

## Transcript: VICTORIA

Taylor-5736446243291136-4754974275452928

### Full Transcript

Thank you for calling Benefits for the Card. This is Victoria. How can I help you? Yes, yes, I'm um... Um, there's the... Uh, turn up the volume on our phone real quick. Hold on. Okay. Okay, yes, ma'am. I'm calling, um, on behalf of Superior Skilled Trades. We just, um, switched over to, uh, your company for our benefits for our field employees. Okay. And I have a couple of new hires that aren't sure what plan they enrolled in. Their, uh, English is not their first language. So, is there any way you're able to s- look them up to see what they signed up for? Um, I, I mean, I would have to speak to them directly and we actually have an interpreter service, um- Mm-hmm. ... that we have a couple different languages for. So if they- Okay. Oh- ... just wanna call us. Okay. Okay, so, well, first, if you could just... Would you be able to look it up if they called or, you know, whoever rep- what- whatever representative is on the phone, would they be able to look it up if they called this number? Yes. However, again, we have to speak to them directly. No, I understand. And then I- I'll have them call. I just don't want to waste their time if, if you can't give them that information when they call. I just wanna- Yes, ma'am. We- ... verify. Yes. We can look it up. Okay. And so, um, what, what number should they call if, you know... 'Cause when they, if they use this number, they're not gonna be able to... Or is there an option? There is an option when I first call, English or Spanish, right? Yes. So if I, um- Now if they... Yes, there should be an English or a Spanish option. Mm-hmm. Now if they speak another language, at that point they would just have to... We would just have to know that. They can hit the English- Mm-hmm. ... option, speak to us as best as they can, tell us the language that they speak and then we- Mm-hmm. ... can get an interpreter on the line. If the... Okay, it's gonna be Spanish. Okay. Yeah, then it should just be as simple as hitting that Spanish option. Uh, yeah, 'cause it did ask me for English and I'm pretty sure it asks for Spanish as well, you know, down here at this, um, for, for this area, I suppose. I just didn't really listen long enough to see if it asks for Spanish. I just clicked one for English. If it doesn't, they can just call in and say, "Spanish please," if... Or something along those lines and we can transfer them. Okay. Okay, I'm good. One last question. So I have a website here, the [www.mybiac.com](http://www.mybiac.com), Superior Skilled Trades. If they went there, could they also create a, um, or register and would they be able to see there what they've got? Uh... I mean, if- I haven't gone to the website, so I, I don't know. I haven't investigated myself yet. Yeah, I know that website is to enroll, so I'm assuming if they enrolled- Hmm. Maybe if it opened, you can- I, I'm assuming they should be able to. If they, if they can't- Mm-hmm. ... see it online, then just call us. Okay. All right. So let me, um... I guess I'll go ahead and, and hang up and try again and see about the Spanish option. Okay. Now... Okay. I, I lied. One more question. So they're, they were new hires as of this week. Is that too soon for y'all to see in the system what they signed up for or is it kind of real time data? Mm-hmm, that also depends. Um- Uh-huh. I... It depends on how they enrolled. They would have enrolled in onboarding because they're new

hires. They just got hired this week. Well, probably, they probably filled out their information, uh, possibly last week or as late as Monday, and now they're onboard working. Okay. Um, I'm not too familiar with how long it takes. I think it's- Okay. ... like 24 to 48 business hours. Okay. But, um, yeah, I mean, we can definitely try and look at their file and see. Okay. All right. Well, then I will go ahead and, and call back and see about- Okay. ... the Spanish option. Okay. Thank you so much. You're welcome. Have a wonderful day. You too. You too. Bye-bye. Okay.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits for the Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, yes, I'm um... Um, there's the... Uh, turn up the volume on our phone real quick. Hold on.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, yes, ma'am. I'm calling, um, on behalf of Superior Skilled Trades. We just, um, switched over to, uh, your company for our benefits for our field employees.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I have a couple of new hires that aren't sure what plan they enrolled in. Their, uh, English is not their first language. So, is there any way you're able to s- look them up to see what they signed up for?

