

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey. Yes, sir. Um, I was wondering, and I'm, I'm late at this point, so I'm hoping you tell me good news. Um, um, I've, I've been with my company, MAU, for, um, about, for, for a year now. Um, I, basically, um, I, I didn't reach out to you guys. I didn't enroll. I didn't change anything. Um, so I'm just trying to find out i- if I had insurance with Benefits through a Card for the last year, but I didn't contact or do anything for this new year's, does what I have just roll over, or did I actually have to reach out and set it up all over again? If that makes sense. No. It, it, it just automatically rolls over. You're not required to re-enroll every year or anything like that. Okay. Whew. I got really worried for a minute. No. I definitely- That's it. ... understand that, but no, you're good. Okay. Awesome. That was all I needed, bud. Thank you so much for your help. No problem. Thanks for calling. Have a good one. You as well.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey. Yes, sir. Um, I was wondering, and I'm, I'm late at this point, so I'm hoping you tell me good news. Um, um, I've, I've been with my company, MAU, for, um, about, for, for a year now. Um, I, basically, um, I, I didn't reach out to you guys. I didn't enroll. I didn't change anything. Um, so I'm just trying to find out i- if I had insurance with Benefits through a Card for the last year, but I didn't contact or do anything for this new year's, does what I have just roll over, or did I actually have to reach out and set it up all over again? If that makes sense.

Speaker speaker\_0: No. It, it, it just automatically rolls over. You're not required to re-enroll every year or anything like that.

Speaker speaker\_1: Okay. Whew. I got really worried for a minute.

Speaker speaker\_0: No. I definitely-

Speaker speaker\_1: That's it.

Speaker speaker\_0: ... understand that, but no, you're good.

Speaker speaker\_1: Okay. Awesome. That was all I needed, bud. Thank you so much for your help.

Speaker speaker\_0: No problem. Thanks for calling. Have a good one.

Speaker speaker\_1: You as well.