

## Transcript: Justin

**Mills-6260478495473664-5686827261935616**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, there. Um, I'm calling to verify coverage. I called, um, I don't know, two, three weeks ago, and it's being deducted from my check. But, um, when I try and create an account online, it's saying my, uh, the information that I'm inputting does not match your records. So... Okay. Um, what's the name of the staffing agency you work for? Carlton. And the last four of your social? 1709. Date of birth, 5/2/70. Mm-hmm. Mm-hmm. What was your first and last name? Laura, last name Veneer. V as in Victor, E-N as in Nancy, I-E-R. And for security purposes, could you verify your home address, including city, state, and zip code? Sure. Sure. It's 16731 Townes Road. And that's Friendswood, 77546. And a good telephone number I have is 713-865-1612. That's correct. And the email I have is tollivercody@Yahoo.com? No. All right. What's a good ve- email? Talk, T-A-L-K, the number two, shortstuff@Yahoo. Yahoo. Okay. So let's see here. I don't know where they got that email address. Somebody else has got my information. A quick question. When you went to the Carlton, uh, staffing, uh, portal for the Benefits and a Card portal, what did you click? Did you click member login or enroll/decline coverage? Uh, let's see. They sent me a text. It's for mybiac.com. Okay. And I typed in, um, like new, new account. Create new account. Do I need to back up? I'm under the Loom, L-I-N, network. Um, yeah. That's... I don't think that's, uh, uh... Uh, go to... Uh, so it's... So mybiac.com/carlton. So try /carlton. See where that takes you. Mybiac.com, if I can get it to work. /Carlton, you said? Correct. Okay. Let me try that. Yeah. I'm doing, um, member login. Okay. So- And then doing re- register- Yeah. ... new user. So yes, so whenever you... For some reason, whenever people click member login it doesn't allow them to actually log into their account. Oh, okay. So go back to that previous page, click enroll and decline coverage. Oh, okay. And then try logging in through that way. Oh, okay. 'Cause I do, I do know our IT department needs to fix that. I do know that. Yeah. Um. And if you're unable to log in, you may have to register through that one. Okay. Uh, I don't thi... I, I don't... Let's see. Crap. Uh, kicked me out. Okay. Mm-hmm. Bear with me here. No worries. Take your time. Now it's kicking me out. I think I'm gonna need to register. I don't think I have... I don't think I have an account on this particular website. Okay. Um, so try registering. Okay. Can you look at my account? Like I said, I called a couple weeks ago, and I know I'm automatically enrolled in a particular pla- plan, but I upgraded. Let's see here. Yes. So I do see... Checking the file history, I do see where, um, you were enrolled into the VIP Standard, which covers hospitals, doctors and medications, and then- Okay. Super. ... dental for employee only. So I do see that. Okay. And then I'm assuming that card has been mailed already? Correct, 'cause looking at the calendar, you did... As of this past Monday, the 27th. Oh. So physical ID should be received early next week. Oh, super. Okay. Okay. But I could also, uh, email those ID cards to you now, if you, if need be. Oh, that'd be great. Okay. Do you mind if I place you in a brief hold while I do that t-

for you? No, that'd be great. Awesome. I'll be right back for you, okay? Thanks. Mm-hmm. No. He was gone when I got back from lunch. Oh, really? Yeah. I guess that's weird. So, was... Oh, you got him... Huh?... hiding out at home or something. That's weird. Maybe he's sleeping in his car. I'm kidding. I don't know. I wouldn't, I wouldn't trust him, but you can believe it. That's gotta cover the whole office, though. So... Hello. Laura, are you still there? Thank you. Yes, I am still- Hello. Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email you provided me with earlier. Great. Thank you. Anything that you should look out for, um, is coming from info, that's I-N-F-O, @benefitcentercard.com. However- Oh, okay. ... if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. All right. Thank you so much for your help. You're welcome. You have a great weekend, okay? You too. Bye-bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, there. Um, I'm calling to verify coverage. I called, um, I don't know, two, three weeks ago, and it's being deducted from my check. But, um, when I try and create an account online, it's saying my, uh, the information that I'm inputting does not match your records. So...

Speaker speaker\_0: Okay. Um, what's the name of the staffing agency you work for?

Speaker speaker\_1: Carlton.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 1709. Date of birth, 5/2/70.

