

## **Transcript: Pamela**

**Blanc-4519737746735104-6535238928777216**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Ivan Penacoco. I've been trying to log in to, uh, the Stella, uh, My Benefits Card, and it won't let me log into the website. For your benefits? For- Yeah. ... my BIC? Yes. So, um, do you, did you register recently or...? Well, I got a text saying to, uh, enroll or decline for, I guess, the open enrollment. Mm-hmm. So when I try to log in, it doesn't, uh, it doesn't give... It says- Allow you. Uh, inc- yeah. It doesn't... It says, uh, incorrect password or whatever. Okay. And- So then I'll, I'll go through forget my password, and then it says email's not registered. Okay. And who do you work for? Uh, I work for Terra Staffing. Okay. Um, let me see. So Terra... Let's try- I think they just changed the name. ... to find you, because I know they change names. Yeah. We might not yet. Let me try to find your file. May I have the last four digits of the Social? Uh, 7068. 7068. And what is your first and last name, sir? Ivan Penacoco. P as in Peter, E-N-U-C-O-C-O. Mr. Penacoco, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, complete address would be 8702 South Hosmer Street, Apartment 127, Tacoma, Washington, 98498. And then my birthday is August 9, '91. Thank you. And let's see. We have a phone number on file, 562-518-8120. And your email is your last name, letter I, @gmail.com. Correct. All right. So would you like to enroll or you wanted to decline the benefits? Yeah. No, I'm trying to enroll. Okay. And have you seen the benefit guide? Do you know what would you like to enroll to? Uh, no, I haven't actually. Okay. So you do have... Let's see. Till the 3rd of January to enroll. I could send you the complete guide. And, um, so you could check the information. I will send you information as well to the, to the IT department to see why- Okay. ... it's not allowing you log in or to- Right. ... you register. Um, so the email, it will be coming from info@benefitsinacard. Check your spam or junk mail. Okay. It might go there. Uh, keep in mind that you have until the 3rd of January to enroll. Okay. Um, if you have questions when you receive the benefit guide, you could give us a call. We'll be more than happy to help you with. And, um, as... Also, if you decide to enroll, you could do it over the phone as well. Oh, sounds great. Okay. All right. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. 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 Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, Pamela. My name is Ivan Penacoco. I've been trying to log in to, uh, the Stella, uh, My Benefits Card, and it won't let me log into the website.

Speaker speaker\_1: For your benefits? For-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... my BIC?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So, um, do you, did you register recently or...?

Speaker speaker\_2: Well, I got a text saying to, uh, enroll or decline for, I guess, the open enrollment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So when I try to log in, it doesn't, uh, it doesn't give... It says-

Speaker speaker\_1: Allow you.

Speaker speaker\_2: Uh, inc- yeah. It doesn't... It says, uh, incorrect password or whatever.

Speaker speaker\_1: Okay. And-

Speaker speaker\_2: So then I'll, I'll go through forget my password, and then it says email's not registered.

Speaker speaker\_1: Okay. And who do you work for?

Speaker speaker\_2: Uh, I work for Terra Staffing.

Speaker speaker\_1: Okay. Um, let me see. So Terra... Let's try-

Speaker speaker\_2: I think they just changed the name.

Speaker speaker\_1: ... to find you, because I know they change names.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: We might not yet. Let me try to find your file. May I have the last four digits of the Social?

Speaker speaker\_2: Uh, 7068.

Speaker speaker\_1: 7068. And what is your first and last name, sir?

Speaker speaker\_2: Ivan Penacoco. P as in Peter, E-N-U-C-O-C-O.

Speaker speaker\_1: Mr. Penacoco, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Um, complete address would be 8702 South Hosmer Street, Apartment 127, Tacoma, Washington, 98498. And then my birthday is August 9, '91.

Speaker speaker\_1: Thank you. And let's see. We have a phone number on file, 562-518-8120. And your email is your last name, letter I, @gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. So would you like to enroll or you wanted to decline the benefits?

Speaker speaker\_2: Yeah. No, I'm trying to enroll.

Speaker speaker\_1: Okay. And have you seen the benefit guide? Do you know what would you like to enroll to?

Speaker speaker\_2: Uh, no, I haven't actually.

Speaker speaker\_1: Okay. So you do have... Let's see. Till the 3rd of January to enroll. I could send you the complete guide. And, um, so you could check the information. I will send you information as well to the, to the IT department to see why-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's not allowing you log in or to-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... you register. Um, so the email, it will be coming from info@benefitsinacard. Check your spam or junk mail.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It might go there. Uh, keep in mind that you have until the 3rd of January to enroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, if you have questions when you receive the benefit guide, you could give us a call. We'll be more than happy to help you with. And, um, as... Also, if you decide to enroll, you could do it over the phone as well.

Speaker speaker\_2: Oh, sounds great.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Bye.