

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All Benefits card, this is Chris. How can I help you today? Oh, hi, Chris. Uh, uh, my name is Ronald. Um, I, I'm calling... I'm calling to confirm that, uh, if I don't need any changes with my, uh, I guess benefit enrollment, that, uh, it- it'll just stay the same or I don't need to do anything? That's correct. Yeah. If you're, if you're already enrolled and you're not looking to make any sort of changes, um, then you're pretty much... as long as, like, you don't request anything, then yeah, no, nothing, nothing will change as far as your enrollment. Gotcha. And then wh- uh, when will we be receiving our, I guess, our new, uh, I guess, be- uh, our new cards for next year? Or will it still be the same card? It's, it's the same card. You don't, uh, you don't get new cards every year. The only time you get a new card is if you enroll into a new plan or if you make a change to your plan, uh, that's considered enough to be considered a brand-new policy. Gotcha, gotcha. Okay. Then, uh, I think you answered my question, so thank you very much. I guess nothing needs to be done. Mm-hmm. All right, then. Thanks again for calling and you have a wonderful day. You too. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: All Benefits card, this is Chris. How can I help you today?

Speaker speaker_2: Oh, hi, Chris. Uh, uh, my name is Ronald. Um, I, I'm calling... I'm calling to confirm that, uh, if I don't need any changes with my, uh, I guess benefit enrollment, that, uh, it- it'll just stay the same or I don't need to do anything?

Speaker speaker_1: That's correct. Yeah. If you're, if you're already enrolled and you're not looking to make any sort of changes, um, then you're pretty much... as long as, like, you don't request anything, then yeah, no, nothing, nothing will change as far as your enrollment.

Speaker speaker_2: Gotcha. And then wh- uh, when will we be receiving our, I guess, our new, uh, I guess, be- uh, our new cards for next year? Or will it still be the same card?

Speaker speaker_1: It's, it's the same card. You don't, uh, you don't get new cards every year. The only time you get a new card is if you enroll into a new plan or if you make a change to your plan, uh, that's considered enough to be considered a brand-new policy.

Speaker speaker_2: Gotcha, gotcha. Okay. Then, uh, I think you answered my question, so thank you very much. I guess nothing needs to be done. Mm-hmm.

Speaker speaker_1: All right, then. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.