

## **Transcript: Franchesca**

**Baez-6743125161984000-6138264649252864**

### **Full Transcript**

Hello? I'm sorry. Um, I guess we got disconnected. Yeah. I was working with Search Staffing and they said that we do help and care insurance through you guys. Um, and I'm just trying to figure out how I can get my 1095-A and they told me to call y'all. Unfortunately, you were misinformed. All of the tax documents are processed through your staffing company. We don't have access to any of them. Search is the only one that can provide it to you. Uh. There... y'all... even though you are the insurance company, y'all don't provide that at all? I apologize, sir. We're not the insurance company. We're only the administrator. We don't own any of the benefit plans. Gotcha. All right. Thank you. Of course. It was my pleasure. Hope you have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Hello? I'm sorry. Um, I guess we got disconnected. Yeah. I was working with Search Staffing and they said that we do help and care insurance through you guys. Um, and I'm just trying to figure out how I can get my 1095-A and they told me to call y'all.

Speaker speaker\_1: Unfortunately, you were misinformed. All of the tax documents are processed through your staffing company. We don't have access to any of them. Search is the only one that can provide it to you.

Speaker speaker\_0: Uh. There... y'all... even though you are the insurance company, y'all don't provide that at all?

Speaker speaker\_1: I apologize, sir. We're not the insurance company. We're only the administrator. We don't own any of the benefit plans.

Speaker speaker\_0: Gotcha. All right. Thank you.

Speaker speaker\_1: Of course. It was my pleasure. Hope you have a wonderful rest of your day.