

## **Transcript: Sara**

**Marulanda-6366649508642816-5555199458361344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sarah. May I have your name, please? Cari, C-A-R-I. Hello, Ms. Cari, how may I help you? Um, I was working for HD Staffing in, uh, Scottsville, Kentucky, um, at Sumitomo. And I had to quit and move to Louisville, and I never received my, uh, benefits card. So I was just wondering if there was any way I could give y'all an address and you guys could issue me a new one? Okay, hold on. Please, just say you're with HD. Yes, ma'am. Let me just... A minute please. H, G. HD Staffing. Okay. May I have the last four of your social? Uh, 0569. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Um, the address that I had with the card would've been, uh, 1750, uh, 1750 Old Bo... Wait. 1750 Bowling Green Road, Scottsville, Kentucky, Apartment A. Or- And your date of birth? My date of birth is 2/13/91. Email lane.cari or, yes, lane.cari- Yes, please. ... 1991@gmail.com? Yes, ma'am, that's correct. Phone number 502-537-5685? Yes, ma'am. Okay. Um, let me clarify this with you. You said that, um... What card are we talking about? W-what kind of card you say? Um, it's the money- It's a Medicare card? Um, it's, it's, uh, it's just the card that they're supposed to give you whenever you work for them, that your money... your paycheck goes on. It's the one that they issue. Ah, okay, okay. No, we are the healthcare administrators. Benefits NetCard is just for healthcare coverage. A KingCard. Oh, okay. Yes. Okay, thank you. I'm so sorry. No, no, no, don't worry about it. I mean, a lot of people get confused and it's, I mean, it makes sense. But, um, we just clarify. Is, uh, for healthcare coverage. You will need to contact a, um, HD HR department. Okay, okay. Thank you so much. You're more than welcome. Have a wonderful day, ma'am, and thank you for calling Benefits NetCard. Yes, ma'am.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sarah. May I have your name, please? Cari, C-A-R-I. Hello, Ms. Cari, how may I help you? Um, I was working for HD Staffing in, uh, Scottsville, Kentucky, um, at Sumitomo. And I had to quit and move to Louisville, and I never received my, uh, benefits card. So I was just wondering if there was any way I could give y'all an address and you guys could issue me a new one? Okay, hold on. Please, just say you're with HD. Yes, ma'am. Let me just... A minute please. H, G. HD Staffing. Okay. May I have the last four of your social? Uh, 0569. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Um, the address that I had with the card would've been, uh, 1750, uh, 1750 Old Bo... Wait. 1750 Bowling Green Road, Scottsville,

Kentucky, Apartment A. Or- And your date of birth? My date of birth is 2/13/'91. Email lane.cari or, yes, lane.cari- Yes, please. ... 1991@gmail.com? Yes, ma'am, that's correct. Phone number 502-537-5685? Yes, ma'am. Okay. Um, let me clarify this with you. You said that, um... What card are we talking about? W-what kind of card you say? Um, it's the money- It's a Medicare card? Um, it's, it's, uh, it's just the card that they're supposed to give you whenever you work for them, that your money... your paycheck goes on. It's the one that they issue. Ah, okay, okay. No, we are the healthcare administrators. Benefits NetCard is just for healthcare coverage. A KingCard. Oh, okay. Yes. Okay, thank you. I'm so sorry. No, no, no, don't worry about it. I mean, a lot of people get confused and it's, I mean, it makes sense. But, um, we just clarify. Is, uh, for healthcare coverage. You will need to contact a, um, HD HR department. Okay, okay. Thank you so much. You're more than welcome. Have a wonderful day, ma'am, and thank you for calling Benefits NetCard. Yes, ma'am.