

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, I'm trying to get, um, an itemized bill. Say that again, sir. I'm trying to get a itemized printout of my bill. Um... Well, we're Benefits in a Card, sir. We're a b- be- plan administrator for health insurance for staffing companies. Yeah. That's, that's what I'm saying. I know that. You say you need a itemized... Say that again? Bill. I need a itemized bill. Like I need a printout of my, um... I'm not sure what you're asking for, sir. We don't... I'm not sure. Are you referring to- They're trying to get on with you. They're finding out my bill. Are you referring to a letter of coverage? Yeah. Can you, um, give me that and my email? So that... So you, so you need like- Like what I'm saying, like what I, what I make, like what I, what they take out on my, um, bill. That's what I'm trying to see. A statement. What they take as your- Like their statement, yeah. So do you... Are you referring to your pay stub or are you referring to your health insurance? A pay stub. Pay stub. So your pay stub, you have to... We wouldn't be able to get you a pay stub. You have to reach out to your staffing. Find out how they do. Your staffing company pays you. We don't do anything with pay- I just called. I just called them. They just sent me y'all number. So, that's..... I'm not sure. We, we wouldn't be able to get you a pay stub, sir. All right. Okay. We wouldn't be able to get you a pay stub, sir. I'm sorry. Okay.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, I'm trying to get, um, an itemized bill.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: I'm trying to get a itemized printout of my bill. Um...

Speaker speaker_0: Well, we're Benefits in a Card, sir. We're a b- be- plan administrator for health insurance for staffing companies.

Speaker speaker_1: Yeah. That's, that's what I'm saying. I know that.

Speaker speaker_0: You say you need a itemized... Say that again?

Speaker speaker_1: Bill. I need a itemized bill. Like I need a printout of my, um...

Speaker speaker_0: I'm not sure what you're asking for, sir. We don't... I'm not sure. Are you referring to-

Speaker speaker_1: They're trying to get on with you. They're finding out my bill.

Speaker speaker_0: Are you referring to a letter of coverage?

Speaker speaker_1: Yeah. Can you, um, give me that and my email?

Speaker speaker_0: So that... So you, so you need like-

Speaker speaker_1: Like what I'm saying, like what I, what I make, like what I, what they take out on my, um, bill. That's what I'm trying to see. A statement.

Speaker speaker_0: What they take as your-

Speaker speaker_1: Like their statement, yeah.

Speaker speaker_0: So do you... Are you referring to your pay stub or are you referring to your health insurance?

Speaker speaker_1: A pay stub. Pay stub.

Speaker speaker_0: So your pay stub, you have to... We wouldn't be able to get you a pay stub. You have to reach out to your staffing.

Speaker speaker_1: Find out how they do.

Speaker speaker_0: Your staffing company pays you. We don't do anything with pay-

Speaker speaker_1: I just called. I just called them. They just sent me y'all number.

Speaker speaker_2: So, that's.....

Speaker speaker_0: I'm not sure. We, we wouldn't be able to get you a pay stub, sir.

Speaker speaker_2: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: We wouldn't be able to get you a pay stub, sir.

Speaker speaker_2: I'm sorry.

Speaker speaker_1: Okay.