

## Transcript: Pearl

**Rojas-4808028953165824-6474188232769536**

### Full Transcript

Good morning. Thank you for calling Benefits In A Card. My name is Pearl Hu, and who am I speaking with? This is Keith Lock. And how can I assist you? Uh, I never did receive my, uh, tax, uh, documents. I'm sorry, your tax documents? Yeah. Currently, I needed my healthcare, uh, for tax, for 2024's taxes. Um- Okay. What state are you living in? Yeah. Georgia. Georgia. The only state that we provide the 1095 for is Ma- uh, Massachusetts. Um, you have to speak to your staff at AGC about that form. Well, I contacted them, and they said to contact you. Yeah. Um, I'm not sure why they would say that. The on- like I said, the only state that we provide those 1095 forms for is Massachusetts. Hm. And why is that? So the- the provider does it for everybody else, for all the other states? Um, I'm not sure. I can transfer you over to the, to the insurance carrier and see if they can provide you information. But as far as us, we, um, we're just administrators. We don't provide those unless it's Massachusetts. Okay. All right. Yeah, if you want to transfer me over, that'd be all right. Do you know what plan do you have, that you have? How would I... It's a 90 Degree Benefits, um- 90, I'm sorry. That's- ... multi-plan. Okay, bear with me one moment while I get you over there. All right. And then you're gonna choose option one, okay? All right. 2663.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits In A Card. My name is Pearl Hu, and who am I speaking with?

Speaker speaker\_1: This is Keith Lock.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I never did receive my, uh, tax, uh, documents.

Speaker speaker\_0: I'm sorry, your tax documents?

Speaker speaker\_1: Yeah. Currently, I needed my healthcare, uh, for tax, for 2024's taxes. Um-

Speaker speaker\_0: Okay. What state are you living in?

Speaker speaker\_1: Yeah. Georgia.

Speaker speaker\_0: Georgia. The only state that we provide the 1095 for is Ma- uh, Massachusetts. Um, you have to speak to your staff at AGC about that form.

Speaker speaker\_1: Well, I contacted them, and they said to contact you.

Speaker speaker\_0: Yeah. Um, I'm not sure why they would say that. The on- like I said, the only state that we provide those 1095 forms for is Massachusetts.

Speaker speaker\_1: Hm. And why is that? So the- the provider does it for everybody else, for all the other states?

Speaker speaker\_0: Um, I'm not sure. I can transfer you over to the, to the insurance carrier and see if they can provide you information. But as far as us, we, um, we're just administrators. We don't provide those unless it's Massachusetts.

Speaker speaker\_1: Okay. All right. Yeah, if you want to transfer me over, that'd be all right.

Speaker speaker\_0: Do you know what plan do you have, that you have?

Speaker speaker\_1: How would I... It's a 90 Degree Benefits, um-

Speaker speaker\_0: 90, I'm sorry. That's-

Speaker speaker\_1: ... multi-plan.

Speaker speaker\_0: Okay, bear with me one moment while I get you over there.

Speaker speaker\_1: All right.

Speaker speaker\_0: And then you're gonna choose option one, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: 2663.