

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hello. How are you doing? Good, and you? I'm doing good. Um, so I was able to sign up for a Benefits in a Card account a little while ago, um, through the, um, dashboard benefits from the hiring agency. Um, and I was wondering, I'm having troubles accessing my account. Um, could you help me with that, please? Uh, and what's the name of the staffing agency? Um, they were, when I signed up, Tara Staffing, but now they're called Virsella. Okay. Mm-hmm. May I have the password digits of your social, so I can pull up your account? Yeah. It's going to be 3183. Your first and last name? Um, first is going to be Zerebian, and then last name is going to be Chorn. Okay. Um, can we, uh, verify your complete address and date of birth to make sure I am in the correct file- Yeah. ... and for security reasons? Yes. Oh, it's gonna be, uh, 19914, 172 South Street, Washington, 98031. We have a phone number on file, 206-512-5902, and your email- Yeah, that- Is, is... Let... Your first name, I didn't... Sorry, your first name C.D. Mail.com. Perfect. Yes. So, okay. Yeah. I see that you are enrolled. Now, your ID card, they send it to the email we have on file. Mm-hmm. Um, they do not send physical unless you request one. Do you need your- Um. ... ID information? Let's see. Um, yes, 'cause the only emails I see in mine from Benefits, um, in a Card are... Let's see. Actually, it wouldn't come from us. It would be directly from the carrier, which is ATL. Oh. Yeah. Hmm. So, I will go ahead and, um, email it to you. Okay. Um, is there anything else that you need help with? Um, let's see. And then once I do receive the email that you sent, um, I should be good, you think? Yes, sir. So ready to use it. The email you're going to find information where to find your providers ac- close to you. And- Okay. And all the information will be, like group number and all that will be on your ID card. The PDF- Okay. ... PDF is attached to the email. Okay. Anything else, sir? Um, no, I should be good. Um- The email- Should I be expecting the- Yeah. Okay. Okay. The email will be in your info@benefitsinacard.com and don't smile, it might go there. Oh, perfect. I see it now. Um- Okay. Thank you for giving us a call. Have a wonderful rest of the day. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. How are you doing?

Speaker speaker_1: Good, and you?

Speaker speaker_2: I'm doing good. Um, so I was able to sign up for a Benefits in a Card account a little while ago, um, through the, um, dashboard benefits from the hiring agency. Um, and I was wondering, I'm having troubles accessing my account. Um, could you help me with that, please?

Speaker speaker_1: Uh, and what's the name of the staffing agency?

Speaker speaker_2: Um, they were, when I signed up, Tara Staffing, but now they're called Virsella.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: May I have the password digits of your social, so I can pull up your account?

Speaker speaker_2: Yeah. It's going to be 3183.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Um, first is going to be Zerebian, and then last name is going to be Chorn.

Speaker speaker_1: Okay. Um, can we, uh, verify your complete address and date of birth to make sure I am in the correct file-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... and for security reasons?

Speaker speaker_2: Yes. Oh, it's gonna be, uh, 19914, 172 South Street, Washington, 98031.

Speaker speaker_1: We have a phone number on file, 206-512-5902, and your email-

Speaker speaker_2: Yeah, that-

Speaker speaker_1: Is, is... Let... Your first name, I didn't... Sorry, your first name C.D. Mail.com.

Speaker speaker_2: Perfect. Yes.

Speaker speaker_1: So, okay. Yeah. I see that you are enrolled. Now, your ID card, they send it to the email we have on file.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, they do not send physical unless you request one. Do you need your-

Speaker speaker_2: Um.

Speaker speaker_1: ... ID information?

Speaker speaker_2: Let's see. Um, yes, 'cause the only emails I see in mine from Benefits, um, in a Card are... Let's see.

Speaker speaker_1: Actually, it wouldn't come from us. It would be directly from the carrier, which is ATL.

Speaker speaker_2: Oh.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hmm.

Speaker speaker_1: So, I will go ahead and, um, email it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, is there anything else that you need help with?

Speaker speaker_2: Um, let's see. And then once I do receive the email that you sent, um, I should be good, you think?

Speaker speaker_1: Yes, sir. So ready to use it. The email you're going to find information where to find your providers ac- close to you. And-

Speaker speaker_2: Okay.

Speaker speaker_1: And all the information will be, like group number and all that will be on your ID card. The PDF-

Speaker speaker_2: Okay.

Speaker speaker_1: ... PDF is attached to the email.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else, sir?

Speaker speaker_2: Um, no, I should be good. Um-

Speaker speaker_1: The email-

Speaker speaker_2: Should I be expecting the-

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: The email will be in your info@benefitsinacard.com and don't smile, it might go there.

Speaker speaker_2: Oh, perfect. I see it now. Um-

Speaker speaker_1: Okay. Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker_2: Thank you.