

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. This is Breeza Jackson. I am a current employee for MAU, um, and I use you guys'... it's, uh, Insurance. I was trying to figure out, is there a way that I can set up an online account for your portal? Um, yeah. Let me check on that for you. So MAU, what's the last four of your social? 8080. And for security purposes, can you verify your home address, including city, state and zip code? Yes. It's 645 Cypress Lakes Road, Newberry, South Carolina, 29108. And confirm your date of birth. 05/28/1999. And a good telephone number have is 803-271-1144. Yes, sir. And the email I have is your first... or last name first name @yahoo.com. Perfect. Okay. Um, so let's see here. Now, I do know that MAU does have a website where you can, uh, create an online account. Um, I can provide you with that website or email it to you, whichever would be easier. I actually have the MAU portal. I was trying to get into the Benefits in a Card- Mm-hmm. ... to correct some things within my benefits. Okay, so let's see here. Let me go to the website real quick, 'cause I'm more of a visual person. Let's see. Same. Okay. So when you're on the main homepage, you'll see the Download Documents, the 90 Degree Benefit Member Login, and then Benefits in a Card Member Portal. Um, click that Member Portal. And have you registered your online account yet or no? No, that's what I was having issues doing. So what's the actual website? Okay. Um, so it's... The website's mybenefitsinacard.com/mau. Mybenefitsinacard.com/mau? Correct. Okay..... Why is it giving me the one with MAU on it? Um, let me try something else. Give me one second. Yeah, man. Looking good over there. Thank you, sir. Yeah, man. Looking good over there..... Oh, okay. Perfect. I see it. Register here. Mm-hmm. And then use that same email that we have on file, the jacksonbree- your left first name @yahoo.com. How do you pronounce your first name? I'm sorry. Breeza. Breeza. Okay. You're fine. I see. I just didn't wanna, um- mess it up? ... get it wrong. Yeah. A lot of people do that. Okay. Um, but yes, once you use that email that's on file, um, just register the account. Now, if it's giving you error, I may need to reach out to IT, um, and have them reset it for you. Um, and then I can reach back out to you letting you know when that's done. For the password? Correct, if it's not letting you register the account. Oh, okay. One second. I'm just currently waiting for the email. Do you know how long it generally takes for the email to come through or it should be quick? Um, it should be c- fairly quick. I'd say like two to three minutes, I believe. I'ma give it a second just to see. I'm just sitting here refreshing my email to see if it comes through. Okay. Um, be sure to check the spam or junk folder, uh, just to be on the safe side, 'cause for some reason they like to go there. I don't know why. Okay..... I don't see it just yet. Okay. Here we are. Got it. Copy. Okay. So it did let me register. It did, it did or did not? It did. Okay. Uh, now were you able to get into the account? Yes. So it says, um, enroll or decline benefits. That's where I would go to, um, basically correct what I need corrected? Correct. Okay.

Um,..... So am I gonna need, uh... Okay, I have all that. Let's see. Dependents, you..... All right. I think I am good to go. Awesome. Well, you have a wonderful day, okay? You do the same. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Breeza Jackson. I am a current employee for MAU, um, and I use you guys'... it's, uh, Insurance. I was trying to figure out, is there a way that I can set up an online account for your portal?

Speaker speaker_0: Um, yeah. Let me check on that for you. So MAU, what's the last four of your social?

Speaker speaker_1: 8080.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Yes. It's 645 Cypress Lakes Road, Newberry, South Carolina, 29108.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 05/28/1999.

Speaker speaker_0: And a good telephone number have is 803-271-1144.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is your first... or last name first name @yahoo.com.

Speaker speaker_1: Perfect.

Speaker speaker_0: Okay. Um, so let's see here. Now, I do know that MAU does have a website where you can, uh, create an online account. Um, I can provide you with that website or email it to you, whichever would be easier.

Speaker speaker_1: I actually have the MAU portal. I was trying to get into the Benefits in a Card-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... to correct some things within my benefits.

Speaker speaker_0: Okay, so let's see here. Let me go to the website real quick, 'cause I'm more of a visual person. Let's see.

Speaker speaker_1: Same.

Speaker speaker_0: Okay. So when you're on the main homepage, you'll see the Download Documents, the 90 Degree Benefit Member Login, and then Benefits in a Card Member Portal. Um, click that Member Portal. And have you registered your online account yet or no?

Speaker speaker_1: No, that's what I was having issues doing. So what's the actual website?

Speaker speaker_0: Okay. Um, so it's... The website's mybenefitsinacard.com/mau.

Speaker speaker_1: Mybenefitsinacard.com/mau?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay..... Why is it giving me the one with MAU on it? Um, let me try something else. Give me one second.

Speaker speaker_2: Yeah, man. Looking good over there.

Speaker speaker_3: Thank you, sir. Yeah, man. Looking good over there.....
Oh, okay. Perfect. I see it. Register here.

Speaker speaker_0: Mm-hmm. And then use that same email that we have on file, the jacksonbree- your left first name @yahoo.com. How do you pronounce your first name? I'm sorry.

Speaker speaker_1: Breeza.

Speaker speaker_0: Breeza. Okay.

Speaker speaker_1: You're fine.

Speaker speaker_0: I see. I just didn't wanna, um-

Speaker speaker_1: mess it up?

Speaker speaker_0: ... get it wrong. Yeah.

Speaker speaker_1: A lot of people do that.

Speaker speaker_0: Okay. Um, but yes, once you use that email that's on file, um, just register the account. Now, if it's giving you error, I may need to reach out to IT, um, and have them reset it for you. Um, and then I can reach back out to you letting you know when that's done.

Speaker speaker_1: For the password?

Speaker speaker_0: Correct, if it's not letting you register the account.

Speaker speaker_1: Oh, okay. One second. I'm just currently waiting for the email. Do you know how long it generally takes for the email to come through or it should be quick?

Speaker speaker_0: Um, it should be c- fairly quick. I'd say like two to three minutes, I believe.

Speaker speaker_1: I'ma give it a second just to see. I'm just sitting here refreshing my email to see if it comes through.

Speaker speaker_0: Okay. Um, be sure to check the spam or junk folder, uh, just to be on the safe side, 'cause for some reason they like to go there. I don't know why.

Speaker speaker_1: Okay..... I don't see it just yet. Okay. Here we are. Got it. Copy. Okay. So it did let me register.

Speaker speaker_0: It did, it did or did not?

Speaker speaker_1: It did.

Speaker speaker_0: Okay. Uh, now were you able to get into the account?

Speaker speaker_1: Yes. So it says, um, enroll or decline benefits. That's where I would go to, um, basically correct what I need corrected?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Um,..... So am I gonna need, uh... Okay, I have all that. Let's see. Dependents, you..... All right. I think I am good to go.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.