

Transcript: Pearl

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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? Goldie McMullen. And how can I assist you? Hi. I received a message that my benefits, uh, were canceled. Okay, and what's the na- Okay, I want to- The name of the company you work for? Noor, N-O-O-R. All righty. And the last four digits of your Social? 0264. And if you could confirm your address and date of birth. 2041 County Highway 14, Winfield, Alabama, 35594. Phone number is 678-663-1823. Okay. And what's your date of birth? January 6, 1972. All right. And I have your email address as romanandsofia@gmail.com? Yes. All righty. So no, I actually have you with active coverage, um, today, the 29th. So you have, you have a active coverage through the 4th. And if they make that deduc- deduction come into your paycheck this week, you'll have active coverage. Okay. I tried to log in. It wouldn't let me in. Saying my be- benefits was no longer eligible. Okay. Which one are you trying to get in? Um, the Benefits in a Card website. Okay. Give me one second and I'll confirm that website for you. Let's see. So you should be going to www.mybiac.com/noorstaffing. And then instead of clicking on Member Log In, you're gonna go to where it says, uh, "Decline Enroll," um, or it says, "Declined Changes Enroll." Not the Member Log In but the one that says, um, something along the lines of, "Enroll Declined Coverage." And you're gonna register there with your information and then you'll be able to log in and see your benefits. Okay. I've tried... I've just tried to log in. It says, "Account disabled. Please contact the number ending in 4856." And you're going to where it says, "Decline Enroll Benefits?" I'm going to the virtualcare.benefitsinacard.com. Okay, um- And I put in my login. Okay. And you activated that through the email? 'Cause you should've received a email to activate that and be able to put a password and everything. Yep. Yep, I activated it and created an account. And when I log in, it says, "Account disabled." Hmm. "Please contact Member Services." Okay. Give me one moment. Ugh. Give me one moment. I'm putting you on a brief hold. Okay. Thank you so much for holding, Ms. McMullen. Um, so I did reach out to our department that takes care of that kind of situation. Um, I'm gonna notate your account. And as soon as I hear back from them on further steps or what they need us to do, I'll give you a call back and we can go from there, okay? Yeah. Just to let you know, um, I received another activation yesterday even though I already activated. It said, "Additional information is required to continue activation. Contact Member Services." Just to let you know. Okay. Yeah, 'cause we have your email address. We have your coverages active. Um, you, for that, for that coverage, you don't have... Um, it's just for yourself, so it's not like you're missing any dependent information. Um, well, I, well, the department that, that handles those kinds of, um, errors will give you a, a email back, a message back, letting me know if it's something that you need to put in or something we are missing or anything like that. And I'll just give you a call back and, and we can get the information squared away. Okay. Thank you.

Uh- Thank you 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: Goldie McMullen.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. I received a message that my benefits, uh, were canceled.

Speaker speaker_0: Okay, and what's the na-

Speaker speaker_1: Okay, I want to-

Speaker speaker_0: The name of the company you work for?

Speaker speaker_1: Noor, N-O-O-R.

Speaker speaker_0: All righty. And the last four digits of your Social?

Speaker speaker_1: 0264.

Speaker speaker_0: And if you could confirm your address and date of birth.

Speaker speaker_1: 2041 County Highway 14, Winfield, Alabama, 35594. Phone number is 678-663-1823.

Speaker speaker_0: Okay. And what's your date of birth?

Speaker speaker_1: January 6, 1972.

Speaker speaker_0: All right. And I have your email address as romanandsofia@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So no, I actually have you with active coverage, um, today, the 29th. So you have, you have a active coverage through the 4th. And if they make that deduction come into your paycheck this week, you'll have active coverage .

Speaker speaker_1: Okay. I tried to log in. It wouldn't let me in. Saying my be- benefits was no longer eligible.

Speaker speaker_0: Okay. Which one are you trying to get in?

Speaker speaker_1: Um, the Benefits in a Card website.

Speaker speaker_0: Okay. Give me one second and I'll confirm that website for you. Let's see. So you should be going to www.mybiac.com/noorstaffing. And then instead of clicking on Member Log In, you're gonna go to where it says, uh, "Decline Enroll," um, or it says,

"Declined Changes Enroll." Not the Member Log In but the one that says, um, something along the lines of, "Enroll Declined Coverage." And you're gonna register there with your information and then you'll be able to log in and see your benefits.

Speaker speaker_1: Okay. I've tried... I've just tried to log in. It says, "Account disabled. Please contact the number ending in 4856."

Speaker speaker_0: And you're going to where it says, "Decline Enroll Benefits?"

Speaker speaker_1: I'm going to the virtualcare.benefitsinacard.com.

Speaker speaker_0: Okay, um-

Speaker speaker_1: And I put in my login.

Speaker speaker_0: Okay. And you activated that through the email? 'Cause you should've received a email to activate that and be able to put a password and everything.

Speaker speaker_1: Yep. Yep, I activated it and created an account. And when I log in, it says, "Account disabled."

Speaker speaker_0: Hmm.

Speaker speaker_1: "Please contact Member Services."

Speaker speaker_0: Okay. Give me one moment.

Speaker speaker_1: Ugh.

Speaker speaker_0: Give me one moment. I'm putting you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding, Ms. McMullen. Um, so I did reach out to our department that takes care of that kind of situation. Um, I'm gonna notate your account. And as soon as I hear back from them on further steps or what they need us to do, I'll give you a call back and we can go from there, okay?

Speaker speaker_1: Yeah. Just to let you know, um, I received another activation yesterday even though I already activated. It said, "Additional information is required to continue activation. Contact Member Services." Just to let you know.

Speaker speaker_0: Okay. Yeah, 'cause we have your email address. We have your coverages active. Um, you, for that, for that coverage, you don't have... Um, it's just for yourself, so it's not like you're missing any dependent information. Um, well, I, well, the department that, that handles those kinds of, um, errors will give you a, a email back, a message back, letting me know if it's something that you need to put in or something we are missing or anything like that. And I'll just give you a call back and, and we can get the information squared away.

Speaker speaker_1: Okay. Thank you. Uh-

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.