

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else wish to speak to us? Uh, I'm new. My name is Paul Sheets, ma'am. And, uh, um, I got a ques-... I need a, I guess, uh, tell me online about file for my income tax and I got insurance for HG staffing place. I guess I need the, uh, the asking for, um, the tax papers for my medical. Am I saying that right? Um, what state do you live in? Okay. Tennessee, ma'am. Let me get my daughter here. She's more about it than, than me, both of us. Mary, go online. Okay, what's it called, Mary? You need your, uh, taxes. Your 1095A form. 1095A form or something? Hmm, you would ha- I believe you'll have to speak to your staff at ESC about those. They told me to call you. No. The only, the only state that we provide the 1099 forms for is Massachusetts. Just... Okay, so do I really need it or is that just part with my, um, ta- tax form papers? I, I'm not sure. Me neither. Okay, I'll call them back and, uh, see what we can figure out here. All righty, I am sorry about that. You have a great day. You too, ma'am.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else wish to speak to us?

Speaker speaker_1: Uh, I'm new. My name is Paul Sheets, ma'am. And, uh, um, I got a ques-... I need a, I guess, uh, tell me online about file for my income tax and I got insurance for HG staffing place. I guess I need the, uh, the asking for, um, the tax papers for my medical. Am I saying that right?

Speaker speaker_0: Um, what state do you live in?

Speaker speaker_1: Okay. Tennessee, ma'am. Let me get my daughter here. She's more about it than, than me, both of us. Mary, go online. Okay, what's it called, Mary?

Speaker speaker_2: You need your, uh, taxes. Your 1095A form.

Speaker speaker_1: 1095A form or something?

Speaker speaker_0: Hmm, you would ha- I believe you'll have to speak to your staff at ESC about those.

Speaker speaker_1: They told me to call you.

Speaker speaker_0: No. The only, the only state that we provide the 1099 forms for is Massachusetts.

Speaker speaker_1: Just... Okay, so do I really need it or is that just part with my, um, ta- tax form papers?

Speaker speaker_0: I, I'm not sure.

Speaker speaker_1: Me neither. Okay, I'll call them back and, uh, see what we can figure out here.

Speaker speaker_0: All righty, I am sorry about that. You have a great day.

Speaker speaker_1: You too, ma'am.