

## **Transcript: Justin**

**Mills-6533565060530176-4799332562550784**

### **Full Transcript**

Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today? Hi. I wanted to file a claim count, and it said that my account has been disabled. What's the staffing agency you work for? Uh, NAU. And the last four of your social? 9420. And what was your first and last name? Deanna McFadden. McFadden, okay. And for security purposes, could you verify your home address, including city, state and zip code? Uh, I think I have 241 3rd Street Northeast, Harris, Texas 75460. That's not the address I have on file. Okay. 3095 Lamar Avenue, Apartment 12, Harris, Texas 75460. And confirm your date of birth? 02/04/2000. And a good telephone number have is 832-493-7856? No. What's a good telephone number for you? 430-228-2897. And just to confirm, 430-228-2897? Yes. And the email has deannamckay18 at gmail? Yes. Okay, a quick question. When you were going to the website, what website were you... What's the website again? Benefits and Our Cards. Is it mybiac.com? Let me look. Here's, 'cause... Here, give me one second. Let me try getting that link. Give you the correct email or, uh, website. Let me look. One second. MAU. Yes. So it's www.mybiac.com/mau. And the name- Wow. www.mybiac- Dot com/mau, and it should take you to, like, a, a main page where it says Download Documents- Yes. ... Member Login, Enroll or Decline Coverage- Member Login. No. So, don't click- Mm-hmm. ... Member Login. Go back to that page and click Enroll or Decline Coverage, and then log in through that way. Okay. 'Cause for some reason when people click the Member Login and they try logging in through that way, the web, like, it doesn't let them log in for some reason. I do know my IT department is looking into that. Um, but use the Enroll or Decline Coverage, uh, option and you should be able to- Okay. ... log into the website from there. Let's see. Hmm. And if you're still having trouble, let me know 'cause I may have to reach out to my IT department. I'll check that Okay. Enroll and Decline Coverage. Nothing. Can't be found. Try again. Oh, okay. Yeah, it says unavailable again. Oh, unavailable again. Let's see. Email or call. That's not letting me in. And, and you have registered your account, correct? Um, I did. It was the... Y'all sent me a, y'all sent me a thing to activate my account and I did that. Now it's not letting me get in. Okay. Um, so if it's not letting you in, what I'll go ahead and do, I'll email my IT department, have them resend that, um, registration email to you, and then once I do receive word back from IT department, I can give you a call back, okay? Okay, that sounds good. Thank you. You're welcome. Is there anything else I could assist you with today, Deanna? Uh, no, thank you. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. I wanted to file a claim count, and it said that my account has been disabled.

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: Uh, NAU.

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

Speaker speaker\_1: 9420.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Deanna McFadden.

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

Speaker speaker\_1: Uh, I think I have 241 3rd Street Northeast, Harris, Texas 75460.

Speaker speaker\_0: That's not the address I have on file.

Speaker speaker\_1: Okay. 3095 Lamar Avenue, Apartment 12, Harris, Texas 75460.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 02/04/2000.

Speaker speaker\_0: And a good telephone number have is 832-493-7856?

Speaker speaker\_1: No.

Speaker speaker\_0: What's a good telephone number for you?

Speaker speaker\_1: 430-228-2897.

Speaker speaker\_0: And just to confirm, 430-228-2897?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email has deannamckay18 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, a quick question. When you were going to the website, what website were you... What's the website again?

Speaker speaker\_1: Benefits and Our Cards.

Speaker speaker\_0: Is it mybiac.com?

Speaker speaker\_1: Let me look.

Speaker speaker\_0: Here's, 'cause... Here, give me one second. Let me try getting that link. Give you the correct email or, uh, website.

Speaker speaker\_1: Let me look.

Speaker speaker\_0: One second. MAU. Yes. So it's [www.mybiac.com/mau](http://www.mybiac.com/mau). And the name-

Speaker speaker\_1: Wow. [www.mybiac.com](http://www.mybiac.com)-

Speaker speaker\_0: Dot com/mau, and it should take you to, like, a, a main page where it says Download Documents-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... Member Login, Enroll or Decline Coverage-

Speaker speaker\_1: Member Login.

Speaker speaker\_0: No. So, don't click-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... Member Login. Go back to that page and click Enroll or Decline Coverage, and then log in through that way.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause for some reason when people click the Member Login and they try logging in through that way, the web, like, it doesn't let them log in for some reason. I do know my IT department is looking into that. Um, but use the Enroll or Decline Coverage, uh, option and you should be able to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... log into the website from there.

Speaker speaker\_1: Let's see. Hmm.

Speaker speaker\_0: And if you're still having trouble, let me know 'cause I may have to reach out to my IT department.

Speaker speaker\_1: I'll check that Okay. Enroll and Decline Coverage. Nothing. Can't be found. Try again. Oh, okay. Yeah, it says unavailable again. Oh, unavailable again. Let's see. Email or call. That's not letting me in.

Speaker speaker\_0: And, and you have registered your account, correct?

Speaker speaker\_1: Um, I did. It was the... Y'all sent me a, y'all sent me a thing to activate my account and I did that. Now it's not letting me get in.

Speaker speaker\_0: Okay. Um, so if it's not letting you in, what I'll go ahead and do, I'll email my IT department, have them resend that, um, registration email to you, and then once I do receive word back from IT department, I can give you a call back, okay?

Speaker speaker\_1: Okay, that sounds good. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today, Deanna?

Speaker speaker\_1: Uh, no, thank you.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.