

Transcript: Francesca

Baez-5140375601201152-5362974428020736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in Your Cart calling on behalf of free Rx for Mr. David Extine. Is that how it's pronounced? Close enough, Extine. What's up? Yes, sir. Um, I was giving you a callback. I was with you yesterday trying to- Uh-huh. ... assist with the Q Rexa issue. And we got them to give you a call, but I wanted to call to make sure they did in fact contact you. Uh yeah, the lady, Rosanna, did contact me. Mm-hmm. And we worked out discrepancies between the care provider and the pharmacy. Okay. So- All right. Great. So for now it's all settled by, thank you. Understood. Yes sir. I do apologize for those inconvenience you had with the... of your prescriptions. I just wanted to make sure you were taken care of. No, she got a hold of me. Greatly appreciated it. All right. Of course. Well thank you for your patience with us and I hope you have a wonderful rest of your week. You too. Thank you so much. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in Your Cart calling on behalf of free Rx for Mr. David Extine. Is that how it's pronounced?

Speaker speaker_2: Close enough, Extine. What's up?

Speaker speaker_1: Yes, sir. Um, I was giving you a callback. I was with you yesterday trying to-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... assist with the Q Rexa issue. And we got them to give you a call, but I wanted to call to make sure they did in fact contact you.

Speaker speaker_2: Uh yeah, the lady, Rosanna, did contact me.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And we worked out discrepancies between the care provider and the pharmacy.

Speaker speaker_1: Okay.

Speaker speaker_2: So-

Speaker speaker_1: All right. Great.

Speaker speaker_2: So for now it's all settled by, thank you.

Speaker speaker_1: Understood. Yes sir. I do apologize for those inconvenience you had with the... of your prescriptions. I just wanted to make sure you were taken care of.

Speaker speaker_2: No, she got a hold of me. Greatly appreciated it.

Speaker speaker_1: All right. Of course. Well thank you for your patience with us and I hope you have a wonderful rest of your week.

Speaker speaker_2: You too. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.