

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. My name is Brianna Chambers. Um, my employer gave me, um, this open enrollment form for me to go ahead and get my benefits started, and I was trying to get some help with that. Okay. What, uh, what staffing company do you work with? So it'll be Crown Staffing. Crown, okay. And did you just have questions on, like, what plans they offer or...? Um, no. I was trying to see on the website how to, you know, just sign up myself, but, um- Oh. I didn't see a... One moment. Mm-hmm. Let me check something. Yeah. Okay. So if you go to... So the website you should go to is [mybiac.com/crownservices](https://mybiac.com/crownservices). And if you click on enroll/decline coverage on that, it'll redirect you to the enrollment portal. Uh, if you have not yet registered, you will need to register. Um, but you can register on that and then that should, uh, that should allow you to enroll into benefits, um, online if you wish to do so. Okay, so I just go ahead and register and go from there? Correct. Okay. Well, thank you so much Chris. I appreciate your help. You're welcome. Thanks for calling and have a good day. Bye. You too. Mm-hmm. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. My name is Brianna Chambers. Um, my employer gave me, um, this open enrollment form for me to go ahead and get my benefits started, and I was trying to get some help with that.

Speaker speaker\_1: Okay. What, uh, what staffing company do you work with?

Speaker speaker\_2: So it'll be Crown Staffing.

Speaker speaker\_1: Crown, okay. And did you just have questions on, like, what plans they offer or...?

Speaker speaker\_2: Um, no. I was trying to see on the website how to, you know, just sign up myself, but, um-

Speaker speaker\_1: Oh.

Speaker speaker\_2: I didn't see a...

Speaker speaker\_1: One moment.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Let me check something.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So if you go to... So the website you should go to is [mybiac.com/crownservices](https://mybiac.com/crownservices). And if you click on enroll/decline coverage on that, it'll redirect you to the enrollment portal. Uh, if you have not yet registered, you will need to register. Um, but you can register on that and then that should, uh, that should allow you to enroll into benefits, um, online if you wish to do so.

Speaker speaker\_2: Okay, so I just go ahead and register and go from there?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Well, thank you so much Chris. I appreciate your help.

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

Speaker speaker\_2: Bye. You too.

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