

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Central, this is Pamela speaking. How may I help you? Uh, yes, ma'am. I know today is the last day for me to sign up. I currently have benefits and I didn't want to change anything. Do I still need to speak to somebody at BIC? No. You cannot make changes. Okay. They just ... they will look for that today. Okay. And then the other thing was, um, like for my, um, dental and eye, I normally get cards, so do I need to go in and reprint the cards in case there were any changes made? No. As far as I know right now, nothing has changed. Um... Okay. ... using the same ID card. Okay. Oh, um, okay. And if I need more information, like if I need information on the dental coverage, um, do I go into... What would be the good site for me to go into to get that information? You can call the number on the ID card to APL. Mm-hmm. They'll be able to give you a bre- uh, breakdown of the benefits. Okay. All right. That was what I was wanting to check on. Thank you. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Central, this is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. I know today is the last day for me to sign up. I currently have benefits and I didn't want to change anything. Do I still need to speak to somebody at BIC?

Speaker speaker_0: No. You cannot make changes.

Speaker speaker_1: Okay.

Speaker speaker_0: They just ... they will look for that today.

Speaker speaker_1: Okay. And then the other thing was, um, like for my, um, dental and eye, I normally get cards, so do I need to go in and reprint the cards in case there were any changes made?

Speaker speaker_0: No. As far as I know right now, nothing has changed. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: ... using the same ID card.

Speaker speaker_1: Okay. Oh, um, okay. And if I need more information, like if I need information on the dental coverage, um, do I go into... What would be the good site for me to

go into to get that information?

Speaker speaker_0: You can call the number on the ID card to APL.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: They'll be able to give you a bre- uh, breakdown of the benefits.

Speaker speaker_1: Okay. All right. That was what I was wanting to check on. Thank you.
Bye-bye.

Speaker speaker_0: Mm-hmm.