

Transcript: Francesca

Baez-4974984294744064-4972909557104640

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes. I had got a message, um, saying, "Your benefits have been transitioned to Benefits in a Card. However, you have till 5/31 to make changes." What's that all about? From which staffing company, sir? Huh? From which staffing company, sir? Um, well, I'm going through Superior Trades, uh, Superior Skill Trades. Okay. So they're just informing you that previously they had a different account administrators for the health insurance and they have now switched over to us. All of SST employees have till end of the month, April, I mean, sorry, not April, May 31st, to process any policy or enrollments they need to. Oh, okay. Okay. And, okay, s- and, um, 'cause I'm new to it, um, I'm new to the company so I, I, I'm barely getting like the, um, like, um, uh, how can I say? Um, I'm, yeah, I'm fairly new to this. I'm, I'm kinda getting used to the, the program. So how would I go about that? How will you go about what, sir? I'm sorry. Um, to enroll for my benefits or... Okay. We'll have to look to see if we already have an account. What are the last four of the Social? 4034. Last name? Mike Arredondo. Could you spell that last name for me? A-R-R-E-D-O-N-D-O. For security purposes, please verify your mailing address and date of birth. Uh, 61491. My mailing address is, I believe, 2808 Prescott Road, Modesto, California or it's at 16... or 618 Laurel Avenue, Modesto, California. I have last contact down as 840-8795. Go ahead. So actually, we already received an enrollment request sent over from your staffing company. It shows that you were selecting to be enrolled into dental, vision, life insurance, as well as medical for yourself and your family. CSB in cover for Miss Elena, Adrian, A, and Aiden. If I mispronounced it, I apologize. Yes. And those are the three dependents we have on file. Yes. Were you looking to make a different enrollment from the one that I just read out? No. No, that's fine how it is. Understood. So the total of that policy is going to be \$116.27 per paycheck that are going to be deducted. When you see the first deduction of the \$116, following Monday of said deduction will be when you become a- active. And that same week of activation, by Friday, they're gonna send out the physical cards through the mail. If you need a digital copy while you wait for the ones that will come to your home, you can give us a call back Thursday of your activation week so that we can offer you digital copies. Okay. All right. Okay. So you are all set, sir. Was there anything else we can assist you with today at the moment? No, that was it. All right. And then I do want to say one thing 'cause I know it can be a bit confusing when you get activated due to it. Your specific plan selection have urgent care virtual packages on them. So once you're active, during that week of activation, they're going to send you an email saying, "Activate your account." That activation will be for your virtual services. Okay. All right. Okay. You are all set. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. I had got a message, um, saying, "Your benefits have been transitioned to Benefits in a, in a Card. However, you have till 5/31 to make changes." What's that all about?

Speaker speaker_0: From which staffing company, sir?

Speaker speaker_1: Huh?

Speaker speaker_0: From which staffing company, sir?

Speaker speaker_1: Um, well, I'm going through Superior Trades, uh, Superior Skill Trades.

Speaker speaker_0: Okay. So they're just informing you that previously they had a different account administrators for the health insurance and they have now switched over to us. All of SST employees have till end of the month, April, I mean, sorry, not April, May 31st, to process any policy or enrollments they need to.

Speaker speaker_1: Oh, okay. Okay. And, okay, s- and, um, 'cause I'm new to it, um, I'm new to the company so I, I, I'm barely getting like the, um, like, um, uh, how can I say? Um, I'm, yeah, I'm fairly new to this. I'm, I'm kinda getting used to the, the program. So how would I go about that?

Speaker speaker_0: How will you go about what, sir? I'm sorry.

Speaker speaker_1: Um, to enroll for my benefits or...

Speaker speaker_0: Okay. We'll have to look to see if we already have an account. What are the last four of the Social?

Speaker speaker_1: 4034.

Speaker speaker_0: Last name?

Speaker speaker_1: Mike Arredondo.

Speaker speaker_0: Could you spell that last name for me?

Speaker speaker_1: A-R-R-E-D-O-N-D-O.

Speaker speaker_0: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 61491. My mailing address is, I believe, 2808 Prescott Road, Modesto, California or it's at 16... or 618 Laurel Avenue, Modesto, California.

Speaker speaker_0: I have last contact down as 840-8795.

Speaker speaker_1: Go ahead.

Speaker speaker_0: So actually, we already received an enrollment request sent over from your staffing company. It shows that you were selecting to be enrolled into dental, vision, life insurance, as well as medical for yourself and your family. CSB in cover for Miss Elena, Adrian, A, and Aiden. If I mispronounced it, I apologize.

Speaker speaker_1: Yes.

Speaker speaker_0: And those are the three dependents we have on file.

Speaker speaker_1: Yes.

Speaker speaker_0: Were you looking to make a different enrollment from the one that I just read out?

Speaker speaker_1: No. No, that's fine how it is.

Speaker speaker_0: Understood. So the total of that policy is going to be \$116.27 per paycheck that are going to be deducted. When you see the first deduction of the \$116, following Monday of said deduction will be when you become a- active. And that same week of activation, by Friday, they're gonna send out the physical cards through the mail. If you need a digital copy while you wait for the ones that will come to your home, you can give us a call back Thursday of your activation week so that we can offer you digital copies.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: So you are all set, sir. Was there anything else we can assist you with today at the moment?

Speaker speaker_1: No, that was it.

Speaker speaker_0: All right. And then I do want to say one thing 'cause I know it can be a bit confusing when you get activated due to it. Your specific plan selection have urgent care virtual packages on them. So once you're active, during that week of activation, they're going to send you an email saying, "Activate your account." That activation will be for your virtual services.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: You are all set. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.