

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. How may I help you? Uh, yes, I just received a text message saying to call you guys, something about, uh, me receiving an email of, uh, transition of my benefits, eff- effective date. What does the message say, sir? Uh, it said, "Important reminder to review the email I received regarding the transition of my benefits effective May 5th, 2026." But I ain't... I haven't got no email. And it said if I didn't, if I didn't receive the email to call you guys. What staffing company do you work for? SST. SST? S-S-T. Sandusky... Superior... Superior Skilled Trades? Yes. Yay! All right. What's the last four of your social? Uh, 2804. First name? Victor. Last name? Gutierrez. Security purposes, can you verify your address and date of birth for me? Yes. Uh, 11/3/20. I mean, 11320. Um, shoot. Yeah, 11320 Menchaca. And your city, state, and ZIP code- And is that how... ... and your date of birth. Uh, date of birth, 1/14/87. I need your city, state, and ZIP code as well. Texas, 78748. Hm, there's no phone number on file. Would you like to add a phone number? My phone number? 830-213-6849. You said 830-213-6849? 6849. Yes, sir. All right. And the email is D-I-Z-V-I-A-10@gmail.com? Yes, correct. Thank you. So it's about the health insurance you're having through SST. Looks like you got the MEC preventive care, the life insurance, the VIP Classic, the dental and the vision. Oh, okay. Uh, so it was just about that. Because I- Okay. ... I already have my cards, so that's why I was like, why didn't I get an e- a message? So it doesn't look like your coverage started yet. So you shouldn't have... you wouldn't have no ID cards for this just yet. No? I have... Yeah. I got my cards, uh, like a month ago, I would say. Does it have American Public Life on it? Uh, let me see. Give me one second. Um... It's, uh... No. The one I have, it says Essential StaffCARE. Yeah, so... That... So those wouldn't be the ID cards for the coverage you just got. So maybe that email was letting you know that your coverage is being transitioned over into what SST has to offer. Oh, okay. So the Essential StaffCARE, those cards are no good anymore? I wouldn't... That would be a question you have to ask them, unfortunately. I wouldn't be able to tell you yes or no to that. Oh. Um... Oh, okay. So I do see where you got coverage for you and your family, but you don't have any of your dependent information on file. Yeah. It was for me and my family. Right. So, uh, then your dependent information is missing from the file. Would you like to add that information? Uh, yeah, but I don't have all the information on me right now. Can I do that- That's fine. ... on a support? So you can give us a call back whenever works for you. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. So, so in other words, you guys, it's another, it's another insurance thing? Yes, sir. Okay. So, uh, that's what, that's what... So we're getting... I mean, I don't... I know you don't know, uh, fully the answers 'cause... So the Essential Staff is a different provider? Or it's... Or is... My... Or is... Or is SST just switching over to you guys? Uh, I couldn't answer that question either, but I'm thinking they're just switching over to us because- First of all- ... they're guys are supposed to be

partners with us. Oh, okay. All right. Okay. Sounds good. Okay. Is there anything else I can help you with today, Mr. Victor? No, sir. That'll be all. So I do recommend giving us a call back as soon as possible to get those dependents added to your coverage. Okay. Um, do I have to call you guys or is there a portal where I can just fill out all the information? Let me see. Do they offer you one? Yes, actually, you can go to- Says- ... my... You can... There's a portal you can go through to do it. Okay. Uh, uh, I'll do that as soon as possible. Do you want the link or you get it from your employer? Uh, well, I, I, I got a link from my employer for a portal. I think it's called, uh- It's [mybiac.com/superiourskillstrades](http://mybiac.com/superiourskillstrades). Yeah. My B-I-A-C. Yes, sir. Okay. But yeah, that's the website you would wanna go to, to edit your information. Okay. Sounds good. All right. If there's nothing else, Mr. Victor, thanks for calling Benefits in the Car. I hope you have a great weekend, man. Thank you. Mm-hmm. Huh.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. How may I help you?

Speaker speaker\_1: Uh, yes, I just received a text message saying to call you guys, something about, uh, me receiving an email of, uh, transition of my benefits, eff- effective date.

Speaker speaker\_0: What does the message say, sir?

Speaker speaker\_1: Uh, it said, "Important reminder to review the email I received regarding the transition of my benefits effective May 5th, 2026." But I ain't... I haven't got no email. And it said if I didn't, if I didn't receive the email to call you guys.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: SST.

Speaker speaker\_0: SST?

Speaker speaker\_1: S-S-T. Sandusky...

Speaker speaker\_0: Superior... Superior Skilled Trades?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yay!

Speaker speaker\_0: All right. What's the last four of your social?

