

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 1040. This is Pamela speaking. How may I help you? Hi. Yes. Um, my name is Ellia Marquez and, um, should I give you the employee number, the employee ID number? I receive a- Uh- I receive a 1095-C something regarding about health insurance and I don't know what is this. Well, we are the administrator for health insurance for staffing agency. Did you receive a text or actual part? I mean, actual letter? This is the CoWorks, right? I'm calling CoWorks, right? No, ma'am. We are the administrator for health insurance. Oh, am I not calling CoWorks? No, ma'am. Well, this... Okay, but this is something about health insurance. What was that? The letter says that, um, this is for insurance for health insurance cover. So we are the administrator for health insurance for the staffing agency. So you're not actually calling the agency, though. Okay. So who should I be talking then? Where should I be calling them? Okay. But what is it that the letter says? It, it, uh, well the letter says that I received, um, 1095-C form in the mail and it says that I owe you \$327 for the 12 months insurance and I didn't know that we have health insurance. Well, um, you say you work for Work, right? CoWorks. Work uh-huh. So work for Work. CoWorks. We don't work with CoWorks anymore. I can do- Oh. So I could go ahead and transfer you to the correct, um- Oh yes. Would you do that for me, please? ... form work. Sure. Thank- thank you. Definitely. Of course. Thank you for giving us a call. Sure thing. Hey, 300 something. Que me quitaron son 300 something.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 1040. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Yes. Um, my name is Ellia Marquez and, um, should I give you the employee number, the employee ID number? I receive a-

Speaker speaker_0: Uh-

Speaker speaker_1: I receive a 1095-C something regarding about health insurance and I don't know what is this.

Speaker speaker_0: Well, we are the administrator for health insurance for staffing agency. Did you receive a text or actual part? I mean, actual letter?

Speaker speaker_1: This is the CoWorks, right? I'm calling CoWorks, right?

Speaker speaker_0: No, ma'am. We are the administrator for health insurance.

Speaker speaker_1: Oh, am I not calling CoWorks?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Well, this... Okay, but this is something about health insurance.

Speaker speaker_0: What was that?

Speaker speaker_1: The letter says that, um, this is for insurance for health insurance cover.

Speaker speaker_0: So we are the administrator for health insurance for the staffing agency. So you're not actually calling the agency, though.

Speaker speaker_1: Okay. So who should I be talking then? Where should I be calling them?

Speaker speaker_0: Okay. But what is it that the letter says?

Speaker speaker_1: It, it, uh, well the letter says that I received, um, 1095-C form in the mail and it says that I owe you \$327 for the 12 months insurance and I didn't know that we have health insurance.

Speaker speaker_0: Well, um, you say you work for Work, right?

Speaker speaker_1: CoWorks. Work uh-huh.

Speaker speaker_0: So work for Work. CoWorks. We don't work with CoWorks anymore. I can do-

Speaker speaker_1: Oh.

Speaker speaker_0: So I could go ahead and transfer you to the correct, um-

Speaker speaker_1: Oh yes. Would you do that for me, please?

Speaker speaker_0: ... form work. Sure.

Speaker speaker_1: Thank- thank you.

Speaker speaker_0: Definitely. Of course. Thank you for giving us a call.

Speaker speaker_1: Sure thing. Hey, 300 something. Que me quitaron son 300 something.