Speaker speaker\_0: Mm-hmm. Mm-hmm. What was your first and last name?

Speaker speaker\_1: Laura, last name Veneer. V as in Victor, E-N as in Nancy, I-E-R.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state, and zip code?

Speaker speaker\_1: Sure. Sure. It's 16731 Townes Road. And that's Friendswood, 77546.

Speaker speaker\_0: And a good telephone number I have is 713-865-1612.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email I have is tollivercody@Yahoo.com?

Speaker speaker\_1: No.

Speaker speaker\_0: All right. What's a good ve- email?

Speaker speaker\_1: Talk, T-A-L-K, the number two, shortstuff@Yahoo.

Speaker speaker\_0: Yahoo. Okay. So let's see here.

Speaker speaker\_1: I don't know where they got that email address. Somebody else has got my information.

Speaker speaker\_0: A quick question. When you went to the Carlton, uh, staffing, uh, portal for the Benefits and a Card portal, what did you click? Did you click member login or enroll/decline coverage?

Speaker speaker\_1: Uh, let's see. They sent me a text. It's for mybiac.com.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I typed in, um, like new, new account. Create new account. Do I need to back up? I'm under the Loom, L-I-N, network.

Speaker speaker\_0: Um, yeah. That's... I don't think that's, uh, uh... Uh, go to... Uh, so it's... So mybiac.com/carlton. So try /carlton. See where that takes you.

Speaker speaker\_1: Mybiac.com, if I can get it to work. /Carlton, you said?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Let me try that. Yeah. I'm doing, um, member login.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: And then doing re- register-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... new user.

Speaker speaker\_0: So yes, so whenever you... For some reason, whenever people click member login it doesn't allow them to actually log into their account.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So go back to that previous page, click enroll and decline coverage.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And then try logging in through that way.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: 'Cause I do, I do know our IT department needs to fix that. I do know that.

Speaker speaker\_1: Yeah. Um.

Speaker speaker\_0: And if you're unable to log in, you may have to register through that one.

Speaker speaker\_1: Okay. Uh, I don't thi-... I, I don't... Let's see. Crap. Uh, kicked me out. Okay. Mm-hmm. Bear with me here.

Speaker speaker\_0: No worries. Take your time.

Speaker speaker\_1: Now it's kicking me out. I think I'm gonna need to register. I don't think I have... I don't think I have an account on this particular website.

Speaker speaker\_0: Okay. Um, so try registering.

Speaker speaker\_1: Okay. Can you look at my account? Like I said, I called a couple weeks ago, and I know I'm automatically enrolled in a particular pla- plan, but I upgraded.

Speaker speaker\_0: Let's see here. Yes. So I do see... Checking the file history, I do see where, um, you were enrolled into the VIP Standard, which covers hospitals, doctors and medications, and then-

Speaker speaker\_1: Okay. Super.

Speaker speaker\_0: ... dental for employee only. So I do see that.

Speaker speaker\_1: Okay. And then I'm assuming that card has been mailed already?

Speaker speaker\_0: Correct, 'cause looking at the calendar, you did... As of this past Monday, the 27th.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So physical ID should be received early next week.

Speaker speaker\_1: Oh, super. Okay.

Speaker speaker\_0: Okay. But I could also, uh, email those ID cards to you now, if you, if need be.

Speaker speaker\_1: Oh, that'd be great.

Speaker speaker\_0: Okay. Do you mind if I place you in a brief hold while I do that t- for you?

Speaker speaker\_1: No, that'd be great.

Speaker speaker\_0: Awesome. I'll be right back for you, okay?

Speaker speaker\_1: Thanks.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: No. He was gone when I got back from lunch. Oh, really? Yeah. I guess that's weird. So, was... Oh, you got him... Huh?... hiding out at home or something. That's weird. Maybe he's sleeping in his car. I'm kidding. I don't know. I wouldn't, I wouldn't trust him, but you can believe it. That's gotta cover the whole office, though. So...

Speaker speaker\_0: Hello. Laura, are you still there?

Speaker speaker\_2: Thank you. Yes, I am still-

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email you provided me with earlier.

Speaker speaker\_2: Great. Thank you.

Speaker speaker\_0: Anything that you should look out for, um, is coming from info, that's I-N-F-O, @benefitcentercard.com. However-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: ... if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_2: Okay. All right. Thank you so much for your help.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.