

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is ... Okay. ... Victoria. How can I help you? Okay. So I was trying to see, um, if I could enroll or, uh, see what I fall under for benefits from with the, uh, SSP. Okay. What's the last four of your Social? 1204. And your first and last name? Daniel, last name Nino, N-I-N-O. Okay. Do you mind verifying your date of birth and mailing address? 03/18/1980, 906 Mountain Laurel, Donna, Texas, 78537. Okay. Um, I have 906 and then what was it, Mountain? Yes, Mountain Laurel, L-A-U-R-E-L. Donna, Texas, D-O-double N-A, 78537. I'm sorry, what was the ZIP code again? 78537. All right. So just to make sure, it's 906 Mountain, uh, Laurel, L-A-U-R-E-L? Correct. Okay. And that's in Donald, Texas and then 785- Donna, sorry. Donna. Oh, D-O-N-N-A. Correct. Okay. Phone number is 956-297-8538? That is correct. Okay. And do you have a good email? Yes. Uh, do you want my personal or my work email? Whatever the best email is to contact you. Okay. It'll be my full name, Daniel Nino. The, um... Do I use the work or do I use my personal or the work email? It really... Like I said, it's, it's up to you. Whatever's the best way to contact you. Okay. So up to the first time... This was 'cause I'm trying to find out if, uh, for my company is where do I fall under the insurance. Yeah, I mean, so you are eligible to enroll in... The reason why I'm asking for your email is 'cause I'm gonna send you a copy of the benefits guide that goes over all the plans, what they cover and how much they cost. So whatever email that you have easy access to, that would be the best to reach you at. And that would, uh... I would see what, uh, what do I fall under for that, uh, insurance? What? Okay. So I mean, you're eligible for everything that's being offered, you know, things like medical, uh, dental, vision. There's critical illness, group accident, term life. Um, there's also a short-term disability policy. The short-term disability, there is a requirement for all active employees working 20 hours or more per week. Um, so there's multiple things being offered. There's not anything that you're specifically qualified for. You're qualified for all of it. So what I would like to do is- Okay. That's what I'm trying to- ... is send you the information to your email because there's multiple medical plans to choose from. So what I'm gonna send to you is gonna go over all the plans being offered, what they cover and how much, uh, how much they cost. Okay. Do you mind if, if, uh, my, uh, HR department talks with you? She's right here. Sure, that's fine. Oh, okay. Hello, good afternoon. Hi. Is there any way you could look, look up our employee in the system just to see if he's, um, if he's one of our field workers or not? We're just trying to confirm that. We have two different types of employees and our field workers fall under the, the Benefit in a Card, the, the new carrier, and our other type of employees do not. And we're just wanting to confirm whether or not he falls under as a field worker for BIC. Is there any way you can check that by his name or his Social Security number? Okay. So I'm actually in the customer service department. I don't think that there's a way for us to look that information up on our end. I mean, I see I have a file for him in our systems. Okay. If you do then he's... If

you, if you're able to, um, to see a file for him, then he would be considered a field worker that would be eligible for this insurance. I would assume so. Mm-hmm. Now, do you guys have the contact for the account manager? You might wanna verify with the account manager but, um, I, I would assume 'cause like I, I had a, a file for him and it came up. Yeah. So I would assume- Is it... Yeah, me too. I- Can you just... Can you look... I'm, I'm the other type of employee. Can you, you look me up to see if I come up just for the opposite end of the confirmation? By right I shouldn't 'cause I'm, I'm, uh, I fall under the diff- other type of employee that has different insurance. Okay. What's the last four of your Social? 7020. And your first and last name? Connie Flores. And your date of birth? 03/09/'65. Okay. Yeah. I, I'm also pulling you up in the system too. Does it show, um, like different type of, um, employee between the two of us? No, ma'am. There's not a way for us to tell that. Okay. So I, I guess then all the employees for SST come up. I, I mean, I'm, I'm assuming 'cause I am not- Yeah. ... into this insurance. And this is the Benefits In The Card, um, customer service phone line, right? Yeah, um... Yes, ma'am, and it's not been made aware of us that only... Or, or aware to us that only certain employees are eligible for this, at least I'm not aware of that. Okay. Yeah. Well, y- y- yes, but as far as how this, this company is set up, it's, um... There's field workers and there's salaried workers and this particular insurance is for our field workers as far as, you know, our, our company's... Uh, the way it's, it's structured. So and he doesn't have insurance currently with SST. That's why he's, he's trying to determine if he can enroll in this and that's how we went, went down that rabbit hole. But I'll just, I'll just contact our payroll department. We were, we were here with the information up on the screen, and we saw the phone number and we thought it was something that you guys could quickly look up and determine. Yeah. Uh, not on my end. Okay. I'll definitely bring it up to my higher-ups. Now are you saying only field workers are, are supposed- Mm-hmm. ... to be eligible for our benefits? Yes. Uh, as opposed to- Okay. ... a s- a salaried worker with SST. We, we have another type of insurance that we, we get enrolled with 'cause we're not... We don't have access or nor can we sign up for this Benefits In The Card. Okay. Um, I will, uh, just go ahead and bring that up and see if there's anything that we can do on our end about that, but, um... Okay. Okay. And I'll, um... I appreciate your time. I'll just go ahead and reach out to our payroll department. Okay. Did you guys- Yeah. ... need help with anything else? Um, no, not right now. Um, he might once he starts signing up. Now I guess the, the best, um, w- way to take a look at the coverage and what, what all is offered through the, um, the benefits guide, right? Yeah, and that's what I was gonna email to him. Okay. I just don't have an email on file for him. Oh. Yeah, he does have that. He's got the guide. Okay. But he probably should go ahead and update his email on his... Within his record, right? That's up to him. That's up to him. And like I told him- That's up to him. Yeah, I mean, I can go ahead and do that. That's no problem, and it, it doesn't really matter if it's his personal or, you know, his work. It just... Whatever is the best one to reach him at. Oh, okay. All right. All right. I'm gonna hand the phone back to him so he can get that updated. Okay. Thank you. You're welcome. Okay. Hello? Hi. Um, did you wanna go ahead and add an email to your file here? Yes. Yes. Okay. It's, uh, daniel.nino@sstjobs.com. All right. So first name.last name@sstjobs.com? Yes. Okay. Jobs. J-O-B-S. Yes. Was there anything else you might need help with today? No, no. That'll be it. Okay, and you do have the, uh, benefits guide, correct? Yes. Okay. All righty. You have a wonderful day. Yes, thank you very much. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is ...

