

## **Transcript: Pamela**

**Blanc-5174654879973376-5576093527752704**

### **Full Transcript**

Thank you for calling Benefits Center for our business. Pamela speaking, how may I help you? Uh, yes, is this the benefits department? We are administrative for health insurance. Oh, okay. All right. Hello? Hello. Can you hear me? Uh, yes, uh-huh. Okay, um, do you need any help regarding the health benefits? Y- yes. Um, actually it's not the health, I'm not sure which number I need to call. It's regarding, uh, my, um, my form for my taxes, you know, for income, for reporting income taxes. Okay, and what state- I worked for you guys, uh, for a couple of months last week. Uh-huh. Last month. Now what state? Last year. I'm in Texas. And, okay, so we do not provide that in, that, um, letter. You'll need to contact your employer. Okay. The employer was Oxford. Yes. Okay, okay, I get it. Y'all, y'all are separate. Y'all, I forget, they contract y'all out as far as services. Yes. Gotcha. Okay, I'll give them a call then. No problem. Okay, thank you. Thank you. Mm, bye-bye. Mm-hmm. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center for our business. Pamela speaking, how may I help you?

Speaker speaker\_1: Uh, yes, is this the benefits department?

Speaker speaker\_0: We are administrative for health insurance.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello. Can you hear me?

Speaker speaker\_1: Uh, yes, uh-huh.

Speaker speaker\_0: Okay, um, do you need any help regarding the health benefits?

Speaker speaker\_1: Y- yes. Um, actually it's not the health, I'm not sure which number I need to call. It's regarding, uh, my, um, my form for my taxes, you know, for income, for reporting income taxes.

Speaker speaker\_0: Okay, and what state-

Speaker speaker\_1: I worked for you guys, uh, for a couple of months last week. Uh-huh. Last month.

Speaker speaker\_0: Now what state?

Speaker speaker\_1: Last year. I'm in Texas.

Speaker speaker\_0: And, okay, so we do not provide that in, that, um, letter. You'll need to contact your employer.

Speaker speaker\_1: Okay. The employer was Oxford.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, okay, I get it. Y'all, y'all are separate. Y'all, I forget, they contract y'all out as far as services.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Gotcha. Okay, I'll give them a call then.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm, bye-bye.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Bye-bye.