

Transcript: VICTORIA

Taylor-5249241268928512-6024724323549184

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How may I help you? Hello. I was calling to see if I needed any, um, tax information regarding my health insurance benefits through APL. I work for Crown Staffing and I just wanted to, um, verify with Benefits on a Card, um, do I need any kind of tax information from the health insurance company? Um, to be honest, I'm not too sure. We only administer the policies but, um, your employer might have information on any tax forms. Oh, okay, okay, okay. Now I know. Okay, I called them. I wasn't sure before I went and filed something. Yeah, uh- But then- ... to be honest with you, I'm not too sure. We don't handle the, uh, tax forms on our end. Okay then. Well, no, no, no. Thank you. Thank you so much, Victoria. Thank you. You're welcome. You have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How may I help you?

Speaker speaker_1: Hello. I was calling to see if I needed any, um, tax information regarding my health insurance benefits through APL. I work for Crown Staffing and I just wanted to, um, verify with Benefits on a Card, um, do I need any kind of tax information from the health insurance company?

Speaker speaker_0: Um, to be honest, I'm not too sure. We only administer the policies but, um, your employer might have information on any tax forms.

Speaker speaker_1: Oh, okay, okay, okay. Now I know. Okay, I called them. I wasn't sure before I went and filed something.

Speaker speaker_0: Yeah, uh-

Speaker speaker_1: But then-

Speaker speaker_0: ... to be honest with you, I'm not too sure. We don't handle the, uh, tax forms on our end.

Speaker speaker_1: Okay then. Well, no, no, no. Thank you. Thank you so much, Victoria. Thank you.

Speaker speaker_0: You're welcome. You have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.