Speaker speaker_1: Okay.

Speaker speaker_0: ... Victoria. How can I help you?

Speaker speaker_1: Okay. So I was trying to see, um, if I could enroll or, uh, see what I fall under for benefits from with the, uh, SSP.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 1204.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Daniel, last name Nino, N-I-N-O.

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

Speaker speaker_1: 03/18/1980, 906 Mountain Laurel, Donna, Texas, 78537.

Speaker speaker_0: Okay. Um, I have 906 and then what was it, Mountain?

Speaker speaker_1: Yes, Mountain Laurel, L-A-U-R-E-L. Donna, Texas, D-O-double N-A, 78537.

Speaker speaker_0: I'm sorry, what was the ZIP code again?

Speaker speaker_1: 78537.

Speaker speaker_0: All right. So just to make sure, it's 906 Mountain, uh, Laurel, L-A-U-R-E-L?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And that's in Donald, Texas and then 785-

Speaker speaker_1: Donna, sorry. Donna.

Speaker speaker_0: Oh, D-O-N-N-A.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Phone number is 956-297-8538?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And do you have a good email?

Speaker speaker_1: Yes. Uh, do you want my personal or my work email?

Speaker speaker_0: Whatever the best email is to contact you.

Speaker speaker_1: Okay. It'll be my full name, Daniel Nino. The, um... Do I use the work or do I use my personal or the work email?

Speaker speaker_0: It really... Like I said, it's, it's up to you. Whatever's the best way to contact you.

Speaker speaker_1: Okay. So up to the first time... This was 'cause I'm trying to find out if, uh, for my company is where do I fall under the insurance.

Speaker speaker_0: Yeah, I mean, so you are eligible to enroll in... The reason why I'm asking for your email is 'cause I'm gonna send you a copy of the benefits guide that goes over all the plans, what they cover and how much they cost. So whatever email that you have easy access to, that would be the best to reach you at.

Speaker speaker_1: And that would, uh... I would see what, uh, what do I fall under for that, uh, insurance?

Speaker speaker_0: What? Okay. So I mean, you're eligible for everything that's being offered, you know, things like medical, uh, dental, vision. There's critical illness, group accident, term life. Um, there's also a short-term disability policy. The short-term disability, there is a requirement for all active employees working 20 hours or more per week. Um, so there's multiple things being offered. There's not anything that you're specifically qualified for. You're qualified for all of it. So what I would like to do is-

Speaker speaker_1: Okay. That's what I'm trying to-

Speaker speaker_0: ... is send you the information to your email because there's multiple medical plans to choose from. So what I'm gonna send to you is gonna go over all the plans being offered, what they cover and how much, uh, how much they cost.

Speaker speaker_1: Okay. Do you mind if, if, uh, my, uh, HR department talks with you? She's right here.

Speaker speaker_0: Sure, that's fine.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Hello, good afternoon.

Speaker speaker_0: Hi.

Speaker speaker_2: Is there any way you could look, look up our employee in the system just to see if he's, um, if he's one of our field workers or not? We're just trying to confirm that. We have two different types of employees and our field workers fall under the, the Benefit in a Card, the, the new carrier, and our other type of employees do not. And we're just wanting to confirm whether or not he falls under as a field worker for BIC. Is there any way you can check that by his name or his Social Security number?

Speaker speaker_0: Okay. So I'm actually in the customer service department. I don't think that there's a way for us to look that information up on our end. I mean, I see I have a file for him in our systems.

