

## **Transcript: Francesca**

**Baez-4746689798520832-5474992930996224**

### **Full Transcript**

... has been forwarded to voicemail. Your call may be monitored or recorded by the following for interpretive services. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good morning, Mr. Calla. This is Francesca at FreeRx giving you a call regarding the issue that you had about the two charges into your account. Um, so once IT looked into it, they said for some reason the system was charging you for the membership itself as well as for the membership and the FreeRx itself. So there was two memberships in total being charged, one with Behavior Health and one with no Behavior Health. That was the reason why you saw it. We did an investigation. That's being taken care of at the moment to determine why it happened. As of right now, we have refunded you for the charge of one membership of just FreeRx, no Bene-... Behavior Health. Sorry. No Behavior Health, just the FreeRx. It should take 24 to 48 business hours for it to clear in your bank. In the event that you have any other needs, please feel free to give us a call back at 800-497-4856 or 888-837-3379 where we'd be more than happy to assist you. Thank you so much for listening to our message as well as for using FreeRx. Have a great day.

### **Conversation Format**

Speaker speaker\_0: ... has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded by the following for interpretive services.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good morning, Mr. Calla. This is Francesca at FreeRx giving you a call regarding the issue that you had about the two charges into your account. Um, so once IT looked into it, they said for some reason the system was charging you for the membership itself as well as for the membership and the FreeRx itself. So there was two memberships in total being charged, one with Behavior Health and one with no Behavior Health. That was the reason why you saw it. We did an investigation. That's being taken care of at the moment to determine why it happened. As of right now, we have refunded you for the charge of one membership of just FreeRx, no Bene-... Behavior Health. Sorry. No Behavior Health, just the FreeRx. It should take 24 to 48 business hours for it to clear in your bank. In the event that you have any other needs, please feel free to give us a call back at 800-497-4856 or

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