

Transcript: Pearl

Rojas-5411586974072832-5446140254404608

Full Transcript

... what I do now. And I was- Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hi, my name is Katlynn. And how can I assist you? Um, so I'm trying to enroll, um, and I had, um, the verification code sent to me. And I tried it three different times with three separate ones and every time I type it in, it's saying that it's not correct. And I'm- Okay. ... typing it in exactly- ... like it, um, showing up. Okay, and where are you trying to... 'Cause you tr- you tried to enroll so you already created an account and registered, and now it's asking you for that code? Yes. So I'm trying to enroll. Mm-hmm. Yeah. Now what, what's, um, what website are you- Uh, one second. Let me go back and look real quick. It's, um, mybenefitsinacard.com. It's, um... I'm, I'm applying for surge staffing in Alabama. So you're on mybiac.com/surge? No, um, it took me straight to, um, mybenefitsinacard.com. Okay. Um, and then it gave you a bunch of options, right? Um, enroll, confirm, decline, or enroll, decline coverage. Um, it gave you a couple different options, right? No, it just took me to the, the home page of it and I clicked... Well, yeah, it gave me a few options and I clicked Enroll. Um, it didn't have acceptance or decline or anything like that. Um, it just took me to the home page where you had options and then it had an option to enroll, and that's what I was doing. Okay. Hang on one second. Okay. So, what I'm going to have you do is go to www.mybiac/surgestaffing. You said my B-I- I-A-C. ... -A-C/- slash- /surgestaffing. ... surge staffing? And then click on where it says, "Enroll, decline, change coverage." Okay, one second. Goodness. Sorry, my phone is acting weird today. It's just fine. Oh, what are you doing? It's not letting me... Oh, come on. There we go. Hold on. Let me... Ah, see. Okay. Mybiac, B-I-A-C, B-I-A-C, /surgestaffing.com? Yeah, um, so it would be mybiac.com/surgestaffing. Okay..com/surge. Okay, so when I do that, it goes to Download Document, 90 Degree Benefits Member Log In, Benefits In a Card Portal, Enroll, Decline, Change Coverage. So you want me to click that? Yes, and then you'll register there and then you'll be able to enroll. Okay, um, it's just taking me through the same thing that I did last time. Mm-hmm. Yeah, but it's going to ask you all... for all your information when you click Register. Um, it's going to ask you for the information, and then once you, um, finish that, y- you'll be able to log in and enroll, uh, there. Okay. One second. Just want to make sure I can get it before you get off the phone so I don't have to call again. No worries. Okay. It says that it's already registered, so I assumed that it did take my registration, so I would just log in? Correct. Okay. Okay. So I'm back to the same place, I'm just waiting on the email, but that's, uh, that's where my issue was last time, um, whenever I type in my verification code, it's saying that it's, um, it's not right, even though I'm putting it in the same way. What is the last four digits of your Social? Um, 4-7-0-3. I'm going to try it again since I redid it. Mm-hmm. I'm just waiting on the email. Okay. And then I'm going to take a look at their account, and if it doesn't work, we'll have them delete it and then you can try, try the whole registration over

again. Okay. You said your first name is Katlynn? Yes, ma'am. K-A-T-L-Y-N-N-E. Okay, um, it, it let me do it this time. There we go. All right. All right. So I would just, uh, continue with the Enroll or Decline Coverage, correct? Correct. Okay. Awesome. Thank you so much. No problem. Thank you for calling. Have a great day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: ... what I do now. And I was-

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name is Katlynn.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, so I'm trying to enroll, um, and I had, um, the verification code sent to me. And I tried it three different times with three separate ones and every time I type it in, it's saying that it's not correct. And I'm-

Speaker speaker_1: Okay.

Speaker speaker_2: ... typing it in exactly- ... like it, um, showing up.

Speaker speaker_1: Okay, and where are you trying to... 'Cause you tr- you tried to enroll so you already created an account and registered, and now it's asking you for that code?

Speaker speaker_2: Yes. So I'm trying to enroll.

Speaker speaker_1: Mm-hmm. Yeah. Now what, what's, um, what website are you-

Speaker speaker_2: Uh, one second. Let me go back and look real quick. It's, um, mybenefitsinacard.com. It's, um... I'm, I'm applying for surge staffing in Alabama.

Speaker speaker_1: So you're on mybiac.com/surge?

Speaker speaker_2: No, um, it took me straight to, um, mybenefitsinacard.com.

Speaker speaker_1: Okay. Um, and then it gave you a bunch of options, right? Um, enroll, confirm, decline, or enroll, decline coverage. Um, it gave you a couple different options, right?

Speaker speaker_2: No, it just took me to the, the home page of it and I clicked... Well, yeah, it gave me a few options and I clicked Enroll. Um, it didn't have acceptance or decline or anything like that. Um, it just took me to the home page where you had options and then it had an option to enroll, and that's what I was doing.

Speaker speaker_1: Okay. Hang on one second. Okay. So, what I'm going to have you do is go to www.mybiac/surgestaffing.

Speaker speaker_2: You said my B-I-

Speaker speaker_1: I-A-C.

Speaker speaker_2: ... -A-C/- slash-

Speaker speaker_1: /surgestaffing.

Speaker speaker_2: ... surge staffing?

Speaker speaker_1: And then click on where it says, "Enroll, decline, change coverage."

Speaker speaker_2: Okay, one second. Goodness. Sorry, my phone is acting weird today.

Speaker speaker_1: It's just fine.

Speaker speaker_2: Oh, what are you doing? It's not letting me... Oh, come on. There we go. Hold on. Let me... Ah, see. Okay. Mybiac, B-I-A-C, B-I-A-C, /surgestaffing.com?

Speaker speaker_1: Yeah, um, so it would be mybiac.com/surgestaffing.

Speaker speaker_2: Okay..com/surge. Okay, so when I do that, it goes to Download Document, 90 Degree Benefits Member Log In, Benefits In a Card Portal, Enroll, Decline, Change Coverage. So you want me to click that?

Speaker speaker_1: Yes, and then you'll register there and then you'll be able to enroll.

Speaker speaker_2: Okay, um, it's just taking me through the same thing that I did last time.

Speaker speaker_1: Mm-hmm. Yeah, but it's going to ask you all... for all your information when you click Register. Um, it's going to ask you for the information, and then once you, um, finish that, y- you'll be able to log in and enroll, uh, there.

Speaker speaker_2: Okay. One second. Just want to make sure I can get it before you get off the phone so I don't have to call again.

Speaker speaker_1: No worries.

Speaker speaker_2: Okay. It says that it's already registered, so I assumed that it did take my registration, so I would just log in?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Okay. So I'm back to the same place, I'm just waiting on the email, but that's, uh, that's where my issue was last time, um, whenever I type in my verification code, it's saying that it's, um, it's not right, even though I'm putting it in the same way.

Speaker speaker_1: What is the last four digits of your Social?

Speaker speaker_2: Um, 4-7-0-3. I'm going to try it again since I redid it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm just waiting on the email.

Speaker speaker_1: Okay. And then I'm going to take a look at their account, and if it doesn't work, we'll have them delete it and then you can try, try the whole registration over again.

Speaker speaker_2: Okay.

Speaker speaker_1: You said your first name is Katlynn?

Speaker speaker_2: Yes, ma'am. K-A-T-L-Y-N-N-E. Okay, um, it, it let me do it this time.

Speaker speaker_1: There we go. All right.

Speaker speaker_2: All right. So I would just, uh, continue with the Enroll or Decline Coverage, correct?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Awesome. Thank you so much.

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

Speaker speaker_2: You as well. Bye-bye.