



Ask Your Customer Experience Team

Q: What fitness benefit do I have and how do I access it?

A: We are excited to offer SilverSneakers® to ALL members at no additional cost. SilverSneakers® is much more than an exercise program – it's a way for you to achieve your best health in mind, body and spirit! To take advantage of this benefit, go to [SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere) to get your SilverSneakers® member ID and to find fitness locations that are right for you. As always, talk with your doctor before starting an exercise program.

Questions or need assistance? Contact your Customer Experience Team 1-877-374-7993 (TTY 711)

October 1 - March 31, 8 a.m. to 8 p.m. CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m. CST, Monday through Friday.

Customer Experience Team Spotlight: Pamela Scales

What is something about you that would surprise people?

One thing that would surprise people is that I have two grown daughters, a son-in-law and a grand dog and a grand cat.

What is one of your guilty pleasures?

A guilty pleasure of mine is going to the beach and sitting by the water to recharge and I love chocolate cake.

What is something you would like to learn to do?

One thing I would like to learn to do is learn more sign language. I know the alphabet and numbers 1-10. I would like to interpret for the deaf.

What is your favorite hobby?

My favorite hobbies are listening to music, reading, and writing.