Speaker speaker_2: Okay. If you do then he's... If you, if you're able to, um, to see a file for him, then he would be considered a field worker that would be eligible for this insurance.

Speaker speaker_0: I would assume so.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Now, do you guys have the contact for the account manager? You might wanna verify with the account manager but, um, I, I would assume 'cause like I, I had a, a file for him and it came up.

Speaker speaker_2: Yeah.

Speaker speaker_0: So I would assume-

Speaker speaker_2: Is it... Yeah, me too.

Speaker speaker_0: I-

Speaker speaker_2: Can you just... Can you look... I'm, I'm the other type of employee. Can you, you look me up to see if I come up just for the opposite end of the confirmation? By right I shouldn't 'cause I'm, I'm, uh, I fall under the diff- other type of employee that has different insurance.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_2: 7020.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Connie Flores.

Speaker speaker_0: And your date of birth?

Speaker speaker_2: 03/09/'65.

Speaker speaker_0: Okay. Yeah. I, I'm also pulling you up in the system too.

Speaker speaker_2: Does it show, um, like different type of, um, employee between the two of us?

Speaker speaker_0: No, ma'am. There's not a way for us to tell that.

Speaker speaker_2: Okay. So I, I guess then all the employees for SST come up. I, I mean, I'm, I'm assuming 'cause I am not-

Speaker speaker_0: Yeah.

Speaker speaker_2: ... into this insurance. And this is the Benefits In The Card, um, customer service phone line, right?

Speaker speaker_0: Yeah, um... Yes, ma'am, and it's not been made aware of us that only... Or, or aware to us that only certain employees are eligible for this, at least I'm not aware of that.

Speaker speaker_2: Okay. Yeah. Well, y- y- yes, but as far as how this, this company is set up, it's, um... There's field workers and there's salaried workers and this particular insurance is for our field workers as far as, you know, our, our company's... Uh, the way it's, it's structured. So and he doesn't have insurance currently with SST. That's why he's, he's trying to determine if he can enroll in this and that's how we went, went down that rabbit hole. But I'll just, I'll just contact our payroll department. We were, we were here with the information up on the screen, and we saw the phone number and we thought it was something that you guys could quickly look up and determine.

Speaker speaker_0: Yeah. Uh, not on my end.

Speaker speaker_2: Okay.

Speaker speaker_0: I'll definitely bring it up to my higher-ups. Now are you saying only field workers are, are supposed-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... to be eligible for our benefits?

Speaker speaker_2: Yes. Uh, as opposed to-

Speaker speaker_0: Okay.

Speaker speaker_2: ... a s- a salaried worker with SST. We, we have another type of insurance that we, we get enrolled with 'cause we're not... We don't have access or nor can we sign up for this Benefits In The Card.

Speaker speaker_0: Okay. Um, I will, uh, just go ahead and bring that up and see if there's anything that we can do on our end about that, but, um...

Speaker speaker_2: Okay. Okay. And I'll, um... I appreciate your time. I'll just go ahead and reach out to our payroll department.

Speaker speaker_0: Okay. Did you guys-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... need help with anything else?

Speaker speaker_2: Um, no, not right now. Um, he might once he starts signing up. Now I guess the, the best, um, w- way to take a look at the coverage and what, what all is offered through the, um, the benefits guide, right?

Speaker speaker_0: Yeah, and that's what I was gonna email to him.

Speaker speaker_2: Okay.

Speaker speaker_0: I just don't have an email on file for him.

Speaker speaker_2: Oh. Yeah, he does have that. He's got the guide.

Speaker speaker_0: Okay.

Speaker speaker_2: But he probably should go ahead and update his email on his... Within his record, right?

Speaker speaker_0: That's up to him.

Speaker speaker_2: That's up to him.

Speaker speaker_0: And like I told him-

Speaker speaker_2: That's up to him.

Speaker speaker_0: Yeah, I mean, I can go ahead and do that. That's no problem, and it, it doesn't really matter if it's his personal or, you know, his work. It just... Whatever is the best one to reach him at.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_0: All right.

Speaker speaker_2: I'm gonna hand the phone back to him so he can get that updated.

Speaker speaker_0: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Okay. Hello?

Speaker speaker_0: Hi. Um, did you wanna go ahead and add an email to your file here?

Speaker speaker_2: Yes. Yes.

Speaker speaker_0: Okay.

Speaker speaker_2: It's, uh, daniel.nino@sstjobs.com.

Speaker speaker_0: All right. So first name.last name@sstjobs.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay.

Speaker speaker_2: Jobs. J-O-B-S. Yes.

Speaker speaker_0: Was there anything else you might need help with today?

Speaker speaker_2: No, no. That'll be it.

Speaker speaker_0: Okay, and you do have the, uh, benefits guide, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. All righty. You have a wonderful day.

Speaker speaker_2: Yes, thank you very much.

Speaker speaker_0: Thank you. Bye-bye.