

Transcript: Malcolm

Nash-6750959123349504-6424031313051648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is National Financial Benefits on a Card. This is Malcolm. How can I help you, sir? Hi, Malcolm. How are you doing? I'm having a real big issue with my account right now, and I don't know if I need to speak with a supervisor or... or s... things of that nature. How can I help you, sir? Um, I logged into my account, my benefits in the card account. It's, it's someone else. It's someone else's name. It's someone else's birthday, address, everything. It's not even mine. What staffing company do you work for, sir? Huh? What staffing company do you work for? Carleton Staffing. What's the last four of your social? 9966. First name? K Piers. For security purposes, can you verify your address and date of birth for me? 2615 Pleasant Trail, Frisco, Texas 77545. Um, you said my birthday? 03... Well, 07031996. Just... Just print the address that we have on file. Well, 16794 New Light Bean. Um, 77095 Houston, Texas. Mm-hmm. Could you verify what's your full social? 629549966. Thank you. So we got a 3230 Dixie Drive, Apartment number 2403, Houston, Texas. Okay. Is that a old address? Yes, that's a old address. What's your new address? Uh, 7105 Old Katy Road. How do you spell that? Old Katy Road. O-L-K-A-T-Y Road. And the city and state? Houston, Texas 77024. Thank you. Can we get that phone number? 3466408311. Yes. My apartment number is 3301. You saying three, three, zero, zero, one? Three, three, zero- Three, three, zero, one. Mm-hmm. And the email is markettabelle72@gmail.com? No. I don't even know who that is. That's what I'm saying. And when was the last time you logged on? That's not my email. Kjpier73@gmail.com. It's like I'm being scammed. Somebody's scamming me. I don't... I need to speak to somebody. It's KJ- Kjpier73@gmail.com. Kjpier73@gmail.com. @gmail.com, yes. Okay. And who is... Who... Like who is that? Who is that's, that's, that's using my account? Because I logged in and- It doesn't show that anybody was accessing your account, sir. There's someone named... I can t-... I can tell you their name and everything. One sec. Let me get their name. Their name is, uh, Z-... Zainab. Z-A-I-N-A-B or Lubrace 08021989, their, their birthday 8324066517 is their phone number. I don't even know this person. I don't understand why is my name connected to their name? Why is my account connected to their name? That makes no sense to me. Mm-hmm. I'm not seeing what you're seeing, sir. On our end it was all your information except for that email. So that email wasn't correct? That email... I don't know that email. I've never seen that email. I've never heard of that email. But when I log into the Benefits on a Card online, their account was connected to my account. It's not, not, not my name on there, nothing. But it's all my, my social and, and everything connected to their account. That makes no sense to me. Okay. So you just said you want to speak with a supervisor? Yes. I need to speak with a supervisor about this. Hi, can I put you on a brief hold? That's fine. What's up, sir? Hey. Hey, man. Thanks anyway. Yeah. Yeah. Yeah. Yeah. Yeah. Yeah. Hello. Good morning. Hello? Hello. My name is Chris. I

