

## **Transcript: VICTORIA**

**Taylor-4877921399816192-6515701469102080**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I'm trying to get through this, uh, BIC enrollment but, um, it won't give me the, the confirmation code, uh, quote, code in order to continue and I was wondering if y'all could help me. Okay. Um, what's the name of the agency you work for? Uh, S- On Track Staffing. And the last four of your Social? 7256. And your first and last name? Cheyenne Mercer. Okay. Do you mind verifying your address and date of birth? Uh, it's 5801 Lincoln Meadow Circle, Apartment 116. The, uh, date of birth is 03/12/99. And phone number 817-296-2921? Mm-hmm. And then email's gonna be sd, uh, your last name 99 @yahoo.com. Yes, ma'am. Okay. Let's see. So I see you're actually already enrolled, um, it looks like into the Free Rx, Group Accident, Dental, Illness, Term Life, Vision, the VIP+ Medical Plan- Mm-hmm. ... ID Experts, and Behavioral Health for employee only? Yeah. Okay. And then, just to confirm, the beneficiary for your term life is gonna be Rodney? Mm-hmm. Okay. Let me see. And you didn't receive an email with a confirmation code or anything like that? No. Huh. That's weird. Yeah. Let me see if I can generate one. I'm not sure if it'll work, but let me just try. Give me one second. Okay. Yeah, I'm looking. I didn't get anything. Okay. Now, are you on the... What website are you on? Uh, it's just a, a link connected to the On Track Staffing website. It's like a little pop-up website. Okay. It's, um... Yeah, I d-... It's just, um, I'm going through the onboarding process of the On Track, uh, On Track website and it's just on there. Okay. Um, is it mybiac.com/ontrack? Uh, yes, I believe so. Okay. I just wanted to make sure. Okay. Let's see. All right. So all the letters in this are gonna be capitalized. Okay. And so, the confirmation code I have is O as in Oscar. Mm-hmm. T as in Tom. S as in Sam. Mm-hmm. And then the minus sign. Mm-hmm. S as in Sam. Mm-hmm. D as in dog. Mm-hmm. V as in vapor. Mm-hmm. J as in Jack. Mm-hmm. The number seven. T as in Tom. Mm-hmm. G as in girl. Mm-hmm. K as in kangaroo. Yes. Q as in queen. And then, the number three. Mm. No. It didn't go through? Mm-mm. Okay. So I think what it is, 'cause I'm not familiar with the actual onboarding process. We just administer the medical insurance. You may have to reach out to On Track Staffing for help on that. Okay. All right. Thank you. I do see that you're enrolled, so it's hard to change things unless we- Okay. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. I'm trying to get through this, uh, BIC enrollment but, um, it won't give me the, the confirmation code, uh, quote, code in order to continue and I was wondering if y'all could help me.

Speaker speaker\_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_2: Uh, S- On Track Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7256.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Cheyenne Mercer.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, it's 5801 Lincoln Meadow Circle, Apartment 116. The, uh, date of birth is 03/12/99.

Speaker speaker\_1: And phone number 817-296-2921?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then email's gonna be sd, uh, your last name 99 @yahoo.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Let's see. So I see you're actually already enrolled, um, it looks like into the Free Rx, Group Accident, Dental, Illness, Term Life, Vision, the VIP+ Medical Plan-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... ID Experts, and Behavioral Health for employee only?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then, just to confirm, the beneficiary for your term life is gonna be Rodney?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Let me see. And you didn't receive an email with a confirmation code or anything like that?

Speaker speaker\_2: No.

Speaker speaker\_1: Huh. That's weird.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let me see if I can generate one. I'm not sure if it'll work, but let me just try. Give me one second.

Speaker speaker\_2: Okay. Yeah, I'm looking. I didn't get anything.

Speaker speaker\_1: Okay. Now, are you on the... What website are you on?

Speaker speaker\_2: Uh, it's just a, a link connected to the On Track Staffing website. It's like a little pop-up website.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It's, um... Yeah, I d... It's just, um, I'm going through the onboarding process of the On Track, uh, On Track website and it's just on there.

Speaker speaker\_1: Okay. Um, is it mybiac.com/ontrack?

Speaker speaker\_2: Uh, yes, I believe so.

Speaker speaker\_1: Okay. I just wanted to make sure. Okay. Let's see. All right. So all the letters in this are gonna be capitalized.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And so, the confirmation code I have is O as in Oscar.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: T as in Tom. S as in Sam.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then the minus sign.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: S as in Sam.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: D as in dog.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: V as in vapor.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: J as in Jack.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The number seven. T as in Tom.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: G as in girl.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: K as in kangaroo.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Q as in queen. And then, the number three.

Speaker speaker\_2: Mm. No.

Speaker speaker\_1: It didn't go through?

Speaker speaker\_2: Mm-mm.

Speaker speaker\_1: Okay. So I think what it is, 'cause I'm not familiar with the actual onboarding process. We just administer the medical insurance. You may have to reach out to On Track Staffing for help on that.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: I do see that you're enrolled, so it's hard to change things unless we-

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Bye-bye.