

Transcript: Sara

Marulanda-5237492434386944-5122151993622528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Sarah. May I have your name, please? Uh, yes. It's Kevin Windmiller. Hello, Mr. Kevin. How may I help you? Hi. So I tried to register my account online, and then I... That it seemed to work, that I was able to register, and I went to go log in, and it says my account is disabled and to contact this phone number. Sure. Let me help you with that. Uh, may I have the name of the agency that you are working with and the last four of your Social? Uh, yeah. It's Creative Circle, and then, uh- Mm-hmm. ... last four of my Social is 8071. Thank you very much, Mr. Windmiller. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. It's 4366 Mississippi Street, Unit 2, San Diego, and then my birthday is 9-17-85. Kevin.windmiller@gmail.com? Uh, yep. Phone number 317-501-0049? Yes. Thank you very much. Okay. Um, let me check this. Oh, okay. You have coverage, you're enrolled at this moment at Free Rx, Insure Plus Basics, dental, term life, and vision for employee only. Um, uh, and you even requested enrollment confirmation to be sent. Okay, that's the last information we have, is from October 29, 2024. Did you want to make changes to your coverage? No, I just... I'm not able to log in online, and it told me my account was disabled, so I don't know... W- why. Okay. I just want to use the online portal. Yes. Let me check that for you. Uh, was informed that the online portal... Okay, let me go to the online portal. Give me just a minute. I'm going to explain you how to do it. Okay. One minute to get out of the call. Okay. I'm just trying to open it. Come on. Hmm. Why is it not letting me open it? Okay, you're going to mybiac.com/creativecircle. Uh, sorry, what was that again? Mybiac.com/creativecircle. Uh... Mybiac.com/creativecircle. Let me see. Okay, welcome to... More information. Uh, okay, yeah, I'm here. Then go to member login? No. Okay. Then what? I'm at... That you get me? Okay, I heard... Okay, what was your question again? No, I'm, I'm at the mybiac.com/creativecircle. I'm here. Okay, then click on Enroll/Decline Coverage. Okay. Uh, and then Register? Well, uh, do you already have an account? Uh, do you already- Uh, I do have an account. Okay. I can try to log in? Try to log in, yes, and see what happens. Uh, it says incorrect email or password, so I don't think that's correct. So click on Forgot Password. It might let you reset the password, because the one that we have here is kevin.windmiller@gmail.com. So that must be the correct email. Uh, well, it tells me that, when I go to recover password, then it says my email does not exist. Okay, so try on, uh, Register here. Uh, let me see. Register, I think, is the way to say it. Register. Okay, I'm getting a confirmation email. Do, do, do, do, do. Uh, okay. I got... I'm logged in now, my Benefits on a Card. Okay, great. Yeah, I think that worked. Okay, perfect. Um, do you have any other questions for us? No, this was great. Thank you so much. I couldn't figure out how to get this all working. Thanks. You're welcome. My pleasure. I wish you two have a wonderful day, sir. Thank you for calling us. All right. You too. Bye. Thanks. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits on a Card. My name is Sarah. May I have your name, please? Uh, yes. It's Kevin Windmiller. Hello, Mr. Kevin. How may I help you? Hi. So I tried to register my account online, and then I... That it seemed to work, that I was able to register, and I went to go log in, and it says my account is disabled and to contact this phone number. Sure. Let me help you with that. Uh, may I have the name of the agency that you are working with and the last four of your Social? Uh, yeah. It's Creative Circle, and then, uh- Mm-hmm. ... last four of my Social is 8071. Thank you very much, Mr. Windmiller. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. It's 4366 Mississippi Street, Unit 2, San Diego, and then my birthday is 9-17-85. Kevin.windmiller@gmail.com? Uh, yep. Phone number 317-501-0049? Yes. Thank you very much. Okay. Um, let me check this. Oh, okay. You have coverage, you're enrolled at this moment at Free Rx, Insure Plus Basics, dental, term life, and vision for employee only. Um, uh, and you even requested enrollment confirmation to be sent. Okay, that's the last information we have, is from October 29, 2024. Did you want to make changes to your coverage? No, I just... I'm not able to log in online, and it told me my account was disabled, so I don't know... W- why. Okay. I just want to use the online portal. Yes. Let me check that for you. Uh, was informed that the online portal... Okay, let me go to the online portal. Give me just a minute. I'm going to explain you how to do it. Okay. One minute to get out of the call. Okay. I'm just trying to open it. Come on. Hmm. Why is it not letting me open it? Okay, you're going to mybiac.com/creativecircle. Uh, sorry, what was that again? Mybiac.com/creativecircle. Uh... Mybiac.com/creativecircle. Let me see. Okay, welcome to... More information. Uh, okay, yeah, I'm here. Then go to member login? No. Okay. Then what? I'm at... That you get me? Okay, I heard... Okay, what was your question again? No, I'm, I'm at the mybiac.com/creativecircle. I'm here. Okay, then click on Enroll/Decline Coverage. Okay. Uh, and then Register? Well, uh, do you already have an account? Uh, do you already- Uh, I do have an account. Okay. I can try to log in? Try to log in, yes, and see what happens. Uh, it says incorrect email or password, so I don't think that's correct. So click on Forgot Password. It might let you reset the password, because the one that we have here is kevin.windmiller@gmail.com. So that must be the correct email. Uh, well, it tells me that, when I go to recover password, then it says my email does not exist. Okay, so try on, uh, Register here. Uh, let me see. Register, I think, is the way to say it. Register. Okay, I'm getting a confirmation email. Do, do, do, do, do. Uh, okay. I got... I'm logged in now, my Benefits on a Card. Okay, great. Yeah, I think that worked. Okay, perfect. Um, do you have any other questions for us? No, this was great. Thank you so much. I couldn't figure out how to get this all working. Thanks. You're welcome. My pleasure. I wish you two have a wonderful day, sir. Thank you for calling us. All right. You too. Bye. Thanks. Bye.