

Transcript: Pamela

Blanc-6063540087504896-5954725279121408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, um, hi. I was calling to, I keep getting an email, I guess today's the last day to enroll. And, um, I- I've had benefits with you guys for the past year. So I just want to make sure, I know it said something like you don't have to do anything if you're already enrolled, but I don't know if I have to enroll for the next year and what I have to do, but it gave me this number to call. It will roll over. Unless you want to make changes, it will stay the same. Okay, that's fine. So I don't have to do anything? No, ma'am. Okay, thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, um, hi. I was calling to, I keep getting an email, I guess today's the last day to enroll. And, um, I- I've had benefits with you guys for the past year. So I just want to make sure, I know it said something like you don't have to do anything if you're already enrolled, but I don't know if I have to enroll for the next year and what I have to do, but it gave me this number to call.

Speaker speaker_1: It will roll over. Unless you want to make changes, it will stay the same.

Speaker speaker_2: Okay, that's fine. So I don't have to do anything?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay, thank you.