am the supervisor on duty here. How can I help? How you doing, Chris? Um, I was just logging to my benefits on a card this morning, and my account is connected to someone else's name, address and... their email is connected to my account, and I, I don't, I don't... I need to get to the bottom of this. I don't, I don't like this at all. No. I definitely understand. Um, can you confirm, uh... because I know of two different portals that you could be, that you could be logging into. Is this for the My Benefits in a Card portal or is this for, like, uh, the Virtual Care portal, virtualcare.benefitsinacard.com? What's that then? I- I don't think so. This is Virtual Care Benefits in a Card. Virtualcare.benefitsinacard.com. Okay. Uh, strange, because there shouldn't be, um... I only see that you're enrolled in the dental which does not have a Virtual Care benefit in- involved in it at all. Uh, now, the object of, the portion of your email being shown up on someone else's portal is definitely an issue. I will check with our IT team, uh, to see what could be causing that. Um, but as far as, like, the Virtual Care portal, you technically don't have access to that in the, uh, in the first place because you don't have that, that plan. Yeah, I'm logged in now. It's, it's connected to everything. I'm, I can see everything. Okay. Yeah, so that, I'm not sure what would have caused that. Again, I, I'm not sure what would've happened there. I wouldn't know until we do some sort of investigation, because as far as I know, you, you don't have a virtual ac- a Virtual Care account is all, at all because you're not enrolled into that plan and you're not enrolled into any plan that would include a Virtual Care c- component to it. Um, I will definitely, uh, I will definitely go ahead and, uh, confirm with our IT team what may have happened with that, and we can definitely give you a call back with more information once we've done an investigation. Um, but can I, can I just ask, just to make sure, because we show two emails on your, on your file here. Mm-hmm. Um, a [marquitable72 at gmail](mailto:marquitable72@gmail.com)- I do not know that person at all. I do not know Marquita Bell. I've never, never heard of that person ever in my life. Okay. So then, so then the question comes is where is, where did that email come from, and where... And I'd have to, we'd have to look into seeing where that would've, what would've happened with that. Um, the other email we have on file is [kjpierre73 at gmail.com](mailto:kjpierre73@gmail.com). Is that your email address? That's my email address. That's my email address. Okay. Okay. Um, yeah. I'll re- our IT team and see what happened with that, why there was a... why there's a different email address that's not connected with you at all, and then, like I said, see what happened with that Virtual Care account under that email address. But again, that's, that's not your account if you don't even have a Virtual Care account. Okay, so how would I see my, my benefits for my dental? Um, the only thing I know of, I know that the My Benefits in a Card portal just shows that you're enrolled into, into the dental plan. Um, but it wouldn't have any... I don't believe it would have any sort of specifics about the dental plan. For that, you may want to get in contact with American Public Life, who's the actual insurance carrier for the dental plan. Um, let me know when you're ready. I can give you their phone number. Uh, I'm ready right now. All right, so their phone number is going to be 800- Mm-hmm. ... 256- 256. ... 8606. Okay. Yeah, so if you have any questions regarding your dental plan, just give them a call. Okay. And then yeah, we'll still definitely look into seeing where this other email came from, um, and, and we'll go ahead and... we'll go ahead and take that off of your account. Um, but like I said, that Virtual Care portal that you somehow were able to access, that's not yours. Okay. Yeah. I don't... That, that doesn't seem right with me. It's kind of like someone scamming or something. I don't, I don't like that. No, I, I definitely understand, and I'd be very, very wary about that myself if that happened to me. I 100% get that. Um, but again, without any further

investigation, I'm not sure what would have happened to cause that, because like... wh- what would have caused that. Um, and that y-... I would say for now, um, just don't, like, don't worry, don't try to access that Virtual Care account, because again, it's, it's not yours. I'm not sure how you were able to access it in the first place. We'll remove, we'll remove that email from your account on our system here, and then, um, and then we'll, we'll... like I said, once I, once I've got more information and see what exactly would have happened to cause that email address to show up on and populating your file, we'll give you a call back and let you know what happened and what we've done to resolve that, okay? Okay. That's fine. Okay. Uh- What was your name? ... Mr. Pierre, was there anything else... My name is Chris. Chris? Chris. C-H-R-I-S, Chris. Chris. Okay, okay. Okay, so I just had to speak with Chris about, uh, wanted some pictures. No problem. Yeah, so, uh, if, if we're, um... yeah, I'll be... I'll give you a call back once I've got more information. That should be within 24 to 48 business hours. Um, if I'm not here, I'll try to get in contact with you as soon as I am able to, um, or, yeah, to see if there's another supervisor that may be able to help as well. Okay? Okay. All right, then. Um, Mr. Pierre, was there anything else I might be able to assist with right now? That's it. All right. Well, thank you for t-... uh, thank you for calling and you have a wonderful day. Bye-bye. All right. Bye-bye, now.

Conversation Format

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

Speaker speaker_1: This is National Financial Benefits on a Card. This is Malcolm. How can I help you, sir?

Speaker speaker_2: Hi, Malcolm. How are you doing? I'm having a real big issue with my account right now, and I don't know if I need to speak with a supervisor or... or s... things of that nature.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Um, I logged into my account, my benefits in the card account. It's, it's someone else. It's someone else's name. It's someone else's birthday, address, everything. It's not even mine.

Speaker speaker_1: What staffing company do you work for, sir?

Speaker speaker_2: Huh?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Carleton Staffing.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 9966.

Speaker speaker_1: First name?

Speaker speaker_2: K Piers.

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

Speaker speaker_2: 2615 Pleasant Trail, Frisco, Texas 77545. Um, you said my birthday? 03... Well, 07031996.

Speaker speaker_1: Just... Just print the address that we have on file.

