

Transcript: Pearl

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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 can I help or just speaking with? Hey, I'm Daniel. And how can I assist you? Um, I would like to enroll and I don't know how. I tried to click the link from an email I got, but I... when I type my email and password, it says it's wrong. But I know that's the email and password that I use for Creative Circle, so I don't know if there's supposed to be a different one. So you would have to register on that site alone. So they're separate. The portal you use for your, like, pay-sta- subs and all that is different from the portal you're gonna use for your benefits. When you go to that- Oh. ... um, it should come up to Benefits in a Card website, correct? Mm-hmm. And then you'll go to Enroll/Decline Coverage. And then once you get there, you'll do the new registration or register now, something along those lines, and go through the steps. Then you'll be able to go in and make your selection. Oh, okay. How will it, how will it connect me? How will it know that it's me at Creative Circle when I, when I register? So that, that website will put, will ask for your, um, Social S-, I believe they ask for, like, the last four of your Social. I know- Ah. ... your email and all of that, and then it'll connect that way. Okay. I'm gonna give that a try. If it doesn't work, I'll call back. All righty. We're here until 8:00 PM Eastern Standard Time. All right, thank you. No problem. Bye-bye. 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 can I help or just speaking with?

Speaker speaker_2: Hey, I'm Daniel.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I would like to enroll and I don't know how. I tried to click the link from an email I got, but I... when I type my email and password, it says it's wrong. But I know that's the email and password that I use for Creative Circle, so I don't know if there's supposed to be a different one.

Speaker speaker_1: So you would have to register on that site alone. So they're separate. The portal you use for your, like, pay-sta- subs and all that is different from the portal you're gonna use for your benefits. When you go to that-

Speaker speaker_2: Oh.

Speaker speaker_1: ... um, it should come up to Benefits in a Card website, correct?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then you'll go to Enroll/Decline Coverage. And then once you get there, you'll do the new registration or register now, something along those lines, and go through the steps. Then you'll be able to go in and make your selection.

Speaker speaker_2: Oh, okay. How will it, how will it connect me? How will it know that it's me at Creative Circle when I, when I register?

Speaker speaker_1: So that, that website will put, will ask for your, um, Social S-, I believe they ask for, like, the last four of your Social. I know-

Speaker speaker_2: Ah.

Speaker speaker_1: ... your email and all of that, and then it'll connect that way.

Speaker speaker_2: Okay. I'm gonna give that a try. If it doesn't work, I'll call back.

Speaker speaker_1: All righty. We're here until 8:00 PM Eastern Standard Time.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Bye-bye.

Speaker speaker_2: Bye.