

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. Can I help you? So, I'm unable to log into my account, and you just said to call the phone number. Okay. What website are you on? The virtualcare.benefitsonacard. And it's not letting you log in? Yeah, I did a thing where it sent something to my email to activate my account, but I can't do that either. I, I already activated my account, like, a few months ago. Okay. So tell me exactly w- what, what's going on. I need a little bit more information. So when you go to log in, what error message are you getting? I'm getting invalid credentials. But when... I might have put in the wrong password, but when I go, "Forgot your password," and I try to... Hold on. I try to reset the password, I get... It's making me do a CAPTCHA. It says, "Account disabled." Okay. You know, put contact, cell phone number. What's the, um, name of the agency you work for? Verstella. And the last four of your Social? 2182. Okay. And your first and last name? Carden Lam. Do you mind verifying your address and date of birth? 3905 Military Road East, and birthday is December 7th, 2003. Phone number 678-687-1701? Yes. And then email is gonna be, um, iloveks090219- Yeah. ... at Gmail? Yeah. Okay. I see you're only enrolled into dental and vision. You don't have the virtual care benefit. Oh. I randomly got an email to activate my account, and I remember being able to log in. Yeah. Like I said, you- So- ... you don't have the virtual care benefits. So that was probably sent to you in error and that explains why you can't get login, logged in because you- Okay. ... don't have that. So. Okay. Yeah. That makes a lot more sense now. Thank you. Sorry about that. No worries. Do you need help with anything else? Uh, I think that'll be all. All right. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. Can I help you?

Speaker speaker_1: So, I'm unable to log into my account, and you just said to call the phone number.

Speaker speaker_0: Okay. What website are you on?

Speaker speaker_1: The virtualcare.benefitsonacard.

Speaker speaker_0: And it's not letting you log in?

Speaker speaker_1: Yeah, I did a thing where it sent something to my email to activate my account, but I can't do that either. I, I already activated my account, like, a few months ago.

Speaker speaker_0: Okay. So tell me exactly w- what, what's going on. I need a little bit more information. So when you go to log in, what error message are you getting?

Speaker speaker_1: I'm getting invalid credentials. But when... I might have put in the wrong password, but when I go, "Forgot your password," and I try to... Hold on. I try to reset the password, I get... It's making me do a CAPTCHA. It says, "Account disabled."

Speaker speaker_0: Okay.

Speaker speaker_1: You know, put contact, cell phone number.

Speaker speaker_0: What's the, um, name of the agency you work for?

Speaker speaker_1: Verstellla.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2182.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Carden Lam.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 3905 Military Road East, and birthday is December 7th, 2003.

Speaker speaker_0: Phone number 678-687-1701?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be, um, iloveks090219- Yeah. ... at Gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I see you're only enrolled into dental and vision. You don't have the virtual care benefit.

Speaker speaker_1: Oh. I randomly got an email to activate my account, and I remember being able to log in.

Speaker speaker_0: Yeah. Like I said, you-

Speaker speaker_1: So-

Speaker speaker_0: ... you don't have the virtual care benefits. So that was probably sent to you in error and that explains why you can't get login, logged in because you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... don't have that.

Speaker speaker_1: So. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: That makes a lot more sense now. Thank you. Sorry about that.

Speaker speaker_0: No worries. Do you need help with anything else?

Speaker speaker_1: Uh, I think that'll be all.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.