Speaker speaker_2: Well, 16794 New Light Bean. Um, 77095 Houston, Texas.

Speaker speaker_1: Mm-hmm. Could you verify what's your full social?

Speaker speaker_2: 629549966.

Speaker speaker_1: Thank you. So we got a 3230 Dixie Drive, Apartment number 2403, Houston, Texas.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that a old address?

Speaker speaker_2: Yes, that's a old address.

Speaker speaker_1: What's your new address?

Speaker speaker_2: Uh, 7105 Old Katy Road.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: Old Katy Road. O-L-K-A-T-Y Road.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Houston, Texas 77024.

Speaker speaker_1: Thank you. Can we get that phone number? 3466408311.

Speaker speaker_2: Yes. My apartment number is 3301.

Speaker speaker_1: You saying three, three, zero, zero, one?

Speaker speaker_2: Three, three, zero-

Speaker speaker_1: Three, three, zero, one.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email is markettabelle72@gmail.com?

Speaker speaker_2: No. I don't even know who that is. That's what I'm saying.

Speaker speaker_1: And when was the last time you logged on?

Speaker speaker_2: That's not my email. Kjpier73@gmail.com. It's like I'm being scammed. Somebody's scamming me. I don't... I need to speak to somebody.

Speaker speaker_1: It's KJ-

Speaker speaker_2: Kjpier73@gmail.com.

Speaker speaker_1: Kjpier73@gmail.com.

Speaker speaker_2: @gmail.com, yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And who is... Who... Like who is that? Who is that's, that's, that's using my account? Because I logged in and-

Speaker speaker_1: It doesn't show that anybody was accessing your account, sir.

Speaker speaker_2: There's someone named... I can t... I can tell you their name and everything. One sec. Let me get their name. Their name is, uh, Z-... Zainab. Z-A-I-N-A-B or Lubrace 08021989, their, their birthday 8324066517 is their phone number. I don't even know this person. I don't understand why is my name connected to their name? Why is my account connected to their name? That makes no sense to me.

Speaker speaker_1: Mm-hmm. I'm not seeing what you're seeing, sir. On our end it was all your information except for that email. So that email wasn't correct?

Speaker speaker_2: That email... I don't know that email. I've never seen that email. I've never heard of that email. But when I log into the Benefits on a Card online, their account was connected to my account. It's not, not, not my name on there, nothing. But it's all my, my social and, and everything connected to their account. That makes no sense to me.

Speaker speaker_1: Okay. So you just said you want to speak with a supervisor?

Speaker speaker_2: Yes. I need to speak with a supervisor about this.

Speaker speaker_1: Hi, can I put you on a brief hold?

Speaker speaker_2: That's fine.

Speaker speaker_3: What's up, sir? Hey. Hey, man. Thanks anyway. Yeah. Yeah. Yeah. Yeah. Yeah. Yeah. Hello. Good morning.

Speaker speaker_2: Hello?

Speaker speaker_4: Hello. My name is Chris. I am the supervisor on duty here. How can I help?

Speaker speaker_2: How you doing, Chris? Um, I was just logging to my benefits on a card this morning, and my account is connected to someone else's name, address and... their email is connected to my account, and I, I don't, I don't... I need to get to the bottom of this. I don't, I don't like this at all.

Speaker speaker_4: No. I definitely understand. Um, can you confirm, uh... because I know of two different portals that you could be, that you could be logging into. Is this for the My Benefits in a Card portal or is this for, like, uh, the Virtual Care portal, virtualcare.benefitsinacard.com?

Speaker speaker_2: What's that then? I- I don't think so. This is Virtual Care Benefits in a Card.

Speaker speaker_4: Virtualcare.benefitsinacard.com. Okay. Uh, strange, because there shouldn't be, um... I only see that you're enrolled in the dental which does not have a Virtual Care benefit in- involved in it at all. Uh, now, the object of, the portion of your email being shown up on someone else's portal is definitely an issue. I will check with our IT team, uh, to see what could be causing that. Um, but as far as, like, the Virtual Care portal, you technically don't have access to that in the, uh, in the first place because you don't have that, that plan.

Speaker speaker_2: Yeah, I'm logged in now. It's, it's connected to everything. I'm, I can see everything.

