

Transcript: VICTORIA

Taylor-5120056496275456-5545588501299200

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, good morning. Um, I called sometime last week about my Benefits in a Card account. It seems that it has been disabled, and um, somebody was supposed to, uh, look into it and check back on me in two days. But it's been a week, so it hasn't, I haven't received any call. Is there any way you could check in on it for me? Sure. What's the name of the agency you work for? ATC West, or just ATC I think. And the last four of your Social? 1910. And your first and last name? It's under Sir Anton Sipin, S-I-P-I-N. Okay. Do you mind verifying your address and date of birth? It's 629 East 219th Street, Unit 2, Carson, California 90745. Uh, birthday's uh, 9/2/84. Phone number 808-551-4360? Yes. All right, and then email is gonna be, um, anthones@hotmail.com? Yes. Yes, that's correct. Okay. Give me one second. Mm-hmm. And is it the, uh, Virtual Care website that you can't get into? Yeah, the website, uh, it says, "Account disabled. Please contact services," and then I call this number. Okay. And just to make sure, you're on virtualcare.benefitsinacard.com? Mm-hmm. Yeah. Okay. Give me just a few seconds. I'm gonna put you on a brief hold, and I'll be right back. Okay. Thank you. ... was left wrong there. Sorry. Thank you for holding. So, it looks like there's an issue with the deduction amount that's being taken out of your check. Um, ATC is not taking the correct amount, so that's what causing the issue. We have been working with ATC on trying to get this fixed for you. Mm-hmm. Um, soon as we get a response from them, um, you know, we can follow up with you on, you know, what's going on. Okay. Um, maybe I can reach out to my agent and just kind of tell her about what the issue and... Um, do you guys... Or do you guys have a specific person you guys talk to, or you're just kind of like sending email to just anybody? Yeah. Not that I'm aware of, 'cause I'm in the customer service department. So, we escalate it up to our superior and, you know, they handle it internally. So, I'm not sure of the specific person, uh, that they might be speaking with. Okay. But, um, we are aware of the issue and we have been working with ATC on trying to get this fixed and resolved for you. Mm-hmm. So, as soon as we, you know, get it fixed and resolved, we can definitely follow up with you. Okay. Um, all right. I'm gonna go ahead and, and try to reach out my agent and see if she can help me with this as well. And, uh- Okay. Will you guys reach out to me as soon as it's fixed? Or like, will my account be, uh... You know, because right now it's disabled, so will I ever be able to access it once it's fixed right away? Or you think you could? I'm assuming so. Yeah. Yeah, that's, that's all something that we're looking at w- with trying to get the issue resolved. Okay. So, as soon as I get an update on the issue, or as soon as I get an update that it's been fixed, I... Either way, I'll give you a call back. Awesome. Okay, yeah. Uh, or an email. Uh, are you guys... You guys have my email, right? Uh, we do. However, if I do get an update, it would probably be by phone. By phone, okay. If for whatever reason you don't answer, I'll definitely

leave a voicemail for you. Okay. That's cool. All right. Thank you. Yeah. I'll go ahead and- You're welcome. ... reach out to them too. Thank you so much. Yes, sir. All right. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, good morning. Um, I called sometime last week about my Benefits in a Card account. It seems that it has been disabled, and um, somebody was supposed to, uh, look into it and check back on me in two days. But it's been a week, so it hasn't, I haven't received any call. Is there any way you could check in on it for me?

Speaker speaker_1: Sure. What's the name of the agency you work for?

Speaker speaker_2: ATC West, or just ATC I think.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1910.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's under Sir Anton Sipin, S-I-P-I-N.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: It's 629 East 219th Street, Unit 2, Carson, California 90745. Uh, birthday's uh, 9/2/84.

Speaker speaker_1: Phone number 808-551-4360?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and then email is gonna be, um, anthones@hotmail.com?

Speaker speaker_2: Yes. Yes, that's correct.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And is it the, uh, Virtual Care website that you can't get into?

Speaker speaker_2: Yeah, the website, uh, it says, "Account disabled. Please contact services," and then I call this number.

Speaker speaker_1: Okay. And just to make sure, you're on virtualcare.benefitsinacard.com?

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: Okay. Give me just a few seconds. I'm gonna put you on a brief hold, and I'll be right back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_3: ... was left wrong there.

Speaker speaker_1: Sorry. Thank you for holding. So, it looks like there's an issue with the deduction amount that's being taken out of your check. Um, ATC is not taking the correct amount, so that's what causing the issue. We have been working with ATC on trying to get this fixed for you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, soon as we get a response from them, um, you know, we can follow up with you on, you know, what's going on.

Speaker speaker_2: Okay. Um, maybe I can reach out to my agent and just kind of tell her about what the issue and... Um, do you guys... Or do you guys have a specific person you guys talk to, or you're just kind of like sending email to just anybody?

Speaker speaker_1: Yeah. Not that I'm aware of, 'cause I'm in the customer service department. So, we escalate it up to our superior and, you know, they handle it internally. So, I'm not sure of the specific person, uh, that they might be speaking with.

Speaker speaker_2: Okay.

Speaker speaker_1: But, um, we are aware of the issue and we have been working with ATC on trying to get this fixed and resolved for you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So, as soon as we, you know, get it fixed and resolved, we can definitely follow up with you.

Speaker speaker_2: Okay. Um, all right. I'm gonna go ahead and, and try to reach out my agent and see if she can help me with this as well. And, uh-

Speaker speaker_1: Okay.

Speaker speaker_2: Will you guys reach out to me as soon as it's fixed? Or like, will my account be, uh... You know, because right now it's disabled, so will I ever be able to access it once it's fixed right away? Or you think you could?

Speaker speaker_1: I'm assuming so.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, that's, that's all something that we're looking at w- with trying to get the issue resolved.

Speaker speaker_2: Okay.

Speaker speaker_1: So, as soon as I get an update on the issue, or as soon as I get an update that it's been fixed, I... Either way, I'll give you a call back.

Speaker speaker_2: Awesome. Okay, yeah. Uh, or an email. Uh, are you guys... You guys have my email, right?

Speaker speaker_1: Uh, we do. However, if I do get an update, it would probably be by phone.

Speaker speaker_2: By phone, okay.

Speaker speaker_1: If for whatever reason you don't answer, I'll definitely leave a voicemail for you.

Speaker speaker_2: Okay. That's cool. All right. Thank you.

Speaker speaker_1: Yeah.

Speaker speaker_2: I'll go ahead and-

Speaker speaker_1: You're welcome.

Speaker speaker_2: ... reach out to them too. Thank you so much.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Bye.

Speaker speaker_1: Bye-bye.