

## Transcript: Pearl

**Rojas-5844934033620992-5574459818721280**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, Danielle Yeprem. And how can I assist you? I'm sorry? And how can I assist you? Um, well, I was trying to activate my account and I got, um, a message that the account is disabled. Okay. What account, what account are you speaking of? Um, my benefits card, or Benefits in a Card health insurance. Okay. And your... And what, um, what website are you going to? Um, virtualcarebenefitsinacard.com. Okay. What is the name of the company do you work for? Serge. And the last four digits of your social? 8683. Can you bear with me one moment? Sure. All righty. Let's see. How long have you been working with Serge? Um, almost two months. Okay. And you said your last name is Rom? Uh, no. It's Yeprem. What's... I'm sorry, what did you say that's the name? It's Yeprem, Y-E-P-R-E-M. Yeprem, okay. And if you can confirm your address and date of birth for me. The address is 1199 North Memorial Drive, Box 209. And my date of birth is... Oh, that's Lancaster, Ohio, excuse me, 43130. And my date of birth is June 14th, 1973. Okay. And your phone number is 614-370-5569? Yes. Give me just one moment while I take a look, okay? Okay. Okay. And you said you're going to the virtualcare.benefitsinacard.com? Yes. I just followed the link from the email I was sent. Okay. And then you went, um, and tried to register and all, and it's saying your account is suspended? Uh, it says disabled. Yeah, I, um, I had got an email last week. I went this morning and created a password and then put in a little bit of information, my name and... What else did it ask for? My zip code and... Okay. And your email address is DL, your last name, @yahoo.com? Yes. Okay. Bear with me one moment. I'm going to place you on approved hold and see if I can get some, some troubleshooting for you, okay? Okay, thank you. Thank you so much for holding. So, okay. Yes, ma'am. So because the, the coverage is on a week-to-week basis when we receive the deduction, your coverage for that week becomes active. And so we received your de- your deduction this, um, today for this week. So, um, it'll take a little bit for the coverage to show as active and you'll be able to, um, go through and use your services. Okay. Um, well, they took premiums last week, too. Yes, but because the... so it's week to week, so if you say you didn't receive your, your deduction, your coverage would be, um, not active. So essentially it turns off in a way and then once we receive the deduction, it becomes active again. If that makes sense. Okay, right. Can't log into the account in the meantime? Is that what you're saying? At the moment, no. Yeah, at the moment, no. I would give it, just give it a couple hours, maybe today in the afternoon, um, try logging in again. Um, or even brighter, there's tomorrow morning, but it should only take a few hours to register that you are active again. Okay. Um, all right. Um, and they said I could contact you to get an actual card sent to me. Can I get that? I'm sorry did you want the ca- the... you haven't received any of your cards, so you should have received - I haven't gotten

anything. ... them by now. Okay. Yeah, I haven't received anything. Okay. Did you want them physical copies or virtual file? Um, physical please. Okay. I'll go ahead and get that request then. It will take seven to ten business days for them to arrive, um, but I'll definitely put that request in. Okay. All right. Thank you so much. Thank you for calling. Have a great day. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Um, Danielle Yeprem.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, well, I was trying to activate my account and I got, um, a message that the account is disabled.

Speaker speaker\_1: Okay. What account, what account are you speaking of?

Speaker speaker\_2: Um, my benefits card, or Benefits in a Card health insurance.

Speaker speaker\_1: Okay. And your... And what, um, what website are you going to?

Speaker speaker\_2: Um, virtualcarebenefitsinacard.com.

Speaker speaker\_1: Okay. What is the name of the company do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 8683.

Speaker speaker\_1: Can you bear with me one moment?

Speaker speaker\_2: Sure. All righty. Let's see.

Speaker speaker\_1: How long have you been working with Serge?

Speaker speaker\_2: Um, almost two months.

Speaker speaker\_1: Okay. And you said your last name is Rom?

Speaker speaker\_2: Uh, no. It's Yeprem.

Speaker speaker\_1: What's... I'm sorry, what did you say that's the name?

Speaker speaker\_2: It's Yeprem, Y-E-P-R-E-M.

Speaker speaker\_1: Yeprem, okay. And if you can confirm your address and date of birth for me.

Speaker speaker\_2: The address is 1199 North Memorial Drive, Box 209. And my date of birth is... Oh, that's Lancaster, Ohio, excuse me, 43130. And my date of birth is June 14th, 1973.

Speaker speaker\_1: Okay. And your phone number is 614-370-5569?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Give me just one moment while I take a look, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. And you said you're going to the [virtualcare.benefitsinacard.com](https://virtualcare.benefitsinacard.com)?

Speaker speaker\_2: Yes. I just followed the link from the email I was sent.

Speaker speaker\_1: Okay. And then you went, um, and tried to register and all, and it's saying your account is suspended?

Speaker speaker\_2: Uh, it says disabled. Yeah, I, um, I had got an email last week. I went this morning and created a password and then put in a little bit of information, my name and... What else did it ask for? My zip code and...

Speaker speaker\_1: Okay. And your email address is DL, your last name, @yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Bear with me one moment. I'm going to place you on approved hold and see if I can get some, some troubleshooting for you, okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you so much for holding. So, okay.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: So because the, the coverage is on a week-to-week basis when we receive the deduction, your coverage for that week becomes active. And so we received your de- your deduction this, um, today for this week. So, um, it'll take a little bit for the coverage to show as active and you'll be able to, um, go through and use your services.

Speaker speaker\_2: Okay. Um, well, they took premiums last week, too.

Speaker speaker\_1: Yes, but because the... so it's week to week, so if you say you didn't receive your, your deduction, your coverage would be, um, not active. So essentially it turns off in a way and then once we receive the deduction, it becomes active again. If that makes sense.

Speaker speaker\_2: Okay, right. Can't log into the account in the meantime? Is that what you're saying?

Speaker speaker\_1: At the moment, no. Yeah, at the moment, no. I would give it, just give it a couple hours, maybe today in the afternoon, um, try logging in again. Um, or even brighter, there's tomorrow morning, but it should only take a few hours to register that you are active again.

Speaker speaker\_2: Okay. Um, all right. Um, and they said I could contact you to get an actual card sent to me. Can I get that?

Speaker speaker\_1: I'm sorry did you want the ca- the... you haven't received any of your cards, so you should have received -

Speaker speaker\_2: I haven't gotten anything.

Speaker speaker\_1: ... them by now.

Speaker speaker\_2: Okay. Yeah, I haven't received anything.

Speaker speaker\_1: Okay. Did you want them physical copies or virtual file?

Speaker speaker\_2: Um, physical please.

Speaker speaker\_1: Okay. I'll go ahead and get that request then. It will take seven to ten business days for them to arrive, um, but I'll definitely put that request in.

Speaker speaker\_2: Okay. All right. Thank you so much.

Speaker speaker\_1: Thank you for calling. Have a great day.

Speaker speaker\_2: Bye-bye.