

Transcript: VICTORIA

Taylor-6125540556718080-4816924755148800

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. I was speaking with someone, um, as of yesterday and she called this morning. I don't remember her name. I don't know if it makes a difference. But I was having trouble signing in and getting into my virtual health account. Okay. And I, I managed to reset the password and now everything is straight. So I was hoping to contact her or contact whoever and let y'all know it's been resolved. Is there any way you can help me do that? She was going to call me back later. I don't know if, again, you know, how y'all system works. Okay. What's the name of the agency you work for? I don't work with an agency. I'm a member of Free RX. Is that what you're asking me? Okay. Um, yes. Let me pull up your file. What's your first and last name? Tamara. T-A-M-A-R-A. Riche. R-I-C-H-E. Give me just a few seconds. The system's going slow. Okay. I believe I have your file pulled up. Do you mind verifying your address and date of birth? Okay. My address is 255 South Bayou De Glace, Cottonport, Louisiana 71327. And my date of birth is 12/23/1960. Phone number 318-359-9013? That's correct. And then email is ttr018@yahoo.com? Correct. Okay, I got you pulled up. And just to make sure we got your last name spelled correctly, is it R-I-C-H-E and then there's an apostrophe at the end? Yeah. Some people- Okay. I just wanted to make sure. ... yes, a little accent. Yeah, that's right. Okay. So you were able to log in and you're having no issues? I've got everything resolved. All righty. Yeah. I'll make a note and let everyone know. If you'll make a note, I had reached out even through email. She... This, uh, you know, this representative was trying to reach out through emails to I don't know who. But anyway, I think she said she would call back later today. So if she doesn't see your notes, I guess I'll tell her when she calls back. But yes, I've got it resolved. Thank you very much. Yes, ma'am. Thank you for giving us a call to let us know. Okay. Have a good day. Bye-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. I was speaking with someone, um, as of yesterday and she called this morning. I don't remember her name. I don't know if it makes a difference. But I was having trouble signing in and getting into my virtual health account.

Speaker speaker_1: Okay.

Speaker speaker_2: And I, I managed to reset the password and now everything is straight. So I was hoping to contact her or contact whoever and let y'all know it's been resolved. Is there any way you can help me do that? She was going to call me back later. I don't know if, again, you know, how y'all system works.

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

Speaker speaker_2: I don't work with an agency. I'm a member of Free RX. Is that what you're asking me?

Speaker speaker_1: Okay. Um, yes. Let me pull up your file. What's your first and last name?

Speaker speaker_2: Tamara. T-A-M-A-R-A. Riche. R-I-C-H-E.

Speaker speaker_3: Give me just a few seconds. The system's going slow.

Speaker speaker_1: Okay. I believe I have your file pulled up. Do you mind verifying your address and date of birth?

Speaker speaker_2: Okay. My address is 255 South Bayou De Glace, Cottonport, Louisiana 71327. And my date of birth is 12/23/1960.

Speaker speaker_1: Phone number 318-359-9013?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is ttr018@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, I got you pulled up. And just to make sure we got your last name spelled correctly, is it R-I-C-H-E and then there's an apostrophe at the end?

Speaker speaker_2: Yeah. Some people-

Speaker speaker_1: Okay. I just wanted to make sure.

Speaker speaker_2: ... yes, a little accent. Yeah, that's right.

Speaker speaker_1: Okay. So you were able to log in and you're having no issues?

Speaker speaker_2: I've got everything resolved.

Speaker speaker_1: All righty.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'll make a note and let everyone know.

Speaker speaker_2: If you'll make a note, I had reached out even through email. She... This, uh, you know, this representative was trying to reach out through emails to I don't know who. But anyway, I think she said she would call back later today. So if she doesn't see your notes,

I guess I'll tell her when she calls back. But yes, I've got it resolved. Thank you very much.

Speaker speaker_1: Yes, ma'am. Thank you for giving us a call to let us know.

Speaker speaker_2: Okay. Have a good day. Bye-bye.

Speaker speaker_1: Bye-bye.