

Transcript: Pearl

Rojas-5313713314250752-4612587786911744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling benefits in a card. My name is Pearl. Who do I have the pleasure of speaking with? Hope William. How can I assist you? I'm calling to find out... Um, I'm fixing to take a contract with ATC and I was wondering how to sign up for benefits. Okay, so you can do it... Um, you can do it one of three ways. You can do it in the office through an enrollment form, you can do it online on the website, or you can do it over the phone with us. Okay, what website is it? It's www.mybiac.com/atc. Mm-hmm. So [mybiac.com/atc](http://www.mybiac.com/atc)? Yep. Yep. Okay. All right. Well, that's what I needed to know. I'll get online and see. If I can't figure it out, I'll call y'all back. Okay. You just go ahead and click where it says, "Enroll," uh, it says, "Decline... Enroll declined benefits," um, and then register, and then once you register, you'll be able to, to make your selections. All right. Thank you so much. No problem. Thank you for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: 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_2: Hope William.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: I'm calling to find out... Um, I'm fixing to take a contract with ATC and I was wondering how to sign up for benefits.

Speaker speaker_1: Okay, so you can do it... Um, you can do it one of three ways. You can do it in the office through an enrollment form, you can do it online on the website, or you can do it over the phone with us.

Speaker speaker_2: Okay, what website is it?

Speaker speaker_1: It's www.mybiac.com/atc.

Speaker speaker_2: Mm-hmm. So [mybiac.com/atc](http://www.mybiac.com/atc)?

Speaker speaker_1: Yep. Yep.

Speaker speaker_2: Okay. All right. Well, that's what I needed to know. I'll get online and see. If I can't figure it out, I'll call y'all back.

Speaker speaker_1: Okay. You just go ahead and click where it says, "Enroll," uh, it says, "Decline... Enroll declined benefits," um, and then register, and then once you register, you'll be able to, to make your selections.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: No problem. Thank you for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.