Transcript: Pearl Rojas-5463167286427648-4991502031044608

Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card, and my name is Pearl Hood. Who do I have the pleasure of speaking with? Hillary. And how can I assist you? Um, I'm having trouble logging- ... into my p- my client portal. I'm a new member. Okay. And what website are you going to? Um, My Benefits and a Card, the client portal. Okay. M- but the website, are you going to mybiac.com/ and then what's the name of your company again? Uh, Integrity Trade Services. Let's see. So you're going to mybiac.com/integrity. And then you're clicking where it says, um, com- uh, "Enroll/Decline Coverage." Um, I'm not sure. What- what's the website I'm supposed to be at? www.mybiac.com/integrity. Okay. And then you'll click where it says "Enroll/Decline Coverage." Register here, and then go through that process and then you'll be able to log in. Okay. Let's see if this works. Okay. It worked. Thank you. No problem. Thank you so much for calling. You have a great day. Thanks.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and a Card, and my name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hillary.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm having trouble logging- ... into my p- my client portal. I'm a new member.

Speaker speaker_0: Okay. And what website are you going to?

Speaker speaker_1: Um, My Benefits and a Card, the client portal.

Speaker speaker_0: Okay. M- but the website, are you going to mybiac.com/ and then what's the name of your company again?

Speaker speaker_1: Uh, Integrity Trade Services.

Speaker speaker_0: Let's see. So you're going to mybiac.com/integrity. And then you're clicking where it says, um, com- uh, "Enroll/Decline Coverage."

Speaker speaker_1: Um, I'm not sure. What- what's the website I'm supposed to be at?

Speaker speaker_0: www.mybiac.com/integrity.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you'll click where it says "Enroll/Decline Coverage." Register here, and then go through that process and then you'll be able to log in.

Speaker speaker_1: Okay. Let's see if this works. Okay. It worked. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thanks.