

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Uh, I'm not sure, but I think my boyfriend might have purchased some, some, um, benefits through y- through Surge or not, um, but it's needed for tax documents. It was 10... Is that what? 1090-something-A? Does that sound right? 1070-something-A? That I'm supposed to- So you- ... get in the mail. So we don't do anything with tax forms. That's something he would have to get from Surge directly. Sorry, K. Um- I don't know, man. I'm- So, they're, they're wanting something in the mail. Did... If he got something from you guys through Surge, would he, would he have to turn that in? Whoa. Wha- wha- why did I- To be- So we're- ... in... To be tax... For tax purposes. We're n- We're not Surge. We're Benefits in the Card. We're just a plan administrator for health insurance. That's 1000- No, but I'm getting towards it, but- I know, but Stevie, I need that. I need that. You're not- But you- ... paying attention. Oh, okay. Well, I'm... Okay. All right. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Uh, I'm not sure, but I think my boyfriend might have purchased some, some, um, benefits through y- through Surge or not, um, but it's needed for tax documents. It was 10... Is that what? 1090-something-A? Does that sound right? 1070-something-A? That I'm supposed to-

Speaker speaker_0: So you-

Speaker speaker_1: ... get in the mail.

Speaker speaker_0: So we don't do anything with tax forms. That's something he would have to get from Surge directly.

Speaker speaker_1: Sorry, K. Um-

Speaker speaker_2: I don't know, man. I'm-

Speaker speaker_1: So, they're, they're wanting something in the mail. Did... If he got something from you guys through Surge, would he, would he have to turn that in?

Speaker speaker_2: Whoa. Wha- wha- why did I-

Speaker speaker_1: To be-

Speaker speaker_0: So we're-

Speaker speaker_1: ... in... To be tax... For tax purposes.

Speaker speaker_0: We're n- We're not Surge. We're Benefits in the Card. We're just a plan administrator for health insurance. That's 1000-

Speaker speaker_2: No, but I'm getting towards it, but-

Speaker speaker_1: I know, but Stevie, I need that. I need that. You're not-

Speaker speaker_2: But you-

Speaker speaker_1: ... paying attention. Oh, okay.

Speaker speaker_2: Well, I'm...

Speaker speaker_1: Okay. All right. Thank you.