

Transcript: VICTORIA

Taylor-5274919578419200-5583704251482112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Victoria. How can I help you? Hi Victoria. My name is Terry, and I'm calling because I'm trying to log in on my member portal, and I don't, I'm not sure if it's something that needs to happen on, I don't know, it's not registered. I can't get it to register. Okay. Um- I just pulled out my card right now. It, so, I put my information in and it will not pay for me. Okay. What's the name of the website that you're on? Like, what's the URL? Uh, 90, 90 Degrees. I've done this all day. I do this all the time, but it's, it's not doing it for me. It could be the internet that I'm on now, but I'm not quite sure if it's something that, um, has to happen on you- on the end of the company. Okay, so this is Benefits in a Card, we're just your benefits administrators, you might actually need to reach out to 90, 90 Degree Benefits directly. Okay. Well, I got this number right off of the, my form here. Okay. All right. Yeah, could you, yeah. Can you give me the number? Sure. Um, their phone number is- I might have it on my card. The phone number is 800-833-4296. And you wanna make sure- Okay, I have that. ... to, and you wanna make sure to hit option- Yeah, I have that on the back of the card. Okay, that's great. Um, just make sure to hit option one on the prompt system, and that'll get you to a representative over there. Okay, thank you. You're welcome.

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 Victoria. How can I help you?

Speaker speaker_2: Hi Victoria. My name is Terry, and I'm calling because I'm trying to log in on my member portal, and I don't, I'm not sure if it's something that needs to happen on, I don't know, it's not registered. I can't get it to register.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I just pulled out my card right now. It, so, I put my information in and it will not pay for me.

Speaker speaker_1: Okay. What's the name of the website that you're on? Like, what's the URL?

Speaker speaker_2: Uh, 90, 90 Degrees. I've done this all day. I do this all the time, but it's, it's not doing it for me. It could be the internet that I'm on now, but I'm not quite sure if it's something that, um, has to happen on you- on the end of the company.

Speaker speaker_1: Okay, so this is Benefits in a Card, we're just your benefits administrators, you might ac- actually need to reach out to 90, 90 Degree Benefits directly.

Speaker speaker_2: Okay. Well, I got this number right off of the, my form here. Okay. All right.

Speaker speaker_1: Yeah, could you, yeah.

Speaker speaker_2: Can you give me the number?

Speaker speaker_1: Sure. Um, their phone number is-

Speaker speaker_2: I might have it on my card.

Speaker speaker_1: The phone number is 800-833-4296. And you wanna make sure-

Speaker speaker_2: Okay, I have that.

Speaker speaker_1: ... to, and you wanna make sure to hit option-

Speaker speaker_2: Yeah, I have that on the back of the card.

Speaker speaker_1: Okay, that's great. Um, just make sure to hit option one on the prompt system, and that'll get you to a representative over there.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.