

## **Transcript: VICTORIA**

**Taylor-4741556400865280-4899269722292224**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hi. I'm, uh, I'm with Partners Personnel in, uh, Hayward, California. I was on a job and I was, I was told I was getting benefits, but I, I didn't receive a card or anything like that, and I'm trying to figure out why. Did you ever sign up for benefits? Evidently, I've been... it was taken out of my, my pay. Okay. Um, give me one second. Okay. Okay. You said Partners Personnel. And what is the last four of your Social? Uh, 2-2-8-8. And your first and last name? Gerald Harrington. Okay. Uh, do you mind verifying your address and date of birth? Uh, yes. Uh, 26745 Eldridge Avenue in Hayward, California 94544. And my date of birth is 01/04/1968. Okay. Uh, phone number 510-860-7707? Yes, ma'am. And then email is first initial, last name, 909@gmail.com? Correct. Okay. I don't see that you're enrolled into anything and nothing has been taken out of your check for coverage. Uh, I got a thing from you guys for, uh, for my taxes saying I paid 200 and s- uh, \$226 or \$276. Are you talking about the 1095C form? Yes. Okay. So, to my knowledge, on that form, line 15 just represents the lowest cost that you would have paid monthly for the coverage if you had enrolled into that plan. So it's not necessarily saying that you, that is what you paid. Okay. Let me... Where is it here? Hmm. Hmm, right here. Yeah, I got it here with my... Oh, here's my taxes. Okay, here it is. It says... It has a... Yeah, it says 1095-C and employee required condition see instructions. Is that, uh, part two of 15? 'Cause it says 229.05. Yep. So to my knowledge, and, and we don't handle these type of things. We don't handle tax forms mo-, for the majority of it. But, to my knowledge, the line, the n- the number 15 line just shows- Mm-hmm. ... the lowest cost would have paid for, for our ACA compliant plan, if you had enrolled into it. So on my system, I'm not showing that you were ever enrolled into any coverage. And if you were- Okay. ... enrolled in coverage, we would have a deduction listed and showing what you paid weekly for it. So again, like I said, I don't see why you shouldn't have any type of enrollment with us, current, previous, none of that. Oh, okay. Okay, thank you. You're welcome. You have a wonderful day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, hi. I'm, uh, I'm with Partners Personnel in, uh, Hayward, California. I was on a job and I was, I was told I was getting benefits, but I, I didn't receive a card or anything like that, and I'm trying to figure out why.

Speaker speaker\_0: Did you ever sign up for benefits?

Speaker speaker\_1: Evidently, I've been... it was taken out of my, my pay.

Speaker speaker\_0: Okay. Um, give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. You said Partners Personnel. And what is the last four of your Social?

Speaker speaker\_1: Uh, 2-2-8-8.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Gerald Harrington.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, yes. Uh, 26745 Eldridge Avenue in Hayward, California 94544. And my date of birth is 01/04/1968.

Speaker speaker\_0: Okay. Uh, phone number 510-860-7707?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is first initial, last name, 909@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything and nothing has been taken out of your check for coverage.

Speaker speaker\_1: Uh, I got a thing from you guys for, uh, for my taxes saying I paid 200 and s- uh, \$226 or \$276.

Speaker speaker\_0: Are you talking about the 1095C form?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, to my knowledge, on that form, line 15 just represents the lowest cost that you would have paid monthly for the coverage if you had enrolled into that plan. So it's not necessarily saying that you, that is what you paid.

Speaker speaker\_1: Okay. Let me... Where is it here? Hmm. Hmm, right here. Yeah, I got it here with my... Oh, here's my taxes. Okay, here it is. It says... It has a... Yeah, it says 1095-C and employee required condition see instructions. Is that, uh, part two of 15? 'Cause it says 229.05.

Speaker speaker\_0: Yep. So to my knowledge, and, and we don't handle these type of things. We don't handle tax forms mo-, for the majority of it. But, to my knowledge, the line, the n- the number 15 line just shows-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... the lowest cost would have paid for, for our ACA compliant plan, if you had enrolled into it. So on my system, I'm not showing that you were ever enrolled into any coverage. And if you were-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... enrolled in coverage, we would have a deduction listed and showing what you paid weekly for it. So again, like I said, I don't see why you shouldn't have any type of enrollment with us, current, previous, none of that.

Speaker speaker\_1: Oh, okay. Okay, thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.