

## **Transcript: Justin**

**Mills-5775149941702656-6328593630937088**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, um, I, I would like to get a copy of my W-2 form. I, I lost it. I was wondering if I could get another copy? Um, now us at Benefits and a Card, we don't have access to tax information. I would reach out to your employer regarding that. Uh, okay. Well, I, I did and they, they told me to call this number. So I did. What we do is your health insurance. We don't deal with W-2s. Oh, yeah. Oh, okay. My bad. Yeah. I, I need that too 'cause I lost the, um, the paper of the insurance. I was wondering if I could get a copy too. So you were needing your ID cards? Uh, well, I, I need, um, like, approval that I had insurance this month that I've been with our agency. Okay, bear with me one second.

### **Conversation Format**

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

Speaker speaker\_1: Yeah, um, I, I would like to get a copy of my W-2 form. I, I lost it. I was wondering if I could get another copy?

Speaker speaker\_0: Um, now us at Benefits and a Card, we don't have access to tax information. I would reach out to your employer regarding that.

Speaker speaker\_1: Uh, okay. Well, I, I did and they, they told me to call this number. So I did.

Speaker speaker\_0: What we do is your health insurance. We don't deal with W-2s.

Speaker speaker\_1: Oh, yeah. Oh, okay. My bad. Yeah. I, I need that too 'cause I lost the, um, the paper of the insurance. I was wondering if I could get a copy too.

Speaker speaker\_0: So you were needing your ID cards?

Speaker speaker\_1: Uh, well, I, I need, um, like, approval that I had insurance this month that I've been with our agency.

Speaker speaker\_0: Okay, bear with me one second.