

Transcript: VICTORIA

Taylor-5765781499592704-4654182491668480

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I'm having trouble logging in to my account. Okay. Are you on the Benefits on a Card website? Yes. Um, I'm, I'm a client through Integrity Trade Services, so I think we have a different page to log in but it's not showing up. Okay. Um... Hmm, hmm, hmm. Are you trying to enroll or... how would that be assist- No, I've got it all. Okay. 'Cause the, the website, the mybiac.com/integrity, um, that's just to get you enrolled or make changes to your enrollment. Okay. Well then where am I supposed to log in, to, to access my information? Okay, are you trying to get, like, copies of your ID cards? Yeah. Okay. Um, I'm not aware of a website that has that but I can look up your file and if they're available I can send them to your email. Okay. What's the last four of your Social? 0880. And your first and last name? Hillary Faber. Okay. Uh, do you mind verifying your address and date of birth? Um... Yeah, I have my brother's address, is uh... Wait, no. My address is 153 Borum Street, Apartment Five, Brooklyn, New York, 11206. And your date of birth? October 5th, 1992. Okay. And then phone number is 862-433-4175? Yeah. And then email is just first and last name @gmail.com? Yeah. Okay. So I see that you're enrolled into coverage. I don't see that it's active just yet. Um, it looks like there was a deduction that was made today actually, but they did not take out the correct amount. It looks like you were only charged \$26.94 instead of the full \$71.86. Um... Okay. So I will... I'm gonna have to reach out, up to management regarding that deduction, but how it works with your ID cards is your ID cards are not made and sent to you until the coverage is active. Um... Okay. Typically, whenever you see that first payroll deduction being made out of your check, coverage starts the following Monday. And then once it's active it typically takes about seven to 10 business days to get the ID card. Okay. Now, since there's an issue with your deduction, there might be a little delay with that. Um, so what I will do is, like I said, I'll go ahead and escalate this to upper management to see what I can figure out about the, uh, deduction and then follow up with you from there regarding it. Okay, I just... I really need to, to make a doctor's appointment because I, I have... I need to get this medication, PAP form sent, um, and, uh, I, I just need to do that as soon as possible and so I just... And I can't make an appointment till I have my card. Okay, yeah, I understand, and I'll also express the urgency behind this as well. Um, like I said, even if the deduction was the correct amount and there wasn't an issue with that, your coverage wouldn't be active until the Monday at the earliest. Um, the, the issue with your deduction may cause a delay with that, but again, the best thing that I can do at this point is go ahead and make upper management aware of the issue with it and then try and push and get that information for you. Now, once we are able to get the situation with your deduction figured out, we are not gonna have access to your ID cards until at least 72 business hours of the coverage actually being active. Okay. So I will go ahead and see what I can do about getting this issue resolved for you. Um, but was that all that you

needed help with today? Yeah. Okay. All right. Well, as soon as I get, um, some update on the situation, I will definitely give you a call back. Thanks. You're welcome. Have a wonderful day.

Conversation Format

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

Speaker speaker_1: Hi. I'm having trouble logging in to my account.

Speaker speaker_0: Okay. Are you on the Benefits on a Card website?

Speaker speaker_1: Yes. Um, I'm, I'm a cl- I'm a client through Integrity Trade Services, so I think we have a different page to log in but it's not showing up.

Speaker speaker_0: Okay. Um... Hmm, hmm, hmm. Are you trying to enroll or... how would that be assist-

Speaker speaker_2: No, I've got it all.

Speaker speaker_0: Okay. 'Cause the, the website, the mybiac.com/integrity, um, that's just to get you enrolled or make changes to your enrollment.

Speaker speaker_1: Okay. Well then where am I supposed to log in, to, to access my information?

Speaker speaker_0: Okay, are you trying to get, like, copies of your ID cards?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, I'm not aware of a website that has that but I can look up your file and if they're available I can send them to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 0880.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Hillary Faber.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Um... Yeah, I have my brother's address, is uh... Wait, no. My address is 153 Borum Street, Apartment Five, Brooklyn, New York, 11206.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 5th, 1992.

Speaker speaker_0: Okay. And then phone number is 862-433-4175?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is just first and last name @gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I see that you're enrolled into coverage. I don't see that it's active just yet. Um, it looks like there was a deduction that was made today actually, but they did not take out the correct amount. It looks like you were only charged \$26.94 instead of the full \$71.86. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So I will... I'm gonna have to reach out, up to management regarding that deduction, but how it works with your ID cards is your ID cards are not made and sent to you until the coverage is active. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Typically, whenever you see that first payroll deduction being made out of your check, coverage starts the following Monday. And then once it's active it typically takes about seven to 10 business days to get the ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, since there's an issue with your deduction, there might be a little delay with that. Um, so what I will do is, like I said, I'll go ahead and escalate this to upper management to see what I can figure out about the, uh, deduction and then follow up with you from there regarding it.

Speaker speaker_1: Okay, I just... I really need to, to make a doctor's appointment because I, I have... I need to get this medication, PAP form sent, um, and, uh, I, I just need to do that as soon as possible and so I just... And I can't make an appointment till I have my card.

Speaker speaker_0: Okay, yeah, I understand, and I'll also express the urgency behind this as well. Um, like I said, even if the deduction was the correct amount and there wasn't an issue with that, your coverage wouldn't be active until the Monday at the earliest. Um, the, the issue with your deduction may cause a delay with that, but again, the best thing that I can do at this point is go ahead and make upper management aware of the issue with it and then try and push and get that information for you. Now, once we are able to get the situation with your deduction figured out, we are not gonna have access to your ID cards until at least 72 business hours of the coverage actually being active.

Speaker speaker_1: Okay.

Speaker speaker_0: So I will go ahead and see what I can do about getting this issue resolved for you. Um, but was that all that you needed help with today?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. Well, as soon as I get, um, some update on the situation, I will definitely give you a call back.

Speaker speaker_1: Thanks.

Speaker speaker_0: You're welcome. Have a wonderful day.