

## **Transcript: Justin**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I, uh, I just clicked on the email from you guys to activate my account, um, and so I've entered a password, and created it and everything, and then I went to sign in and it says the account is disabled and to contact you. Okay, quick question. Are you clicking member log in or d- enroll or decline coverage? I am... I am at [virtualcare.benefitsinacard.com/bic/login](http://virtualcare.benefitsinacard.com/bic/login). Okay. So let's see. I do know when you go to the main website for Creative Circle to log into the account where it says member log in, enroll/decline coverage, stuff like that, you're supposed to click, uh, enroll or decline coverage. Um, we go to... W- are you on your phone right now, or a computer? Uh, I'm on my computer. I was just randomly following links from the emails, but... Okay. Let's see. Um, okay. Um, so if you go to [www.my.m-y-b-i-a-c.com/creativecircle](http://www.my.m-y-b-i-a-c.com/creativecircle). My- I'm sorry, M-Y dot B-I-C, or? Uh, so M-Y B-I-A-C, so there's no dot. Okay. Right. Gotcha. Yeah. So M-Y B-I-A-C.com/creativecircle. Okay. And that's how I have to log in, through there? Yes. So instead of clicking member log in, do enroll or decline coverage, and that'll give you the access to on- to that online portal to where you register your, uh, uh, virtual primary care. Okay. All right. Well, thank you. Uh, let me just... Just hang on for a second. Let me see if it gives me the same error or not. No worries. Now I do know if you haven't registered the account first, you may... It might bring you an error window when you try logging in. Um, but if you have registered the account, everything should work as normal. That's weird. So clicking, so clicking the email is not registering, or is that... I guess, uh, I guess I'll just try doing this again, and then if I continue to have issues I'll give you a call back 'cause I don't wanna, um, ac- be, be on the phone waiting 25 minutes. Okay. I totally understand. Is there anything else I can help you out with today? No. I think you've been super helpful. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. I, uh, I just clicked on the email from you guys to activate my account, um, and so I've entered a password, and created it and everything, and then I went to sign in and it says the account is disabled and to contact you.

Speaker speaker\_1: Okay, quick question. Are you clicking member log in or d- enroll or decline coverage?

Speaker speaker\_2: I am... I am at [virtualcare.benefitsinacard.com/bic/login](http://virtualcare.benefitsinacard.com/bic/login).

Speaker speaker\_1: Okay. So let's see. I do know when you go to the main website for Creative Circle to log into the account where it says member log in, enroll/decline coverage, stuff like that, you're supposed to click, uh, enroll or decline coverage. Um, we go to... W- are you on your phone right now, or a computer?

Speaker speaker\_2: Uh, I'm on my computer. I was just randomly following links from the emails, but...

Speaker speaker\_1: Okay. Let's see. Um, okay. Um, so if you go to [www.my-b-i-a-c.com/creativecircle](http://www.my-b-i-a-c.com/creativecircle).

Speaker speaker\_2: My- I'm sorry, M-Y dot B-I-C, or?

Speaker speaker\_1: Uh, so M-Y B-I-A-C, so there's no dot.

Speaker speaker\_2: Okay. Right. Gotcha.

Speaker speaker\_1: Yeah. So [M-Y B-I-A-C.com/creativecircle](http://M-Y B-I-A-C.com/creativecircle).

Speaker speaker\_2: Okay. And that's how I have to log in, through there?

Speaker speaker\_1: Yes. So instead of clicking member log in, do enroll or decline coverage, and that'll give you the access to on- to that online portal to where you register your, uh, uh, virtual primary care.

Speaker speaker\_2: Okay. All right. Well, thank you. Uh, let me just... Just hang on for a second. Let me see if it gives me the same error or not.

Speaker speaker\_1: No worries. Now I do know if you haven't registered the account first, you may... It might bring you an error window when you try logging in. Um, but if you have registered the account, everything should work as normal.

Speaker speaker\_2: That's weird. So clicking, so clicking the email is not registering, or is that... I guess, uh, I guess I'll just try doing this again, and then if I continue to have issues I'll give you a call back 'cause I don't wanna, um, ac- be, be on the phone waiting 25 minutes.

Speaker speaker\_1: Okay. I totally understand. Is there anything else I can help you out with today?

Speaker speaker\_2: No. I think you've been super helpful. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.