

## **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? Hi, Chris. Um, I was wondering, I ... We shared our transitions through Creative Circle, um, and it just turned, um, full time with one of their clients as of this year so I no longer work under contract with them, but I had benefits in a card as an insurance provider. Um, I know tax season is right here so I was wondering does Benefits in a Card send out anything for tax season if we're, you know, covered last year through them? The... The only document that would be sent related to that only applies if you live in Massachusetts. Oh, okay. Yeah. All right. So, so no. If you don't live in Massachusetts, then no, you, you would receive nothing. Okay. I just wanted to make sure because I was... I almost have everything that I need and I was like am I... should I still wait or you know. And I was trying to figure out if there was a place where I could download something. So, okay. All right. All right. I will keep that in mind and go forward with that. All right then. Thanks for calling. Have a good one. Thank you. You too. Bye-bye. Bye now.

### **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: Hi, Chris. Um, I was wondering, I ... We shared our transitions through Creative Circle, um, and it just turned, um, full time with one of their clients as of this year so I no longer work under contract with them, but I had benefits in a card as an insurance provider. Um, I know tax season is right here so I was wondering does Benefits in a Card send out anything for tax season if we're, you know, covered last year through them?

Speaker speaker\_0: The... The only document that would be sent related to that only applies if you live in Massachusetts.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right.

Speaker speaker\_0: So, so no. If you don't live in Massachusetts, then no, you, you would receive nothing.

Speaker speaker\_1: Okay. I just wanted to make sure because I was... I almost have everything that I need and I was like am I... should I still wait or you know. And I was trying to figure out if there was a place where I could download something. So, okay. All right.

Speaker speaker\_0: All right.

Speaker speaker\_1: I will keep that in mind and go forward with that.

Speaker speaker\_0: All right then. Thanks for calling. Have a good one.

Speaker speaker\_1: Thank you. You too. Bye-bye.

Speaker speaker\_0: Bye now.