

## Transcript: Pearl

**Rojas-6300725605482496-4874519840473088**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I have the pleasure of speaking with? Uh, yes, my name is Sandra Landreth. And I can answer for Sandra. They have, they have told my husband that he needs to enroll for Friday Staffing Services with his Benefits in a Card. Is there a website for that? They said that he needs to enroll- That he needs to enroll? Yes. What is the name of that- He's currently with their other poli- Huh? I'm sorry. No, you're fine. What was that? What... He is with Friday Staffing Services. Okay, give me one moment. Hey, and you said he's with Friday... Yeah. One second. Friday Services. Okay. Their website, um, I don't think we have a website for them. Anywhere- Yeah. I went to their employee portal for Friday Staffing Services itself. Mm-hmm. And there's nothing on their, uh, websites where you click something to sign up with their insurance. Their admin- Oh, yeah. ... is changing. It's actually called Friday Services Incorporated. Yes, ma'am. Give me one moment. Let me take a look if I can see if we have a, a website for them. We usually do for most companies. Um, let me take a look. Okay. Give me one moment. Okay. Yes. So, it would be, whenever you're ready. Let me, let me know so you can write that down. Okay. I've got my little pencil out. It's [www.mybiac.com](http://www.mybiac.com). My B-I-A-C. Okay. Dot com. Dot com. Forward slash. Forward slash. Friday services. Friday services. And then when you go there you're gonna hit- So [www.mybiac.com/FridayServices](http://www.mybiac.com/FridayServices). Okay. And then when I get there, I do what? Hit Enroll/Decline Coverage or it should say, "Enroll/Decline/Confirm Coverage." And you- Enroll Coverage. Okay. Yep. And then you'll register with his information there and you'll be able to make changes and enrolls, when it's done. Okay. All right. Well, I appreciate your help very much. No problem. Thank you so much for calling everyday. You too. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I have the pleasure of speaking with?

Speaker speaker\_1: Uh, yes, my name is Sandra Landreth.

Speaker speaker\_0: And I can answer for Sandra.

Speaker speaker\_1: They have, they have told my husband that he needs to enroll for Friday Staffing Services with his Benefits in a Card. Is there a website for that?

Speaker speaker\_0: They said that he needs to enroll-

Speaker speaker\_1: That he needs to enroll? Yes.

Speaker speaker\_0: What is the name of that-

Speaker speaker\_1: He's currently with their other poli-

Speaker speaker\_0: Huh?

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: No, you're fine. What was that?

Speaker speaker\_1: What... He is with Friday Staffing Services.

Speaker speaker\_0: Okay, give me one moment. Hey, and you said he's with Friday...

Speaker speaker\_1: Yeah.

Speaker speaker\_2: One second.

Speaker speaker\_0: Friday Services. Okay. Their website, um, I don't think we have a website for them. Anywhere-

Speaker speaker\_1: Yeah. I went to their employee portal for Friday Staffing Services itself.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And there's nothing on their, uh, websites where you click something to sign up with their insurance. Their admin-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: ... is changing. It's actually called Friday Services Incorporated.

Speaker speaker\_0: Yes, ma'am. Give me one moment. Let me take a look if I can see if we have a, a website for them. We usually do for most companies. Um, let me take a look.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Give me one moment. Okay. Yes. So, it would be, whenever you're ready. Let me, let me know so you can write that down.

Speaker speaker\_1: Okay. I've got my little pencil out.

Speaker speaker\_0: It's www.mybiac.

Speaker speaker\_1: My B-I-A-C. Okay.

Speaker speaker\_0: Dot com.

Speaker speaker\_1: Dot com.

Speaker speaker\_0: Forward slash.

Speaker speaker\_1: Forward slash.

Speaker speaker\_0: Friday services.

Speaker speaker\_1: Friday services.

Speaker speaker\_0: And then when you go there you're gonna hit-

Speaker speaker\_1: So www.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... my, my online Benefits in a Card biac.com/FridayServices. Okay. And then when I get there, I do what?

Speaker speaker\_0: Hit Enroll/Decline Coverage or it should say, "Enroll/Decline/Confirm Coverage." And you-

Speaker speaker\_1: Enroll Coverage. Okay.

Speaker speaker\_0: Yep. And then you'll register with his information there and you'll be able to make changes and enrolls, when it's done.

Speaker speaker\_1: Okay. All right. Well, I appreciate your help very much.

Speaker speaker\_0: No problem. Thank you so much for calling everday.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye.