

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. This is Joe Lombardo, uh, they sent me a text about my benefits and, uh, I mean, they are already charging me on my, on my check already for benefits. Okay. What's the name of the agency you work for? It's, uh, Tesla SST. It's, uh, Superior Skilled Trades. Okay. And the last four of your Social? 9755. You said Superior Skilled Trades and 8755? 9755. Okay. Your first and last name? Joe Lombardo. Do you mind verifying your address and date of birth? It's, uh, uh, 111570 and 1011 South 8th Street, Aransas Pass, Texas. Okay. Phone number 512-825-5879? Yes, ma'am. And then email is joe, your last name, 512jl.jl@gmail.com? Yes, ma'am. Okay. So, um, so we are... Your employer is one of our new clients. We just started administering the insurance being offered through them. I see that you're pending for enrollment, but you haven't been charged for the coverage just yet. Uh, why are they taking- You may- ... benefit money out of me? You may be seeing the benefits that you had with them, because we just... We just gained them as a client, so the benefits are going to be switching for them. You may have benefits still with the previous carrier, but we're the new benefits administrators for Superior Skilled Trades. Oh. So what do I gotta do to... 'Cause they sent me my cards and I'm... And I mean, I just got 'em, like, what, like, two weeks ago, I think. Okay. So, I, I am... I'm pretty sure those cards are for the previous insurance carrier, or who you may have right now. Because, like I said, we just started doing insurance for Superior Skilled Trades and you're not even showing active in our systems yet. Oh, okay. So- So, the ID card wouldn't have been sent out to you for this. I mean, I, I just don't understand that, why they're- Okay. ... charging me if- So, it sounds like you have been enrolled into benefits through your employer Superior Skilled Trades. We just started offering benefits for Superior Skilled Trades. Okay. They, they switched the, the... They switched their benefits to us. So you are going to have benefits with us in the future. But it seems like you may have coverage through whoever originally handled the benefits for your employer. Okay. Does that make sense? So, it's just go... I mean, is it... Is it just... It's the... Uh, sorry. Is it going to enroll, like, through y'all, or am I gonna have to do- Yeah. ... something like... No. So there's nothing you need to do on your end. I see that you're pending for enrollment. It's just not yet active. Okay. The... So, so Superior's... I, I'm just gonna read something and hopefully it makes a little bit more sense. Superior Skilled Trades will be coming on board with us for the 2025 plan year. It's gonna become... The coverage is gonna become effective the 5th of May. So they are a new client of ours for the benefits. Okay. Cool. So I don't have to do nothing? It's just gonna- No, sir. ... roll over to y'all? There's nothing you... Yeah. Eventually when that... When your old benefits carrier expires, it will then start with us. Which is... It looks- Okay, cool. ... like the earliest that your employer is gonna start having coverage through us is the 5th of May. So are y'all gonna be, like, cheaper, or... I don't know what you're being charged. All right. Okay. I

can tell you what you're enrolled into with us. So, it looks like you were enrolled into Vision, Dental, the VIP Classic Medical, uh, the Term Life and the MEC Medical for employee only, which you will pay for this weekly and it is \$48.57 a week. Yeah, that's... I think that's what I'm paying. All righty. I w- I was just checking in to make sure I didn't stay behind. Nope. You're, you're all set. And, like I said, it's pending. Once, once the 5th of, uh, May comes around and you see a dedu-... You should see a deduction, really, the week before the 5th of May. But the earliest the coverage is gonna become active with us is the 5th of May. Okay. Cool. Well, I really appreciated you then. Yes, sir. You have a wonderful day. Okay. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. This is Joe Lombardo, uh, they sent me a text about my benefits and, uh, I mean, they are already charging me on my, on my check already for benefits.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: It's, uh, Tesla SST. It's, uh, Superior Skilled Trades.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 9755.

Speaker speaker_0: You said Superior Skilled Trades and 8755?

Speaker speaker_1: 9755.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: Joe Lombardo.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: It's, uh, uh, 111570 and 1011 South 8th Street, Aransas Pass, Texas.

Speaker speaker_0: Okay. Phone number 512-825-5879?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is joe, your last name, 512jl.jl@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, um, so we are... Your employer is one of our new clients. We just started administering the insurance being offered through them. I see that you're pending for enrollment, but you haven't been charged for the coverage just yet.

Speaker speaker_1: Uh, why are they taking-

Speaker speaker_0: You may-

Speaker speaker_1: ... benefit money out of me?

Speaker speaker_0: You may be seeing the benefits that you had with them, because we just... We just gained them as a client, so the benefits are going to be switching for them. You may have benefits still with the previous carrier, but we're the new benefits administrators for Superior Skilled Trades.

Speaker speaker_1: Oh. So what do I gotta do to... 'Cause they sent me my cards and I'm... And I mean, I just got 'em, like, what, like, two weeks ago, I think.

Speaker speaker_0: Okay. So, I, I am... I'm pretty sure those cards are for the previous insurance carrier, or who you may have right now. Because, like I said, we just started doing insurance for Superior Skilled Trades and you're not even showing active in our systems yet.

Speaker speaker_1: Oh, okay. So-

Speaker speaker_0: So, the ID card wouldn't have been sent out to you for this.

Speaker speaker_1: I mean, I, I just don't understand that, why they're-

Speaker speaker_0: Okay.

Speaker speaker_1: ... charging me if-

Speaker speaker_0: So, it sounds like you have been enrolled into benefits through your employer Superior Skilled Trades. We just started offering benefits for Superior Skilled Trades.

Speaker speaker_1: Okay.

Speaker speaker_0: They, they switched the, the... They switched their benefits to us. So you are going to have benefits with us in the future. But it seems like you may have coverage through whoever originally handled the benefits for your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: Does that make sense?

Speaker speaker_1: So, it's just go... I mean, is it... Is it just... It's the... Uh, sorry. Is it going to enroll, like, through y'all, or am I gonna have to do-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... something like...

Speaker speaker_0: No. So there's nothing you need to do on your end. I see that you're pending for enrollment. It's just not yet active.

Speaker speaker_1: Okay.

Speaker speaker_0: The... So, so Superior's... I, I'm just gonna read something and hopefully it makes a little bit more sense. Superior Skilled Trades will be coming on board with us for the 2025 plan year. It's gonna become... The coverage is gonna become effective the 5th of May. So they are a new client of ours for the benefits.

Speaker speaker_1: Okay. Cool. So I don't have to do nothing? It's just gonna-

Speaker speaker_0: No, sir.

Speaker speaker_1: ... roll over to y'all?

Speaker speaker_0: There's nothing you... Yeah. Eventually when that... When your old benefits carrier expires, it will then start with us. Which is... It looks-

Speaker speaker_1: Okay, cool.

Speaker speaker_0: ... like the earliest that your employer is gonna start having coverage through us is the 5th of May.

Speaker speaker_1: So are y'all gonna be, like, cheaper, or...

Speaker speaker_0: I don't know what you're being charged.

Speaker speaker_1: All right. Okay.

Speaker speaker_0: I can tell you what you're enrolled into with us. So, it looks like you were enrolled into Vision, Dental, the VIP Classic Medical, uh, the Term Life and the MEC Medical for employee only, which you will pay for this weekly and it is \$48.57 a week.

Speaker speaker_1: Yeah, that's... I think that's what I'm paying. All righty. I w- I was just checking in to make sure I didn't stay behind.

Speaker speaker_0: Nope. You're, you're all set. And, like I said, it's pending. Once, once the 5th of, uh, May comes around and you see a dedu-... You should see a deduction, really, the week before the 5th of May. But the earliest the coverage is gonna become active with us is the 5th of May.

Speaker speaker_1: Okay. Cool. Well, I really appreciated you then.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you. Bye-bye.