

## **Transcript: Malcolm**

**Nash-6589679777005568-5620929590378496**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, I was calling to see what I would have to do to get... I had health insurance through a temp agency and they gave me this number to get the, um, I guess the information needed to file, uh, taxes. Like how do I go about, um, getting that information? So you would need to... We don't do anything with tax forms. That's something you would have to get from your staffing agency. I'm not sure why they would direct you to us. Right. Um, we're, we're not a carrier. We're just a plan administrator. Okay. All we do is get you enrolled or unenrolled from the coverage. But you guys don't send out the forms needed for the, uh, tax? No, ma'am. Okay. So I have to just call the job and get it from them? Yeah. What staffing company you work for? I don't know. I'm calling on behalf of someone. But, um, I can just tell them to contact... Yes, ma'am. So yeah, you'll reach out to the staffing company directly. We don't do anything with tax forms here, unfortunately. All right. Well, thank you for helping. No problem. You have a great rest of your week. You too. Bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, I was calling to see what I would have to do to get... I had health insurance through a temp agency and they gave me this number to get the, um, I guess the information needed to file, uh, taxes. Like how do I go about, um, getting that information?

Speaker speaker\_0: So you would need to... We don't do anything with tax forms. That's something you would have to get from your staffing agency. I'm not sure why they would direct you to us.

Speaker speaker\_1: Right.

Speaker speaker\_0: Um, we're, we're not a carrier. We're just a plan administrator.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker\_1: But you guys don't send out the forms needed for the, uh, tax?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay. So I have to just call the job and get it from them?

Speaker speaker\_0: Yeah. What staffing company you work for?

Speaker speaker\_1: I don't know. I'm calling on behalf of someone. But, um, I can just tell them to contact...

Speaker speaker\_0: Yes, ma'am. So yeah, you'll reach out to the staffing company directly. We don't do anything with tax forms here, unfortunately.

Speaker speaker\_1: All right. Well, thank you for helping.

Speaker speaker\_0: No problem. You have a great rest of your week.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you. Bye.