

## **Transcript: Pearl**

**Rojas-5522515460538368-6410668560007168**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say I was speaking with? Uh, Daniel Burriss. And how can I assist you? I had just activated my account, uh, through an email I had gotten, um, attached. I think it was associated with, uh, the staffing agency I work with. I activated that account, I put in my information, and then when I try to go in through the client portal to see if I can look at providers, it won't allow me to log in. It's not read- recognizing my username or my password. And it's not sending me an email to, uh, reset the password. Okay, which, which portal are you going to? What's the website you're going to? Uh, let me look. Uh, BenefitsInACard.com. Okay. What's the name of the staffing agency again? Uh, client, uh, Lingo. All righty, so you should go to [www.mybiac.com/lingostaffing](http://www.mybiac.com/lingostaffing). All right, thank you very much. Yep, and then you're gonna just hit where it says, um, it's a con- uh, enroll the client benefits, enroll the client change it should say, along those lines. And you'll register there and then you'll be able to log in. All right. Can I get you to, uh, say that address one more time? I got a pen now. Of course. It's [www.mybiac.com/lingostaffing](http://www.mybiac.com/lingostaffing). All right, thank you very much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say I was speaking with?

Speaker speaker\_1: Uh, Daniel Burriss.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I had just activated my account, uh, through an email I had gotten, um, attached. I think it was associated with, uh, the staffing agency I work with. I activated that account, I put in my information, and then when I try to go in through the client portal to see if I can look at providers, it won't allow me to log in. It's not read- recognizing my username or my password. And it's not sending me an email to, uh, reset the password.

Speaker speaker\_0: Okay, which, which portal are you going to? What's the website you're going to?

Speaker speaker\_1: Uh, let me look. Uh, BenefitsInACard.com.

Speaker speaker\_0: Okay. What's the name of the staffing agency again?

Speaker speaker\_1: Uh, client, uh, Lingo.

Speaker speaker\_0: All righty, so you should go to [www.mybiac.com/lingostaffing](http://www.mybiac.com/lingostaffing).

Speaker speaker\_1: All right, thank you very much.

Speaker speaker\_0: Yep, and then you're gonna just hit where it says, um, it's a con- uh, enroll the client benefits, enroll the client change it should say, along those lines. And you'll register there and then you'll be able to log in.

Speaker speaker\_1: All right. Can I get you to, uh, say that address one more time? I got a pen now.

Speaker speaker\_0: Of course. It's [www.mybiac.com/lingostaffing](http://www.mybiac.com/lingostaffing).

Speaker speaker\_1: All right, thank you very much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.