

## **Transcript: Malcolm**

**Nash-6227076189437952-5093671418642432**

### **Full Transcript**

... benefits and retirement. This is Malcolm, how can I help you? Hi. Um, I had your insurance through my employer, um, from September to December, and I've been trying to fill out my income taxes, and they're asking me for a Form 1095-A. You mind if I put you on a brief hold? Sure. Thank you. The market might ultimately- Hello? Hey, are you there, ma'am? Yes. So yeah, we wouldn't be able to provide you with that. You want to reach out to your employer directly. Okay. Um, okay. 'Cause they told me to reach out to you. But we don't do anything- Okay, can- Go ahead. Pardon me? I was gonna say- Oh, go ahead. ... we don't do anything but tax forms 'cause all we, we're just the plan administrator. All we do is get you enrolled or unenrolled from the coverage. We're not a carrier or anything like that. I know, but they need... I guess they need to know how much I paid, or, for the insurance. Like... See, but you're asking for a tax form, correct? Yeah. Yes. Well- Nevermind. We wouldn't have-

### **Conversation Format**

Speaker speaker\_0: ... benefits and retirement. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi. Um, I had your insurance through my employer, um, from September to December, and I've been trying to fill out my income taxes, and they're asking me for a Form 1095-A.

Speaker speaker\_0: You mind if I put you on a brief hold?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: The market might ultimately-

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hey, are you there, ma'am?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So yeah, we wouldn't be able to provide you with that. You want to reach out to your employer directly.

Speaker speaker\_1: Okay. Um, okay. 'Cause they told me to reach out to you.

Speaker speaker\_0: But we don't do anything-

Speaker speaker\_1: Okay, can-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Pardon me?

Speaker speaker\_0: I was gonna say-

Speaker speaker\_1: Oh, go ahead.

Speaker speaker\_0: ... we don't do anything but tax forms 'cause all we, we're just the plan administrator. All we do is get you enrolled or unenrolled from the coverage. We're not a carrier or anything like that.

Speaker speaker\_1: I know, but they need... I guess they need to know how much I paid, or, for the insurance. Like...

Speaker speaker\_0: See, but you're asking for a tax form, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yes. Well-

Speaker speaker\_1: Nevermind.

Speaker speaker\_0: We wouldn't have-