

Transcript: Pearl

Rojas-5931742024220672-6141666738094080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, Mackenzie Todd. And how can I assist you? Um, I got a message to enroll or call this number, and I tried to log in online and it kept saying my email doesn't exist to an account. So, I was wondering if I could just enroll over the phone. Okay. Which, um, website are you going to? Um, I was sent a link of my... bi- by.com/moralesgroup. Let's see. Yes. So should it have been my B-I-E-C.com/moralesgroup and it's not... And then from there- Yeah. ... are you clicking Enroll/Decline Coverage? Yes. And you're reg- you registered already and it's not letting you do it? It just won't let me log in at all. It keeps saying my email's wrong and then when I went to, like, push the Forgot Password, it said that my email doesn't exist to an account. But when I try to- Did you get a registration ID? Uh, yeah. When I log in for, like, my pay stubs on the Morales group, that's the email and everything I've always used. So they're dif- they're separate... Those are separate accounts. You would have to register on where it says Enroll/Decline Coverage. You'd actually go through the registration there and then you'll, you'll be able to log in and, and choose all your selections. Oh, okay. Sorry. I didn't see the Register button. No problem. Um, and then once you do register, it'll let you go ahead and go through the steps. Okay. Thank you so much. No problem. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: 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: Um, Mackenzie Todd.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I got a message to enroll or call this number, and I tried to log in online and it kept saying my email doesn't exist to an account. So, I was wondering if I could just enroll over the phone.

Speaker speaker_1: Okay. Which, um, website are you going to?

Speaker speaker_2: Um, I was sent a link of my... bi- by.com/moralesgroup.

Speaker speaker_1: Let's see. Yes. So should it have been my B-I-E-C.com/moralesgroup and it's not... And then from there-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... are you clicking Enroll/Decline Coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: And you're reg- you registered already and it's not letting you do it?

Speaker speaker_2: It just won't let me log in at all. It keeps saying my email's wrong and then when I went to, like, push the Forgot Password, it said that my email doesn't exist to an account. But when I try to-

Speaker speaker_1: Did you get a registration ID?

Speaker speaker_2: Uh, yeah. When I log in for, like, my pay stubs on the Morales group, that's the email and everything I've always used.

Speaker speaker_1: So they're dif- they're separate... Those are separate accounts. You would have to register on where it says Enroll/Decline Coverage. You'd actually go through the registration there and then you'll, you'll be able to log in and, and choose all your selections.

Speaker speaker_2: Oh, okay. Sorry. I didn't see the Register button.

Speaker speaker_1: No problem. Um, and then once you do register, it'll let you go ahead and go through the steps.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.