

Transcript: Francesca

Baez-5212096189743104-6491013634637824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ... of the Benefits ... I'm looking to speak with Mr. Leon Garcia on behalf of Partners Personal. . , Mr. Leon - Oh. Oh, well, . Okay. Entendido. . Oh, maybe it's for the form W-4 that I need. It's just that they're not deducting my federal taxes for me. So, I don't know if I have to come to the office or what can I do? You would have to check with their local personnel department at their local office. Since we only administer their health insurance, we are not part of the company, so we do not have access to their medical check information. And all the documents that would be required to pay taxes, such as the W-4, they would have to give it to them, as we also do not have access to them. Oh. Oh, no, so it was for the doctor that I called that day, but they already called me later. Thank you. Understood. Okay. That's all, have a nice day. You too. That's it. That's the call, guys.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca ... of the Benefits ... I'm looking to speak with Mr. Leon Garcia on behalf of Partners Personal.

Speaker speaker_2: .

Speaker speaker_1: , Mr. Leon -

Speaker speaker_2: Oh. Oh, well, .

Speaker speaker_1: Okay. Entendido.

Speaker speaker_2: . Oh, maybe it's for the form W-4 that I need. It's just that they're not deducting my federal taxes for me. So, I don't know if I have to come to the office or what can I do?

Speaker speaker_1: You would have to check with their local personnel department at their local office. Since we only administer their health insurance, we are not part of the company, so we do not have access to their medical check information. And all the documents that would be required to pay taxes, such as the W-4, they would have to give it to them, as we also do not have access to them.

Speaker speaker_2: Oh. Oh, no, so it was for the doctor that I called that day, but they already called me later. Thank you.

Speaker speaker_1: Understood. Okay. That's all, have a nice day.

Speaker speaker_2: You too.

Speaker speaker_3: That's it. That's the call, guys.