

## **Transcript: Sara**

**Marulanda-6638756517036032-6222837923889152**

### **Full Transcript**

Thank you for calling Benefits in a Card. Thank you for call-- in a card. My name is Sarah. May I have your name please? Yes. Crystal Addison. Hello, Ms. Addison. How may I help you? Yes. I've been trying to get in touch with someone to change my banking information, and everybody keeps saying that they don't service the area that I work in. You said your banking information? Yeah, my banking, yes, 'cause my check or direct deposit- Oh. Okay, ma'am. I, I think you have the wrong number. We are the healthcare administrator. Oh, damn. We are Benefits in a Card. We're not, um, the staffing agency. I think you're working with a staffing agency. Yeah. Yeah. Yeah. I, uh, I've been getting the runaround for I don't know how long. All right. Thank you. Uh, you're more than welcome, ma'am. Have a great day.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Card. Thank you for call-- in a card. My name is Sarah. May I have your name please? Yes. Crystal Addison. Hello, Ms. Addison. How may I help you? Yes. I've been trying to get in touch with someone to change my banking information, and everybody keeps saying that they don't service the area that I work in. You said your banking information? Yeah, my banking, yes, 'cause my check or direct deposit- Oh. Okay, ma'am. I, I think you have the wrong number. We are the healthcare administrator. Oh, damn. We are Benefits in a Card. We're not, um, the staffing agency. I think you're working with a staffing agency. Yeah. Yeah. Yeah. I, uh, I've been getting the runaround for I don't know how long. All right. Thank you. Uh, you're more than welcome, ma'am. Have a great day.