

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi there. I am on assignment with Creative Circle- Mm-hmm. ... um, and I was calling about open enrollment. Um, I just wanna m- keep everything that I've got set up, um, the same. Uh, so I just wanted to make sure I didn't need to go in and make any changes. Uh, yeah, no. If it- if you're not looking to make any sort of changes, then you don't need to take any sort of action as everything will just roll over as is. Okay, perfect. Because i- it's kinda confusing. I signed up with APL which seems to be a different, um, system than Benefits in a Card, like how you enroll. So I just wasn't sure. Yeah, no. If you're, if you're enrolled through Creative Circle into their plans, um, then as long as you're not looking to make any sort of changes... Now APL is the, this is the actual insurance carrier that these plans go through. Um- Right. ... but if you're, if you're enrolled and you're not looking to make any changes then no, nothing, nothing needs to be done as it'll just roll over as is. Okay. Perfect. That was the answer I was looking for. All right. If that's everything, thanks again for calling and have a wonderful day. Thanks. You too, Chris. All right. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi there. I am on assignment with Creative Circle-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... um, and I was calling about open enrollment. Um, I just wanna m- keep everything that I've got set up, um, the same. Uh, so I just wanted to make sure I didn't need to go in and make any changes.

Speaker speaker\_1: Uh, yeah, no. If it- if you're not looking to make any sort of changes, then you don't need to take any sort of action as everything will just roll over as is.

Speaker speaker\_2: Okay, perfect. Because i- it's kinda confusing. I signed up with APL which seems to be a different, um, system than Benefits in a Card, like how you enroll. So I just wasn't sure.

Speaker speaker\_1: Yeah, no. If you're, if you're enrolled through Creative Circle into their plans, um, then as long as you're not looking to make any sort of changes... Now APL is the, this is the actual insurance carrier that these plans go through. Um-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... but if you're, if you're enrolled and you're not looking to make any changes then no, nothing, nothing needs to be done as it'll just roll over as is.

Speaker speaker\_2: Okay. Perfect. That was the answer I was looking for.

Speaker speaker\_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thanks. You too, Chris.

Speaker speaker\_1: All right. Bye now.

Speaker speaker\_2: Bye.