

## **Transcript: Chris Sofield (deactivated)-5231050610491392-4783028697088000**

### **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? Hey, Chris. How you doing? This is Rick-- my name is Ricky Harris, and I got a text just now about benefits. I didn't want to change anything. Okay. Um, was it just a reminder that open enrollment was going on? Yeah. Okay. Yeah, if you're already enrolled and you don't want to change anything, then you, you don't need to do anything. It'll just roll over as is. Okay. All right then. Thank you. You're welcome. Thanks for calling and have a good day. You too. Bye bye. Mm-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 and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. How you doing? This is Rick-- my name is Ricky Harris, and I got a text just now about benefits. I didn't want to change anything.

Speaker speaker\_1: Okay. Um, was it just a reminder that open enrollment was going on?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Yeah, if you're already enrolled and you don't want to change anything, then you, you don't need to do anything. It'll just roll over as is.

Speaker speaker\_2: Okay. All right then. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: You too. Bye bye.

Speaker speaker\_1: Mm-bye now. Bye.