In the month of April 2018, I suppose to have got $342.00 in food snap benefits, May 2018 $342.00 in the snap benefits, and June $342.00 in snap benefits. The months July 2018 benefits were issued, but I did not used all of my benefits that was supposed to have been given to me. I called Lonestar card services on August 01, 2018 spoke with Tamara ID:52013 she could not do anything but give me the last 10 transactions that could not help me at all to find out the problem that I was having. I then Spoke with Anna, Supervisor ID#; 202462, and she told me that I had to have the last 90 days mailed to me instead of emailed to me. I then was transferred back to Tamara ID#52013 to file an complaint form for incorrect amount balance on my benefit card. She then stated that she wrote the complaint for me, and told her that she could not do that, but she did anyway. I then asked to speak with another Supervisor Sue, ID#49062, she told me that they submitted the complaint and they did not have not ability to email me transactions history. She told me to call 211 for further information, and go on Yourtxbenefits.com. On August 01, 2018 I went up the Texas Human Service Department to Deborah Funches, Supervisor, which come to find out she was Assistance Supervisor that should have not made a diffience in helping me. I also spoke to Nancy Ha, EBT Clerk about transactions history and she try to tell me, but I need a printout of the transaction to see for myself. Where the problems with my benefits for the months listed. On August 02, 2018, went to the Texas Human Services Department spoke with Evadnee Garcia, Supervisor, tried to give here paperwork where I was admitted/discharged when my benefits was posted to my card, but she did not seem to want to see the paperwork at all. I also told her that I was transitional between places and needed emergency food stamps if she needed to investigate. She told me that she could not help me and turned me away. I also told her during the conversation that was against the law, but she did not care. We were interrupted by Pearlie Crain, Administrative Assistance, and she came in all disposition with I needed to leave and I was being loud, which I was not. I would like for this complaint to be forward to the investigation department for further actions to be taken. I need my food stamps as soon as possible.

|  |  |
| --- | --- |
| We received your question or complaint for Tara Sing. If we don't contact you within 3 work days, call us at 1-877-787-8999 (toll-free). You will need to give us the tracking number below. If you gave us your e-mail address, we will send this message to: tarasing@msn.com |  |

|  |  |  |
| --- | --- | --- |
|  | Tracking Number: | A08022018.0130160 |
|  | Texas Health and Human Services <HHSCOMB@hhsc.state.tx.us>  Reply all |  Today, 3:00 PM  tarasing@msn.com  This message has been marked as Confidential.  We received your question or complaint for Sing, Tara. If we don't contact you within 3 business days, call us at 1-877-787-8999 (toll-free). You will need to give us the tracking number below.  Tracking number: A08022018.0130160  Please don't reply to this e-mail. This is an automatic message.  If you have another question, or need to resubmit your question, go to <http://www.hhs.state.tx.us/OMB/contact.shtml>. | |