

## **Transcript: Francesca**

**Baez-4689260335120384-5308478629920768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bennett's Financial, my name is Francesca. How can we assist you today? Yes, this is Kenneth Weathersby. Uh, if I don't want to make any changes to my insurance, I don't need to do anything? That is correct, sir. If your company's going through their open enrollment period and you don't want to make any changes to the current benefits you have, their system is just gonna roll over your current policy and it won't make any changes. You'll keep the same exact benefits you're currently enrolled into. Okay, I appreciate you for answering my questions. Of course. Is there anything else? No, ma'am, that's it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Bennett's Financial, my name is Francesca. How can we assist you today?

Speaker speaker\_2: Yes, this is Kenneth Weathersby. Uh, if I don't want to make any changes to my insurance, I don't need to do anything?

Speaker speaker\_1: That is correct, sir. If your company's going through their open enrollment period and you don't want to make any changes to the current benefits you have, their system is just gonna roll over your current policy and it won't make any changes. You'll keep the same exact benefits you're currently enrolled into.

Speaker speaker\_2: Okay, I appreciate you for answering my questions.

Speaker speaker\_1: Of course. Is there anything else?

Speaker speaker\_2: No, ma'am, that's it.

Speaker speaker\_1: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: Thank you. Bye-bye.

Speaker speaker\_1: Bye.