

HR WELLS INTERNATIONAL call tree for India and Philippines

India: Dial 000-800001-6927

Philippines: PLDT/Smart users dial 1-800-1-114-2097 | Globe users dial +63283953311



Greeting : "Welcome to Wells Fargo Employee Care. To route your call correctly, select from one of the following options"

If you are based in India or the Philippines, press 1.

If you are based in Canada, press 2

To hear this menu in English, press 1

Pour écouter ce message en français, appuyez sur le 2

If you are based in the EMEA Region, press 3

If you are based in the APAC Region, not including India or Philippines, press 4

India and Philippines			
Employee Care			
			Menu
	OPT 1	For Payroll questions related to allowances, claims, deductions, reimbursements, understanding your payslip, updating bank information, taxes or the MyPay application, press 1	1
		If you are based in India, press 1	1.1
		If you are based in the Philippines and use PLDT/SMART Carrier, press 2	1.2
		If you are based in the Philippines, and use Globe Carrier, press 3	1.3
	OPT 2	If you are based in India and have Benefit questions, press 2	2
		Benefit questions related to Medical Insurance, Outpatient Insurance, and Life Changes such as Maternity, Paternity, Adding Dependents to insurance coverage), press 1	2.1
		Questions regarding Inpatient Medical Insurance, hospitalization and Medical e-card, press 2	2.2
		Questions regarding Outpatient insurance, press 3	2.3
	OPT 3	If you are based in the Philippines and have Benefit questions, press 3	3
		For questions regarding your Medical Card, HMO benefit/coverage, HMO account numbers, Claims procedures and status, press 1	3.1
		If you use PLDT/SMART Carrier, and have questions related to password reset, login credentials issues, how to enroll dependents under the HMO plan, annual benefits enrollment or valid life events, retirement fund balance, how to enroll personal share under the retirement plan press 2	3.2
		If you use Globe Carrier, and have questions related to password reset, login credentials issues, how to enroll dependents under the HMO plan, annual benefits enrollment or valid life events, retirement fund balance, how to enroll personal share under the retirement plan, press 3	3.3
	OPT 5	For help with All Other Inquiries, including WorkDay and HR Online Tools press 5	5
	OPT 6	For confidential consultation with an Employee Assistance Consultant regarding personal or work concerns, press 6	6