

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterCard. This is Pamela speaking. How may I help you? Hi. Um, I just called 'cause I just enrolled. What I want to know, um, does the amount get deducted every... Like, I paid weekly. Does it get deducted every week or biweekly? Every week. Okay. And... Every week gets deducted. I'm sorry? Every week gets, um, it gets deducted. Okay. 'Cause that's like, okay, that's like, 100 a month. And... Okay. And for the add-on benefits, that's only if you get a plan? You can't just get the dental on its own? Did you say for the add-ons? Right, the additional benefit options, is there a way to just get the vision, dental and term life on its own or do you have to get a plan? No, you don't have to get a plan. Okay, so you can just get the dental on s- on its own? Mm-hmm. Yes. Okay. All right. Thank you. All right. Ta-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker_2: Hi. Um, I just called 'cause I just enrolled. What I want to know, um, does the amount get deducted every... Like, I paid weekly. Does it get deducted every week or biweekly?

Speaker speaker_1: Every week.

Speaker speaker_2: Okay. And...

Speaker speaker_1: Every week gets deducted.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Every week gets, um, it gets deducted.

Speaker speaker_2: Okay. 'Cause that's like, okay, that's like, 100 a month. And... Okay. And for the add-on benefits, that's only if you get a plan? You can't just get the dental on its own?

Speaker speaker_1: Did you say for the add-ons?

Speaker speaker_2: Right, the additional benefit options, is there a way to just get the vision, dental and term life on its own or do you have to get a plan?

Speaker speaker_1: No, you don't have to get a plan.

Speaker speaker_2: Okay, so you can just get the dental on s- on its own?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: All right. Ta-