Speaker speaker\_1: Uh, 2804.

Speaker speaker\_0: First name?

Speaker speaker\_1: Victor.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Gutierrez.

Speaker speaker\_0: Security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. Uh, 11/3/20. I mean, 11320. Um, shoot. Yeah, 11320 Menchaca.

Speaker speaker\_0: And your city, state, and ZIP code-

Speaker speaker\_1: And is that how...

Speaker speaker\_0: ... and your date of birth.

Speaker speaker\_1: Uh, date of birth, 1/14/87.

Speaker speaker\_0: I need your city, state, and ZIP code as well.

Speaker speaker\_1: Texas, 78748.

Speaker speaker\_0: Hm, there's no phone number on file. Would you like to add a phone number?

Speaker speaker\_1: My phone number? 830-213-6849.

Speaker speaker\_0: You said 830-213-6849?

Speaker speaker\_1: 6849. Yes, sir.

Speaker speaker\_0: All right. And the email is D-I-Z-V-I-A-10@gmail.com?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Thank you. So it's about the health insurance you're having through SST. Looks like you got the MEC preventive care, the life insurance, the VIP Classic, the dental and the vision.

Speaker speaker\_1: Oh, okay. Uh, so it was just about that. Because I-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I already have my cards, so that's why I was like, why didn't I get an e-a message?

Speaker speaker\_0: So it doesn't look like your coverage started yet. So you shouldn't have... you wouldn't have no ID cards for this just yet.

Speaker speaker\_1: No? I have... Yeah. I got my cards, uh, like a month ago, I would say.

Speaker speaker\_0: Does it have American Public Life on it?

Speaker speaker\_1: Uh, let me see. Give me one second. Um... It's, uh... No. The one I have, it says Essential StaffCARE.

Speaker speaker\_0: Yeah, so... That... So those wouldn't be the ID cards for the coverage you just got. So maybe that email was letting you know that your coverage is being transitioned over into what SST has to offer.

Speaker speaker\_1: Oh, okay. So the Essential StaffCARE, those cards are no good anymore?

Speaker speaker\_0: I wouldn't... That would be a question you have to ask them, unfortunately. I wouldn't be able to tell you yes or no to that.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Um...

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So I do see where you got coverage for you and your family, but you don't have any of your dependent information on file.

Speaker speaker\_1: Yeah. It was for me and my family.

Speaker speaker\_0: Right. So, uh, then your dependent information is missing from the file. Would you like to add that information?

Speaker speaker\_1: Uh, yeah, but I don't have all the information on me right now. Can I do that-

Speaker speaker\_0: That's fine.

Speaker speaker\_1: ... on a support?

Speaker speaker\_0: So you can give us a call back whenever works for you. We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: Okay. So, so in other words, you guys, it's another, it's another insurance thing?

Speaker speaker\_3: Yes, sir.

Speaker speaker\_1: Okay. So, uh, that's what, that's what... So we're getting... I mean, I don't... I know you don't know, uh, fully the answers 'cause... So the Essential Staff is a different provider? Or it's... Or is... My... Or is... Or is SST just switching over to you guys?

Speaker speaker\_0: Uh, I couldn't answer that question either, but I'm thinking they're just switching over to us because-

Speaker speaker\_1: First of all-

Speaker speaker\_0: ... they're guys are supposed to be partners with us.

Speaker speaker\_1: Oh, okay. All right. Okay. Sounds good.

Speaker speaker\_0: Okay. Is there anything else I can help you with today, Mr. Victor?

Speaker speaker\_1: No, sir. That'll be all.

Speaker speaker\_0: So I do recommend giving us a call back as soon as possible to get those dependents added to your coverage.

Speaker speaker\_1: Okay. Um, do I have to call you guys or is there a portal where I can just fill out all the information?

Speaker speaker\_0: Let me see. Do they offer you one? Yes, actually, you can go to-

Speaker speaker\_1: Says-

Speaker speaker\_0: ... my... You can... There's a portal you can go through to do it.

Speaker speaker\_1: Okay. Uh, uh, I'll do that as soon as possible.

Speaker speaker\_0: Do you want the link or you get it from your employer?

Speaker speaker\_1: Uh, well, I, I, I got a link from my employer for a portal. I think it's called, uh-

Speaker speaker\_0: It's [mybiac.com/superiourskillstrades](http://mybiac.com/superiourskillstrades).

Speaker speaker\_1: Yeah. My B-I-A-C. Yes, sir.

Speaker speaker\_0: Okay. But yeah, that's the website you would wanna go to, to edit your information.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All right. If there's nothing else, Mr. Victor, thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Huh.