

Transcript: VICTORIA

Taylor-6450573587464192-5358688345210880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a... How can I help you? Hi, um, I'm Ariel Smith. Hello? I'm calling... Hello? Can you hear me? Yes, ma'am, I think we might have a delay in our phone call. Okay. Um, I am Ariel Smith and I'm calling to see... I tried to log into my Benefits in a Card account but... online, and it's saying that... and I was trying to reset my password, and it said that my account was disabled, and I'm not sure why. Okay. Um. Hmm. You're on... What's the name of the agency you work for? Uh, T- TRC Staffing Solutions. Okay. Are you on mybiac.com/trcstaffing? Oh, no. I clicked on the link that was in the, um... the link that was in my email after I had activated... I was on virtualcare.benefitsinacard.com. Oh, okay. Um. Hmm. Let me pull up your file. What's the last four of your Social? 8100. Uh, first name is Ariel, last name is Smith? Yes, Ariel. Oh, sorry. Mm-hmm. Do you mind verifying your address and date of birth? Um, 1030 Watercourse Circle, Apartment 105, Grand, North Carolina 27253, and my birthday is 2-15-1992. Okay. Phone number 919-935-4761? Mm-hmm. And then email is gonna be, uh, first name jsmith@gmail.com? Yes. Okay. Um. Let's see. I see you only have in coverage... I don't see that you have the virtual primary care benefit. Okay. Yeah, like, do I... I only selected, uh, vision. I only needed vision. Yes, ma'am. And what website did you say you were on? Um... Virtual... Virtualcare.benefitsinacard.com. Yeah. I think that's specifically for the virtual primary care benefit, which you don't have. Oh. What were you trying to do, just get your ID card? Or... Yeah, get my vi- my ID for vision because I need to set up a eye appointment. Oh, okay. Give me just a few seconds. I can, uh, look that up and send it to you. Okay. Um, the email with your first name, jsmith@gmail.com, is that the best email to send it to? Yes. Okay. Give me just one second and I'll be right back. Okay. All righty. Thank you so much for holding. So I just sent that to your email. Okay. That's it? Okay. Oh, okay. I got it. Yes, ma'am. Oh, was there anything else you might need help with? All right. Uh, n- well, can... Are they gonna mail the card? Like, mail a physical card? Or... 'Cause I haven't received one yet. They should have already sent it to you. Um. Let me see. Yeah, they should have sent it to you already but I can send you a copy of the ID card. Okay. Yeah. That would be great, a physical card. Okay. Um, was there anything else you might need help with? Uh, nope. That'll be all. All righty. You have a wonderful day. All right. Thank you. You too. Thank you. Bye-bye. Mm-hmm. 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 in a... How can I help you?

Speaker speaker_2: Hi, um, I'm Ariel Smith.

Speaker speaker_1: Hello?

Speaker speaker_2: I'm calling... Hello? Can you hear me?

Speaker speaker_1: Yes, ma'am, I think we might have a delay in our phone call.

Speaker speaker_2: Okay. Um, I am Ariel Smith and I'm calling to see... I tried to log into my Benefits in a Card account but... online, and it's saying that... and I was trying to reset my password, and it said that my account was disabled, and I'm not sure why.

Speaker speaker_1: Okay. Um. Hmm. You're on... What's the name of the agency you work for?

Speaker speaker_2: Uh, T- TRC Staffing Solutions.

Speaker speaker_1: Okay. Are you on mybiac.com/trcstaffing?

Speaker speaker_2: Oh, no. I clicked on the link that was in the, um... the link that was in my email after I had activated... I was on virtualcare.benefitsinacard.com.

Speaker speaker_1: Oh, okay. Um. Hmm. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 8100.

Speaker speaker_1: Uh, first name is Ariel, last name is Smith?

Speaker speaker_2: Yes, Ariel.

Speaker speaker_1: Oh, sorry.

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Um, 1030 Watercourse Circle, Apartment 105, Grand, North Carolina 27253, and my birthday is 2-15-1992.

Speaker speaker_1: Okay. Phone number 919-935-4761?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then email is gonna be, uh, first name jsmith@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um. Let's see. I see you only have in coverage... I don't see that you have the virtual primary care benefit.

Speaker speaker_2: Okay. Yeah, like, do I... I only selected, uh, vision. I only needed vision.

Speaker speaker_1: Yes, ma'am. And what website did you say you were on?

Speaker speaker_2: Um... Virtual... Virtualcare.benefitsinacard.com.

Speaker speaker_1: Yeah. I think that's specifically for the virtual primary care benefit, which you don't have.

Speaker speaker_2: Oh.

Speaker speaker_1: What were you trying to do, just get your ID card? Or...

Speaker speaker_2: Yeah, get my vi- my ID for vision because I need to set up a eye appointment.

Speaker speaker_1: Oh, okay. Give me just a few seconds. I can, uh, look that up and send it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the email with your first name, jsmith@gmail.com, is that the best email to send it to?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me just one second and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker_2: Okay. That's it?

Speaker speaker_1: Okay.

Speaker speaker_2: Oh, okay. I got it.

Speaker speaker_1: Yes, ma'am. Oh, was there anything else you might need help with?

Speaker speaker_2: All right. Uh, n- well, can... Are they gonna mail the card? Like, mail a physical card? Or... 'Cause I haven't received one yet.

Speaker speaker_1: They should have already sent it to you. Um. Let me see. Yeah, they should have sent it to you already but I can send you a copy of the ID card.

Speaker speaker_2: Okay. Yeah. That would be great, a physical card.

Speaker speaker_1: Okay. Um, was there anything else you might need help with?

Speaker speaker_2: Uh, nope. That'll be all.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye.