi, Malcolm. My name's Tyneunica Noelle and I am locked out of the portal. They told me to call and I also need, um, uh, to get my, my benefits card.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: What was the last four of your social?

Speaker speaker_2: 5501.

Speaker speaker_1: First name?

Speaker speaker_2: Tyneunica.

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

Speaker speaker_2: Yes. 3336, excuse me, 3335, um, 3635 Cash Drive, RMG, 16727, 107, uh, 12/26/75.

Speaker speaker_1: You said 75?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. Well, good. Email or good phone number is 540-632-9959.

Speaker speaker_2: Okay.

Speaker speaker_1: And the email is tn540@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. So I wouldn't be able to help you with the login issue, but I can get your ID card sent to you. You mind if I put you on a brief hold while I get those for you?

Speaker speaker_2: No, I don't mind.

Speaker speaker_1: Thank you.

Speaker speaker_3: ... are you there, Miss Noel?

Speaker speaker_2: Yes.

Speaker speaker_3: I- I- I just sent those ID cards to your email.

Speaker speaker_2: Okay.

Speaker speaker_3: Was there anything else I can help you with today?

Speaker speaker_2: No. Um, looks like... You s- you sent it to which email? TN?

Speaker speaker_3: To the tn@540ao.com.

Speaker speaker_2: Yeah. Okay. I haven't received it yet. But, um, as far as the- the- my account being disabled, because that's the number- this is the number that they told me to call. Okay, I just got it. Um, how do I get that un- on, um, unblocked?

Speaker speaker_3: So what does say exactly when you try to r- log in?

Speaker speaker_2: It says, "Account disabled. Please call 1-800-479-4856."

Speaker speaker_3: You said to get it enabled again?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Hm. You mind if I put you on a brief hold?

Speaker speaker_2: No, I don't mind.

Speaker speaker_3: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Are y- are you there, miss?

Speaker speaker_2: Yes.

Speaker speaker_3: So it doesn't look... It's showing that you haven't got registered online yet. What- did you register with them yet?

Speaker speaker_2: Yeah, I was on there last week. But I don't understand-

Speaker speaker_3: So what website did you go to?

Speaker speaker_2: The My Benefits. Um, hold on because someone sent me the link.

Speaker speaker_3: Okay.

Speaker speaker_2: I got the, um, the link and then that registered thing. Benefit-

Speaker speaker_3: You got it?

Speaker speaker_2: Benefits in a Card, that's what it's called. Hold on. Benefits in a Card. Um... One second. 'Cause I had made an appointment and everything. It says, "Card is activation successful," and that was on December the 2nd.

Speaker speaker_3: So what was the website, ma'am, that you went to?

Speaker speaker_2: I'm going to there now. Hold on. This is, uh, Virtual Card Benefits &... VirtualCare.BenefitsInACard.com.

Speaker speaker_4: Virtual care.

Speaker speaker_5: Mm-hmm. It's the link that was emailed to me from you all. It says this is expired. We sent the email to the new address and says quit in 30 days, but I had already did that.

Speaker speaker_4: So is that virtualcare.benefitsinacard.com?

Speaker speaker_5: Mm-hmm. And when I go to put my email address, it's not registering, but it was last week.

Speaker speaker_4: All right. Give me one moment. You mind if I put you on the brief hold again?

Speaker speaker_5: No, that's fine.

Speaker speaker_4: Okay.