

## **Transcript: Chris Sofield (deactivated)-6707318364782592-5307007871959040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yes, when do y'all start, uh, new enrollment? What staffing company do you work with, ma'am? Uh, MAU. MAU? Let me see. They have not yet stated when their open enrollment window starts. So, I continue to keep the same insurance and just look? Can they tell? Yeah. So, um, yeah, they, uh, there's... they haven't said anything on when their open enrollment starts, but whenever open enrollment does start, um, any existing enrollment will just roll over. Uh, if you don't want to make any changes, you don't need to do anything. It'll just automatically, uh, continue on into the next year. Oh, but if I wanna make changes, I will call back? Yes, ma'am. All righty. Thank you. You're welcome. Have a good day. You, too.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes, when do y'all start, uh, new enrollment?

Speaker speaker\_1: What staffing company do you work with, ma'am?

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: MAU? Let me see. They have not yet stated when their open enrollment window starts.

Speaker speaker\_2: So, I continue to keep the same insurance and just look? Can they tell?

Speaker speaker\_1: Yeah. So, um, yeah, they, uh, there's... they haven't said anything on when their open enrollment starts, but whenever open enrollment does start, um, any existing enrollment will just roll over. Uh, if you don't want to make any changes, you don't need to do anything. It'll just automatically, uh, continue on into the next year.

Speaker speaker\_2: Oh, but if I wanna make changes, I will call back?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All righty. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You, too.