Speaker speaker_4: Okay. Yeah, so that, I'm not sure what would have caused that. Again, I, I'm not sure what would've happened there. I wouldn't know until we do some sort of investigation, because as far as I know, you, you don't have a virtual ac- a Virtual Care account is all, at all because you're not enrolled into that plan and you're not enrolled into any plan that would include a Virtual Care c- component to it. Um, I will definitely, uh, I will definitely go ahead and, uh, confirm with our IT team what may have happened with that, and we can definitely give you a call back with more information once we've done an investigation. Um, but can I, can I just ask, just to make sure, because we show two emails on your, on your file here.

Speaker speaker_2: Mm-hmm.

Speaker speaker_4: Um, a marquitabell72 at gmail-

Speaker speaker_2: I do not know that person at all. I do not know Marquita Bell. I've never, never heard of that person ever in my life.

Speaker speaker_4: Okay. So then, so then the question comes is where is, where did that email come from, and where... And I'd have to, we'd have to look into seeing where that would've, what would've happened with that. Um, the other email we have on file is kjpierre73 at gmail.com. Is that your email address?

Speaker speaker_2: That's my email address. That's my email address.

Speaker speaker_4: Okay. Okay. Um, yeah. I'll re- our IT team and see what happened with that, why there was a... why there's a different email address that's not connected with you at all, and then, like I said, see what happened with that Virtual Care account under that email address. But again, that's, that's not your account if you don't even have a Virtual Care account.

Speaker speaker_2: Okay, so how would I see my, my benefits for my dental?

Speaker speaker_4: Um, the only thing I know of, I know that the My Benefits in a Card portal just shows that you're enrolled into, into the dental plan. Um, but it wouldn't have any... I don't believe it would have any sort of specifics about the dental plan. For that, you may want to get in contact with American Public Life, who's the actual insurance carrier for the dental plan. Um, let me know when you're ready. I can give you their phone number.

Speaker speaker_2: Uh, I'm ready right now.

Speaker speaker_4: All right, so their phone number is going to be 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_4: ... 256-

Speaker speaker_2: 256.

Speaker speaker_4: ... 8606.

Speaker speaker_2: Okay.

Speaker speaker_4: Yeah, so if you have any questions regarding your dental plan, just give them a call.

Speaker speaker_2: Okay.

Speaker speaker_4: And then yeah, we'll still definitely look into seeing where this other email came from, um, and, and we'll go ahead and... we'll go ahead and take that off of your account. Um, but like I said, that Virtual Care portal that you somehow were able to access, that's not yours.

Speaker speaker_2: Okay. Yeah. I don't... That, that doesn't seem right with me. It's kind of like someone scamming or something. I don't, I don't like that.

Speaker speaker_4: No, I, I definitely understand, and I'd be very, very wary about that myself if that happened to me. I 100% get that. Um, but again, without any further investigation, I'm not sure what would have happened to cause that, because like... wh- what would have caused that. Um, and that y-... I would say for now, um, just don't, like, don't worry, don't try to access that Virtual Care account, because again, it's, it's not yours. I'm not sure how you were able to access it in the first place. We'll remove, we'll remove that email from your account on our system here, and then, um, and then we'll, we'll... like I said, once I, once I've got more information and see what exactly would have happened to cause that email address to show up on and populating your file, we'll give you a call back and let you know what happened and what we've done to resolve that, okay?

Speaker speaker_2: Okay. That's fine.

Speaker speaker_4: Okay. Uh-

Speaker speaker_2: What was your name?

Speaker speaker_4: ... Mr. Pierre, was there anything else... My name is Chris.

Speaker speaker_2: Chris?

Speaker speaker_4: Chris. C-H-R-I-S, Chris.

Speaker speaker_2: Chris. Okay, okay. Okay, so I just had to speak with Chris about, uh, wanted some pictures.

Speaker speaker_4: No problem. Yeah, so, uh, if, if we're, um... yeah, I'll be... I'll give you a call back once I've got more information. That should be within 24 to 48 business hours. Um, if I'm not here, I'll try to get in contact with you as soon as I am able to, um, or, yeah, to see if there's another supervisor that may be able to help as well. Okay?

Speaker speaker_2: Okay.

Speaker speaker_4: All right, then. Um, Mr. Pierre, was there anything else I might be able to assist with right now?

Speaker speaker_2: That's it.

Speaker speaker_4: All right. Well, thank you for t... uh, thank you for calling and you have a wonderful day.

Speaker speaker_2: Bye-bye.

Speaker speaker_4: All right. Bye-bye, now.