

## **Transcript: Estefania**

**Acevedo-5996873606807552-6065621940355072**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you? Yes, how are you doing today? My name is Michael Gaberry and, uh, I work with the resources, but, uh, I was wanting to know if y'all had sent the W-2s out. If so, I need to change my address. Uh, we don't do the W-2s. Is that- We only work with the healthcare benefits, but we don't- Oh. ... work with the W-2s. Okay then, okay then, okay then. No problem. What staff or agency, um, are you from? I'm sorry 'cause they keep calling- Uh- ... thinking that we do that, and so I'm wondering what agency- Resources. Yeah, we don't... I don't know why they keep telling their members, but we do not do that. We only work with their- Okay. ... healthcare benefits. Yeah, they, they definitely sent an email out. Okay, thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Yes, how are you doing today? My name is Michael Gaberry and, uh, I work with the resources, but, uh, I was wanting to know if y'all had sent the W-2s out. If so, I need to change my address.

Speaker speaker\_0: Uh, we don't do the W-2s.

Speaker speaker\_1: Is that-

Speaker speaker\_0: We only work with the healthcare benefits, but we don't-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... work with the W-2s.

Speaker speaker\_1: Okay then, okay then, okay then. No problem.

Speaker speaker\_0: What staff or agency, um, are you from? I'm sorry 'cause they keep calling-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... thinking that we do that, and so I'm wondering what agency-

Speaker speaker\_1: Resources.

Speaker speaker\_0: Yeah, we don't... I don't know why they keep telling their members, but we do not do that. We only work with their-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... healthcare benefits.

Speaker speaker\_1: Yeah, they, they definitely sent an email out. Okay, thank you.

Speaker speaker\_0: You're welcome.