

Transcript: Pamela

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Full Transcript

Hello? Thank you for calling... This is Pamela speaking. How may I help you? Hi. Um, I have my insurance through you guys, and, um, I'm just trying... This is probably not gonna work 'cause I can't even find my card right now. I'm still looking for my card. But I'm trying to figure out if my dental, like, where it comes out of my paycheck, um, if my dental insurance and my vision is, like, one. Like if I... Or what is my dental insurance, like, bundled with or whatever? Do you, do you know how that works? Well, I need to know who do you work for and pull up your file and see, um- Okay. Um, I work for- So dental is through APL. Right. And the vision is a different, um, carrier. Right. But when I signed up for it, I remember, like, they were like... Mom, I need help with this desperately. Um, there were, like, three, um, things that you had to do together. Okay, I understand. Um, okay. My company- Bundled, but that doesn't mean... Like, because I'm trying- We don't... Okay, I'm so sorry. Go ahead. That's okay. I just basically need to know if I can, like, drop my dental and still have the vision and whatever else was, if it's bundled. But, um- No. I can't find the cr- So it is bundled? Yes. Okay, you don't even need to look me up to answer that question? No. Okay, so if I drop- No, I thought, I thought you, I thought you needed information who was your carrier, um, that they are different carrier, but, um, the way they have set it up, it's just a bundle. So if you drop one, you will drop it, the, the rest of the two, which is the life and dental. Let's say if you drop vision. Okay, so the, the life and the dental and the vision are all together? Yes, ma'am. Okay. All right. Well, and if I like... So I'm trying to get, like, dental insurance that covers more stuff because I have issues. So if I keep this dental insurance, like, I can get different dental insurance, right? Like, in addition to this, like, on my own? Yeah. Okay. And if that's the case, like, can I make this dental insurance through you guys, like, secondary? Or, like, do you know how that works? Well, usually, um, the one that pays the most, it will be your primary. But I cannot assure you that, that you will have to, when you shop around, you could ask, um, whoever you decide to go for. Okay. Well, the agent is telling me that you can't change it and it would be the one that you signed up for first, which is this one. Mm-hmm. Hmm. So I don't know what that- So whatever this one doesn't pay, um, then you, your other insurance will pick up. Okay. Well, I'll a- ask her about it more, but thank you for confirming to me what I thought. No problem. Is there anything else I could do for you, ma'am? No, that's it. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Thank you for calling... This is Pamela speaking. How may I help you?

Speaker speaker_0: Hi. Um, I have my insurance through you guys, and, um, I'm just trying... This is probably not gonna work 'cause I can't even find my card right now. I'm still looking for my card. But I'm trying to figure out if my dental, like, where it comes out of my paycheck, um, if my dental insurance and my vision is, like, one. Like if I... Or what is my dental insurance, like, bundled with or whatever? Do you, do you know how that works?

Speaker speaker_1: Well, I need to know who do you work for and pull up your file and see, um-

Speaker speaker_0: Okay. Um, I work for-

Speaker speaker_1: So dental is through APL.

Speaker speaker_0: Right.

Speaker speaker_1: And the vision is a different, um, carrier.

Speaker speaker_0: Right. But when I signed up for it, I remember, like, they were like... Mom, I need help with this desperately. Um, there were, like, three, um, things that you had to do together.

Speaker speaker_1: Okay, I understand.

Speaker speaker_0: Um, okay. My company-

Speaker speaker_1: Bundled, but that doesn't mean...

Speaker speaker_0: Like, because I'm trying-

Speaker speaker_1: We don't... Okay, I'm so sorry. Go ahead.

Speaker speaker_0: That's okay. I just basically need to know if I can, like, drop my dental and still have the vision and whatever else was, if it's bundled. But, um-

Speaker speaker_1: No.

Speaker speaker_0: I can't find the cr- So it is bundled?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, you don't even need to look me up to answer that question?

Speaker speaker_1: No.

Speaker speaker_0: Okay, so if I drop-

Speaker speaker_1: No, I thought, I thought you, I thought you needed information who was your carrier, um, that they are different carrier, but, um, the way they have set it up, it's just a bundle. So if you drop one, you will drop it, the, the rest of the two, which is the life and dental. Let's say if you drop vision.

Speaker speaker_0: Okay, so the, the life and the dental and the vision are all together?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. Well, and if I like... So I'm trying to get, like, dental insurance that covers more stuff because I have issues. So if I keep this dental insurance, like, I can get different dental insurance, right? Like, in addition to this, like, on my own?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And if that's the case, like, can I make this dental insurance through you guys, like, secondary? Or, like, do you know how that works?

Speaker speaker_1: Well, usually, um, the one that pays the most, it will be your primary. But I cannot assure you that, that you will have to, when you shop around, you could ask, um, whoever you decide to go for.

Speaker speaker_0: Okay. Well, the agent is telling me that you can't change it and it would be the one that you signed up for first, which is this one.

Speaker speaker_1: Mm-hmm. Hmm.

Speaker speaker_0: So I don't know what that-

Speaker speaker_1: So whatever this one doesn't pay, um, then you, your other insurance will pick up.

Speaker speaker_0: Okay. Well, I'll a- ask her about it more, but thank you for confirming to me what I thought.

Speaker speaker_1: No problem. Is there anything else I could do for you, ma'am?

Speaker speaker_0: No, that's it. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: You too.

Speaker speaker_1: Bye-bye.