

## **Transcript: Malcolm**

**Nash-6281369229934592-5360544213581824**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Go on. Um, my name is Brenda Conder. I'm calling for my husband. He's sitting right here. Uh, we want to see about getting a check stub. 10K. So you want to reach out to your... So you want to reach out to your employer directly. We don't do anything here with pay stubs. This is for the health insurance only, offered through your staffing company. Well, Crown Staffing is going through them and they told us to call you. So are you trying to... You said... We don't do anything with your pay stubs. We can help you with medical, meaning we can get you enrolled or unenrolled from health insurance. We can help you- No, we don't. ... with making your coverage, a letter of coverage. They don't need that. Yeah, we wouldn't be able to help you get any pay stubs, ma'am. Wonder how come they give us your number? I'm not sure, ma'am. We don't do anything with you guys' pay stubs. We don't, we don't take any money from you or anything. All we do is get you enrolled or unenrolled from the health insurance. And the only documentation- Okay. ... we really provide you with is a statement of coverage or a letter of coverage. Okay, thank you. No problem.

### **Conversation Format**

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

Speaker speaker\_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Go on.

Speaker speaker\_3: Um, my name is Brenda Conder. I'm calling for my husband. He's sitting right here. Uh, we want to see about getting a check stub. 10K.

Speaker speaker\_1: So you want to reach out to your... So you want to reach out to your employer directly. We don't do anything here with pay stubs. This is for the health insurance only, offered through your staffing company.

Speaker speaker\_3: Well, Crown Staffing is going through them and they told us to call you.

Speaker speaker\_1: So are you trying to... You said... We don't do anything with your pay stubs. We can help you with medical, meaning we can get you enrolled or unenrolled from health insurance. We can help you-

Speaker speaker\_3: No, we don't.

Speaker speaker\_1: ... with making your coverage, a letter of coverage.

Speaker speaker\_3: They don't need that.

Speaker speaker\_1: Yeah, we wouldn't be able to help you get any pay stubs, ma'am.

Speaker speaker\_3: Wonder how come they give us your number?

Speaker speaker\_1: I'm not sure, ma'am. We don't do anything with you guys' pay stubs. We don't, we don't take any money from you or anything. All we do is get you enrolled or unenrolled from the health insurance. And the only documentation-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... we really provide you with is a statement of coverage or a letter of coverage.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_1: No problem.