

Transcript: Pearl

Rojas-4776015343173632-4762222005370880

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, yes, ma'am my name is Jaida Hayes. And how can I help you today? Um, yes, ma'am. So I recently enrolled in the insurance coverage, uh, through Surge Staffing and for some how when I try to log in online, um, it tells me that I can't, um, download the card, the copy of the card, the insurance card online. Again, what website are you going to? Uh, it's the B-I-A-S, I want to say. It's taking us to... B-I... Uh, so it should be my... B-U-S... It should be mybiac.com/... Um, what... Give me one second. You said mybiac? B-I-A-C. A-C. Mm-hmm. /surgestaffing. And then when you go there you're going to go to Enroll/Decline Coverage and you're going to register and then you'll be able to see your information there. Right and I did that but then it shows like all of that, like the balance and everything. But then when I try to hit the download button, it don't download. Okay. What are the last four digits of your social security? 3663. And if you can verify your address and date of birth. Yes, ma'am. It is 3683 Brightwick Lane, Stonecrest, Georgia 30038. And what else you ask me for? I'm sorry. Date of birth. 10/03/1997. Okay. And I have your phone number as 214-440-0738. Yes, ma'am. And I have your email address as jaidahayes81@yahoo.com. Yes, ma'am. All righty. So you should be making active this Monday. And which card are you trying to download? Or which or did you need all of them? I was trying to download my, uh, health insurance card and my dental. Well, really all of them, but just to have them on my phone. Okay. Let me go ahead and take a look. I'm going to place you on a brief hold. While I see if your cards are able to be downloaded. Okay. Um, and then if they are, I'll be able to send them to you via email, okay? Okay. I really appreciate it. Thank you. No problem. Bear with me one moment. Mm-hmm. You're still holding Ms. Hayes. So your cards are unable... Hello. ... to be downloaded on my end. I'll go ahead and send them to you. They're going to be coming from info@benefitsinacard.com. Okay. So you should go to your inbox. If you don't see them in your inbox, check your spam or junk folder, okay? Okay. I sure will. Do you have any questions? Um, no, ma'am. That's all. Thank you. All righty. Thanks so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, yes, ma'am my name is Jaida Hayes.

Speaker speaker_0: And how can I help you today?

Speaker speaker_1: Um, yes, ma'am. So I recently enrolled in the insurance coverage, uh, through Surge Staffing and for some how when I try to log in online, um, it tells me that I can't, um, download the card, the copy of the card, the insurance card online.

Speaker speaker_0: Again, what website are you going to?

Speaker speaker_1: Uh, it's the B-I-A-S, I want to say. It's taking us to... B-I...

Speaker speaker_0: Uh, so it should be my...

Speaker speaker_1: B-U-S...

Speaker speaker_0: It should be mybiac.com/... Um, what... Give me one second.

Speaker speaker_1: You said mybiac?

Speaker speaker_0: B-I-A-C.

Speaker speaker_1: A-C.

Speaker speaker_0: Mm-hmm. /surgestaffing. And then when you go there you're going to go to Enroll/Decline Coverage and you're going to register and then you'll be able to see your information there.

Speaker speaker_1: Right and I did that but then it shows like all of that, like the balance and everything. But then when I try to hit the download button, it don't download.

Speaker speaker_0: Okay. What are the last four digits of your social security?

Speaker speaker_1: 3663.

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: Yes, ma'am. It is 3683 Brightwick Lane, Stonecrest, Georgia 30038. And what else you ask me for? I'm sorry.

Speaker speaker_0: Date of birth.

Speaker speaker_1: 10/03/1997.

Speaker speaker_0: Okay. And I have your phone number as 214-440-0738.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as jaidahayes81@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So you should be making active this Monday. And which card are you trying to download? Or which or did you need all of them?

Speaker speaker_1: I was trying to download my, uh, health insurance card and my dental. Well, really all of them, but just to have them on my phone.

Speaker speaker_0: Okay. Let me go ahead and take a look. I'm going to place you on a brief hold. While I see if your cards are able to be downloaded.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then if they are, I'll be able to send them to you via email, okay?

Speaker speaker_1: Okay. I really appreciate it. Thank you.

Speaker speaker_0: No problem. Bear with me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You're still holding Ms. Hayes. So your cards are unable...

Speaker speaker_1: Hello.

Speaker speaker_0: ... to be downloaded on my end. I'll go ahead and send them to you. They're going to be coming from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: So you should go to your inbox. If you don't see them in your inbox, check your spam or junk folder, okay?

Speaker speaker_1: Okay. I sure will.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Um, no, ma'am. That's all. Thank you.

Speaker speaker_0: All righty. Thanks so much for calling. You have a great day.

Speaker speaker_1: You too.