



# It's Here: Getting Through Custom C&D's Q4 Blackout Period

As a reminder, our blackout period runs through **November 18** this year. The following items are unavailable during this time so our team can focus on Open Enrollment (OE) services:

- New web guides
- Branding
- Videos
- Wellness/non-OE strategies
- Non-client projects

In addition, to ensure all Custom clients have our full attention, Custom C&D will not take any new client or new campaign calls until after **November 4**. This only applies to new client requests, as all current clients are accounted for. Remember, we also have an array of Core C&D communications, including DIY templates, to help clients get important information to their employees.

**Friendly Reminder:** C&D works closely with the EB teams during OE, and we rely on your timely reviews to keep communication pieces moving and on time.

If your client has been defaulted to Core or otherwise not been able to implement their full scope due to timing, the original scope can be revisited after OE and the Custom C&D blackout period ends.