Speaker speaker\_0: Um, I, I mean, I would have to speak to them directly and we actually have an interpreter service, um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... that we have a couple different languages for. So if they-

Speaker speaker\_1: Okay. Oh-

Speaker speaker\_0: ... just wanna call us.

Speaker speaker\_1: Okay. Okay, so, well, first, if you could just... Would you be able to look it up if they called or, you know, whoever rep- what- whatever representative is on the phone, would they be able to look it up if they called this number?

Speaker speaker\_0: Yes. However, again, we have to speak to them directly.

Speaker speaker\_1: No, I understand.

Speaker speaker\_0: And then I-

Speaker speaker\_1: I'll have them call. I just don't want to waste their time if, if you can't give them that information when they call. I just wanna-

Speaker speaker\_0: Yes, ma'am. We-

Speaker speaker\_1: ... verify.

Speaker speaker\_0: Yes. We can look it up.

Speaker speaker\_1: Okay. And so, um, what, what number should they call if, you know... 'Cause when they, if they use this number, they're not gonna be able to... Or is there an option? There is an option when I first call, English or Spanish, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: So if I, um-

Speaker speaker\_0: Now if they... Yes, there should be an English or a Spanish option.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Now if they speak another language, at that point they would just have to... We would just have to know that. They can hit the English-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... option, speak to us as best as they can, tell us the language that they speak and then we-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... can get an interpreter on the line.

Speaker speaker\_1: If the... Okay, it's gonna be Spanish.

Speaker speaker\_0: Okay. Yeah, then it should just be as simple as hitting that Spanish option.

Speaker speaker\_1: Uh, yeah, 'cause it did ask me for English and I'm pretty sure it asks for Spanish as well, you know, down here at this, um, for, for this area, I suppose. I just didn't really listen long enough to see if it asks for Spanish. I just clicked one for English.

Speaker speaker\_0: If it doesn't, they can just call in and say, "Spanish please," if... Or something along those lines and we can transfer them.

Speaker speaker\_1: Okay. Okay, I'm good. One last question. So I have a website here, the [www.mybiac.com](http://www.mybiac.com), Superior Skilled Trades. If they went there, could they also create a, um, or register and would they be able to see there what they've got?

Speaker speaker\_0: Uh... I mean, if-

Speaker speaker\_1: I haven't gone to the website, so I, I don't know. I haven't investigated myself yet.

Speaker speaker\_0: Yeah, I know that website is to enroll, so I'm assuming if they enrolled-

Speaker speaker\_1: Hmm. Maybe if it opened, you can-

Speaker speaker\_0: I, I'm assuming they should be able to. If they, if they can't-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... see it online, then just call us.

Speaker speaker\_1: Okay. All right. So let me, um... I guess I'll go ahead and, and hang up and try again and see about the Spanish option.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Now... Okay. I, I lied. One more question. So they're, they were new hires as of this week. Is that too soon for y'all to see in the system what they signed up for or is it kind of real time data?

Speaker speaker\_0: Mm-hmm, that also depends. Um-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: I... It depends on how they enrolled.

Speaker speaker\_1: They would have enrolled in onboarding because they're new hires. They just got hired this week. Well, probably, they probably filled out their information, uh, possibly last week or as late as Monday, and now they're onboard working.

Speaker speaker\_0: Okay. Um, I'm not too familiar with how long it takes. I think it's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... like 24 to 48 business hours.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But, um, yeah, I mean, we can definitely try and look at their file and see.

Speaker speaker\_1: Okay. All right. Well, then I will go ahead and, and call back and see about-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... the Spanish option.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome. Have a wonderful day.

Speaker speaker\_1: You too. You too. Bye-bye.

Speaker speaker\_0: Okay.