

## Transcript: Pearl

**Rojas-4515449826394112-5244647964622848**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Craig Brecker. I got you on speaker on my, uh, mobile phone. I'm a new... Uh, it's nice to meet you. I'm a new employee with a company called Oxford Global Resources, and I started this week as an employee, and I'm trying to register onto the, uh, BIC website, but it's asking for a participant ID to verify my identity. Hmm. Okay, when you went to that website, where did you click? Did you click, um, Enroll/Decline, uh, Coverage, or did you go to Member Login? So it's Member Login, and then, you know, it came up to, uh, basically Create a New User. I picked on... uh, clicked on New User. I input a, uh, new user ID number. Actually, I, I guess I, I used that again and my email address, I, I guess. Okay, I guess, the participant ID is my user ID. Okay. Uh-huh. I, I think I'm getting the hang of it. So Yeah, yeah, yeah, yeah. I'm sorry to bother you. I, I guess if I hadn't- Did that work though? Uh, yeah, let's see if it works. Um, I think it will. Next. Normally when, um, you guys register onto that portal, you would register where it says Enroll/Decline Coverage, so I'm not sure if that would work, um, what you're trying to do. Yeah, I understand what you mean because, uh, wha- what, what it's doing now is just verifying my a- account. I, I'm not even sure if it exists but, uh, um... It looks like it didn't accept... Oh. Oh, I'm getting emails. No. No, I'm not. Okay. I guess I'm just doing this all wrong, but, uh, there was a, a field to input my participant ID, which I guess is my user ID that I specified as a new, uh, user, and input my name, and now it's just stuck, and, and input my, uh, birth date, clicked on OK or whatever that was, and now it's just stuck with a white screen. Um... Yeah. What I would do is go back to, to the original page, mybic.com/oxford, and then click on where it says Enroll/Decline Coverage and register as a new user there. Ah, I see now. I'm sorry. Okay. And then I register. Okay. Thank you so much. I'm... again, I'm sorry for wasting your time. It looks like I, I can get the hang of it. Now I just need to register and get that through, and, and you have a wonderful day. Thank you. You as well. No problem. We're here for any questions. You have a great day. All right, Pearl. Thank you. Bye now. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Hi, Pearl. My name is Craig Brecker. I got you on speaker on my, uh, mobile phone. I'm a new... Uh, it's nice to meet you. I'm a new employee with a company called Oxford Global Resources, and I started this week as an employee, and I'm trying to register onto the, uh, BIC website, but it's asking for a participant ID to verify my identity.

Speaker speaker\_1: Hmm. Okay, when you went to that website, where did you click? Did you click, um, Enroll/Decline, uh, Coverage, or did you go to Member Login?

Speaker speaker\_2: So it's Member Login, and then, you know, it came up to, uh, basically Create a New User. I picked on... uh, clicked on New User. I input a, uh, new user ID number. Actually, I, I guess I, I used that again and my email address, I, I guess. Okay, I guess, the participant ID is my user ID. Okay.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: I, I think I'm getting the hang of it.

Speaker speaker\_1: So

Speaker speaker\_2: Yeah, yeah, yeah, yeah. I'm sorry to bother you. I, I guess if I hadn't-

Speaker speaker\_1: Did that work though?

Speaker speaker\_2: Uh, yeah, let's see if it works. Um, I think it will. Next.

Speaker speaker\_1: Normally when, um, you guys register onto that portal, you would register where it says Enroll/Decline Coverage, so I'm not sure if that would work, um, what you're trying to do.

Speaker speaker\_2: Yeah, I understand what you mean because, uh, wha- what, what it's doing now is just verifying my a- account. I, I'm not even sure if it exists but, uh, um... It looks like it didn't accept... Oh. Oh, I'm getting emails. No. No, I'm not. Okay. I guess I'm just doing this all wrong, but, uh, there was a, a field to input my participant ID, which I guess is my user ID that I specified as a new, uh, user, and input my name, and now it's just stuck, and, and input my, uh, birth date, clicked on OK or whatever that was, and now it's just stuck with a white screen. Um...

Speaker speaker\_1: Yeah. What I would do is go back to, to the original page, mybic.com/oxford, and then click on where it says Enroll/Decline Coverage and register as a new user there.

Speaker speaker\_2: Ah, I see now. I'm sorry. Okay. And then I register. Okay. Thank you so much. I'm... again, I'm sorry for wasting your time. It looks like I, I can get the hang of it. Now I just need to register and get that through, and, and you have a wonderful day. Thank you.

Speaker speaker\_1: You as well. No problem. We're here for any questions. You have a great day.

Speaker speaker\_2: All right, Pearl. Thank you. Bye now.

Speaker speaker\_1: Bye.