

Transcript: Francesca

Baez-6269832822177792-6222956274040832

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Listen, I called... Uh, I got an email for the benefits and then- Yes. ... when I go on the new information network to, um, register, it says, "Verification of information entered does not match our records." Okay. And what are you trying to do that's not matching records? I'm sorry. Uh, for benefits. And where are you putting this in that's giving you that error message? Uh, the LIN, New Mex Information Network. That's what pulled up. Which staffing company are you with? Mancan. We have no record of that website that you're on, sir. The only website, as far as Mancan goes for the benefits that we administer for them is the mybic.com/mancan. But I have no recollection of the website you're currently on. Okay. I apologize. Okay. Yeah. That's what I'm on now, the Mancan benefits in a car. And then- Okay. ... I went down to hit ni- 90 Degree Benefits Member Login. That's where it took me, the other site. So which one do I s- hit to log in, to r- register? I would not know, sir. You have to click where it says enrollment online. We unfortunately- Yeah. ... cannot guide you walkthrough on the website due to the fact that you need to be an active employee to be actually able to try to process an enrollment through it. Okay. Okay. So- Oh, okay. ... if what you're saying, that you click on rather than the link just going into another site- Yeah. ... was that second button, it wouldn't, uh, be. It will be the one at the bottom that says, "Enroll the client and change coverage," or you can process- Okay. ... an enrollment with us on the phone. It will be either of those two. Okay. I'm all ready. All right. If you run into- If you want to- Okay. If you run into any issues with an online you can always give us a call and we can process it on over the phone. Okay. We just don't have a way to, like, troubleshoot if it freezes or anything like that when you're on the actual website, unfortunately. Okay. All right. Thank you. Of course. Have a great day and thank you for your time today. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Listen, I called... Uh, I got an email for the benefits and then-

Speaker speaker_0: Yes.

Speaker speaker_1: ... when I go on the new information network to, um, register, it says, "Verification of information entered does not match our records."

Speaker speaker_0: Okay. And what are you trying to do that's not matching records? I'm sorry.

Speaker speaker_1: Uh, for benefits.

Speaker speaker_0: And where are you putting this in that's giving you that error message?

Speaker speaker_1: Uh, the LIN, New Mex Information Network. That's what pulled up.

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: Mancan.

Speaker speaker_0: We have no record of that website that you're on, sir. The only website, as far as Mancan goes for the benefits that we administer for them is the mybic.com/mancan. But I have no recollection of the website you're currently on.

Speaker speaker_1: Okay.

Speaker speaker_0: I apologize.

Speaker speaker_1: Okay. Yeah. That's what I'm on now, the Mancan benefits in a car. And then-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I went down to hit ni- 90 Degree Benefits Member Login. That's where it took me, the other site. So which one do I s- hit to log in, to r- register?

Speaker speaker_0: I would not know, sir. You have to click where it says enrollment online. We unfortunately-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... cannot guide you walkthrough on the website due to the fact that you need to be an active employee to be actually able to try to process an enrollment through it.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if what you're saying, that you click on rather than the link just going into another site-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... was that second button, it wouldn't, uh, be. It will be the one at the bottom that says, "Enroll the client and change coverage," or you can process-

Speaker speaker_1: Okay.

Speaker speaker_0: ... an enrollment with us on the phone. It will be either of those two.

Speaker speaker_1: Okay. I'm all ready.

Speaker speaker_0: All right. If you run into-

Speaker speaker_1: If you want to-

Speaker speaker_0: Okay. If you run into any issues with an online you can always give us a call and we can process it on over the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: We just don't have a way to, like, troubleshoot if it freezes or anything like that when you're on the actual website, unfortunately.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time today.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.