

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a C- my name is Pearl. Who am I speaking with? Hi, Pearl. My name is Melissa Emord, and you are cutting in and out really bad. Sorry, I have the hiccups. Uh, how can I assist you today? Oh, okay. Um, okay. So I received an email saying I needed to click here to activate my Benefits in a Card account, okay? When I did that, before I typed in my password and, and, and followed through, I noticed that the email address, the username is not my email address. So how do I- Can you say the company that submits to you for? Um, uh, it's, uh, Carlton Staffing. And the last four digits of your social? 9989. All right, and if you can confirm your address and date of birth. Uh, 9999 Spencer Highway, Apartment 503, La Porte, Texas 77571. Date of birth is 8/13/69. Okay. And I have your phone number at 832-589-3546? That is correct. Can I have your email address? Uh, actually, I have two. I have belinda005@yahoo.com, and then I have melissa.emord@yahoo.com. Okay, that Belinda chick, I do not know who that is. That is not me. And that is what's on that form that I'm supposed to fill out to activate my account, and I'm not doing it because that's not correct. I don't know where that came from. Okay, so I went ahead and got that email removed. Okay. What I would just do is go to, um, it's www.mybiac.com. Okay, well, hold on. And then, uh-huh. Wwww dot M-Y- Uh-huh. ... B-I-A-C. B-I-A-C. Okay. Dot com forward slash Carlton. When you get there, go ahead and click on Enroll/Decline, and then just register there. You'll be able to, to get into your... You would be able to register for an account with the correct email address. It's gonna ask you for all your information. Um, okay. I click on Enroll/Decline? Yes, ma'am. And just redo it all over again. Yep, and just start new. So... Uh, I'm sorry? Yes, just start new. Okay. All right. As long as that other one's gone, I'll hope this doesn't happen again. Thank you so much for your help. No worries. I took it off your account. No problem. You have a great day. All right, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a C- my name is Pearl. Who am I speaking with?

Speaker speaker_2: Hi, Pearl. My name is Melissa Emord, and you are cutting in and out really bad.

Speaker speaker_1: Sorry, I have the hiccups. Uh, how can I assist you today?

Speaker speaker_2: Oh, okay. Um, okay. So I received an email saying I needed to click here to activate my Benefits in a Card account, okay? When I did that, before I typed in my password and, and, and followed through, I noticed that the email address, the username is not my email address. So how do I-

Speaker speaker_1: Can you say the company that submits to you for?

Speaker speaker_2: Um, uh, it's, uh, Carlton Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 9989.

Speaker speaker_1: All right, and if you can confirm your address and date of birth.

Speaker speaker_2: Uh, 9999 Spencer Highway, Apartment 503, La Porte, Texas 77571. Date of birth is 8/13/69.

Speaker speaker_1: Okay. And I have your phone number at 832-589-3546?

Speaker speaker_2: That is correct.

Speaker speaker_1: Can I have your email address? Uh, actually, I have two. I have belinda005@yahoo.com, and then I have melissa.emord@yahoo.com.

Speaker speaker_2: Okay, that Belinda chick, I do not know who that is. That is not me. And that is what's on that form that I'm supposed to fill out to activate my account, and I'm not doing it because that's not correct. I don't know where that came from.

Speaker speaker_1: Okay, so I went ahead and got that email removed.

Speaker speaker_2: Okay.

Speaker speaker_1: What I would just do is go to, um, it's www.mybiac.com.

Speaker speaker_2: Okay, well, hold on.

Speaker speaker_1: And then, uh-huh.

Speaker speaker_2: Wwww dot M-Y-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... B-I-A-C. B-I-A-C. Okay.

Speaker speaker_1: Dot com forward slash Carlton. When you get there, go ahead and click on Enroll/Decline, and then just register there. You'll be able to, to get into your... You would be able to register for an account with the correct email address. It's gonna ask you for all your information.

Speaker speaker_2: Um, okay. I click on Enroll/Decline?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And just redo it all over again.

Speaker speaker_1: Yep, and just start new.

Speaker speaker_2: So... Uh, I'm sorry?

Speaker speaker_1: Yes, just start new.

Speaker speaker_2: Okay. All right. As long as that other one's gone, I'll hope this doesn't happen again. Thank you so much for your help.

Speaker speaker_1: No worries. I took it off your account. No problem. You have a great day.

Speaker speaker_2: All right, you too.