

## **Transcript: Justin**

**Mills-5832703629803520-6382459443691520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Justin. How can I help you today? Hi. Um, I'm calling because, um, I enrolled with you guys when I was first taken on by my, uh, contract, um, company that I'm working for. I decided not to go through with it, got it canceled, and so I'm looking perhaps to enroll again during open enrollment. I'm just not sure when that is. Um, yeah, let me check on that. What's that staffing agency you work for? Uh, Creative Circle. Creative Circle. Okay. Let me check when their next open enrollment period is. Bear with me one second. Mm-hmm. Okay. So it looks like Creative Circle has their next open enrollment period starting December 23rd and lasting until January 31st. Okay, awesome. Thank you for letting me know. So December 23rd, right? Yes, sir. All right, great. I'll, I'll probably enroll again around, around that time. Thank you so much for your help. You're welcome. You have a great day, okay? Yep. Appreciate it. Bye. All right. 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 Benefits and Accord. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Um, I'm calling because, um, I enrolled with you guys when I was first taken on by my, uh, contract, um, company that I'm working for. I decided not to go through with it, got it canceled, and so I'm looking perhaps to enroll again during open enrollment. I'm just not sure when that is.

Speaker speaker\_1: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_1: Creative Circle. Okay. Let me check when their next open enrollment period is. Bear with me one second.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. So it looks like Creative Circle has their next open enrollment period starting December 23rd and lasting until January 31st.

Speaker speaker\_2: Okay, awesome. Thank you for letting me know. So December 23rd, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right, great. I'll, I'll probably enroll again around, around that time. Thank you so much for your help.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Yep. Appreciate it. Bye.

Speaker speaker\_1: All right. Bye-bye.