

## **Transcript: Pamela**

**Blanc-5028177077911552-4999200946831360**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes. Uh, I'm trying to get my 8692 forms, or 8962, whatever it is. I could not hear you, sir. Uh, I'm trying to get ahold of my 8692 forms for taxes. Okay. So we do not provide those. You need to contact your, um, agency. What state are you living? Mm-hmm. Uh, Indiana. No, we, we do not prov- provide those needs, sir. Uh, she had actually... This is weird. Uh, she actually gave me your number and told me that you guys did. Mm. Unfortunately not for your state, but I will go ahead and transfer you to the actual carrier. Maybe they are providing those s- forms for you. Yeah. For everything. I could do it. Yeah. Send it through, through security.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes. Uh, I'm trying to get my 8692 forms, or 8962, whatever it is.

Speaker speaker\_0: I could not hear you, sir.

Speaker speaker\_1: Uh, I'm trying to get ahold of my 8692 forms for taxes.

Speaker speaker\_0: Okay. So we do not provide those. You need to contact your, um, agency. What state are you living?

Speaker speaker\_1: Mm-hmm. Uh, Indiana.

Speaker speaker\_0: No, we, we do not prov- provide those needs, sir.

Speaker speaker\_1: Uh, she had actually... This is weird. Uh, she actually gave me your number and told me that you guys did.

Speaker speaker\_0: Mm. Unfortunately not for your state, but I will go ahead and transfer you to the actual carrier. Maybe they are providing those s- forms for you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: For everything.

Speaker speaker\_1: I could do it. Yeah. Send it through, through security.