

## Transcript: Justin

Mills-6063983426584576-4678373860229120

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Hi, Justin. Um, this is Michelle. I'm calling because, um, I tried signing into my account this morning, but it said the account was disabled, so I wanted to check in with you guys to see what the issue was here. Um, yeah. Now, when you went to the website, were you clicking "Enroll or Decline Coverage" or were you clicking "Member Login"? Me- um, "Member Login." Okay. So you're s- actually supposed to click, uh, "Enroll or Decline Coverage" and that's what gives you the option to en- uh, to sign in that way to view the online portal. Uh, for some reason, everyone likes to do "Member Login," uh, when in actuality it's- Oh. ... uh, "Enroll or Decline Coverage." So you will be able to access the portal if you click "Enroll or Decline Coverage" instead of "Member Login." All right. Hold on. Let me try this, then it's enough card. All right. So, um... Um... Sorry, my internet... Okay, there we go. So, I am on the website right now, so at the top, uh, do you need the client portal where it says at the top on the very right? Um, yes. So the client portal, uh, top right. Mm-hmm. And it should say "Enroll or Decline Coverage" or, um... Here, hold on. Let me see. Who's your staffing agency you work for? I- I'm more of a visual person. Uh, Creative Circle. So, Creative Circle. Okay. Yeah. So let's see here. Creative Circle. Sorry, I'm going to the website as well, so just bear with me. No problem. Okay, so if you're on the main page, um, does it say, "Welcome to Creative Circle. Please select any of the following functions"? Uh, no. I don't think that's where I'm at. Um, I'm on just the regular Benefits in a Card site. But, um, let me... I do remember them sending an email about signing up for... Let me try to find that email and maybe the proper link is on there. Um... Yeah. The link should be, uh, mybiac.com/creativecircle. Oh, my B-I- A-C out- ... C. Okay, wait. Is that... Yeah, so nybiac.com/creativecircle. Uh-huh. Oh, there we go. Okay, so it would be the "Enroll..." It would be the "Enroll/Decline Coverage" or... Not the "Member Login," right? Yes. "Enroll/Decline Coverage." Yes, ma'am. Yeah, okay. And then that's give, that'll give you the option to log in from there and view the online portal. Oh, it says I don't exist, so maybe I need a register through this proper one now. Yes. Yeah, I do know if you haven't registered your account, it wouldn't work, so you would have to register first. I should've said that. My apologies. No problem. Hmm. Huh, this is so weird. So it says that my account exists and then when I go to, uh, recover password, it says, "Email account does not exist. Please verify." What email are you using right now? I'm trying to sign up with that same email. So um, my email is michelle.Haeun.Thoi@gmail.com. Okay. Now are you using capital letters or lowercase letters? All lowercase. All lowercase? Okay. Mm-hmm. 'Cause we had it in our system as the capital M, capital H, capital C- Oh. ... and then capital G, and then capital T and gmail.com. So let me change those real quick, see if that works. Thank you so much. You're welcome. C, H, and M. Okay, so I saved it in our system. So try that. So try it again. Mm-hmm.

See if it works all lowercase. 'Cause if it doesn't work, I may have to- Oh. ... reach out to my IT department. You just sent me... It looks like everything is... Oops, sorry. Let me... All right. It- it works. Thank you so much. You're welcome. Is there anything else I can help you with there? Nope, that is it. Thank you so much. You're welcome. You have a great day, Michelle, okay? You too. Thank you, Justin. Bye. You're welcome. 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 in a Card, this is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Um, this is Michelle. I'm calling because, um, I tried signing into my account this morning, but it said the account was disabled, so I wanted to check in with you guys to see what the issue was here.

Speaker speaker\_1: Um, yeah. Now, when you went to the website, were you clicking "Enroll or Decline Coverage" or were you clicking "Member Login"?

Speaker speaker\_2: Me- um, "Member Login."

Speaker speaker\_1: Okay. So you're s- actually supposed to click, uh, "Enroll or Decline Coverage" and that's what gives you the option to en- uh, to sign in that way to view the online portal. Uh, for some reason, everyone likes to do "Member Login," uh, when in actuality it's-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... uh, "Enroll or Decline Coverage." So you will be able to access the portal if you click "Enroll or Decline Coverage" instead of "Member Login."

Speaker speaker\_2: All right. Hold on. Let me try this, then it's enough card. All right. So, um... Um... Sorry, my internet... Okay, there we go. So, I am on the website right now, so at the top, uh, do you need the client portal where it says at the top on the very right?

Speaker speaker\_1: Um, yes. So the client portal, uh, top right.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And it should say "Enroll or Decline Coverage" or, um... Here, hold on. Let me see. Who's your staffing agency you work for? I- I'm more of a visual person.

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_1: So, Creative Circle. Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So let's see here. Creative Circle. Sorry, I'm going to the website as well, so just bear with me.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Okay, so if you're on the main page, um, does it say, "Welcome to Creative Circle. Please select any of the following functions"?

Speaker speaker\_2: Uh, no. I don't think that's where I'm at. Um, I'm on just the regular Benefits in a Card site. But, um, let me... I do remember them sending an email about signing up for... Let me try to find that email and maybe the proper link is on there. Um...

Speaker speaker\_1: Yeah. The link should be, uh, mybiac.com/creativecircle.

Speaker speaker\_2: Oh, my B-I-

Speaker speaker\_1: A-C out-

Speaker speaker\_2: ... C. Okay, wait. Is that...

Speaker speaker\_1: Yeah, so nybiac.com/creativecircle.

Speaker speaker\_2: Uh-huh. Oh, there we go. Okay, so it would be the "Enroll..." It would be the "Enroll/Decline Coverage" or... Not the "Member Login," right?

Speaker speaker\_1: Yes. "Enroll/Decline Coverage." Yes, ma'am.

Speaker speaker\_2: Yeah, okay.

Speaker speaker\_1: And then that's give, that'll give you the option to log in from there and view the online portal.

Speaker speaker\_2: Oh, it says I don't exist, so maybe I need a register through this proper one now.

Speaker speaker\_1: Yes. Yeah, I do know if you haven't registered your account, it wouldn't work, so you would have to register first. I should've said that. My apologies.

Speaker speaker\_2: No problem. Hmm. Huh, this is so weird. So it says that my account exists and then when I go to, uh, recover password, it says, "Email account does not exist. Please verify."

Speaker speaker\_1: What email are you using right now?

Speaker speaker\_2: I'm trying to sign up with that same email. So um, my email is michelle.Haeun.Thoi@gmail.com.

Speaker speaker\_1: Okay. Now are you using capital letters or lowercase letters?

Speaker speaker\_2: All lowercase.

Speaker speaker\_1: All lowercase? Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: 'Cause we had it in our system as the capital M, capital H, capital C-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... and then capital G, and then capital T and gmail.com. So let me change those real quick, see if that works.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: You're welcome. C, H, and M. Okay, so I saved it in our system. So try that. So try it again.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: See if it works all lowercase. 'Cause if it doesn't work, I may have to-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... reach out to my IT department.

Speaker speaker\_2: You just sent me... It looks like everything is... Oops, sorry. Let me... All right. It- it works. Thank you so much.

Speaker speaker\_1: You're welcome. Is there anything else I can help you with there?

Speaker speaker\_2: Nope, that is it. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, Michelle, okay?

Speaker speaker\_2: You too. Thank you, Justin. Bye.

Speaker speaker\_1: You're welcome. Bye-bye.