

Transcript: Francesca

Baez-6026965848604672-5906188549668864

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with FreeRx. Looking to speak with Miss M. Kerner? Christina Kerner. Yes. Yes. Hello, ma'am. We were giving you a call because we needed to verify what is the correct email that's attached to your FreeRx membership currently. Oh, okay. You probably have the wrong one, but it- it should be christinakerner.ck@gmail.com. And that's the one that you use when you open your account, correct? Um, probably yes. I just signed up for the FreeRx recently. Yes, ma'am. So the reason we were asking is I know you had an issue with that sign up last month during March. Right. Due to that, it made a duplicate on our system, so we were just trying to figure out which is the one with the correct email so that we don't count out the incorrect one. Yes, the- the- the- the Chris0603- Mm-hmm. ... is- is, that email has been compromised. So that email can go away. All right. And that's not the one that you use to log in to your account, correct? I haven't logged into anything yet. But it would be the, it would be, it would be the christinakerner.ck@gmail.com. Okay. So you haven't had access at all since March to your FreeRx account online? I haven't tried. Okay. I'm gonna send- Because I just, I just, because I just, um, I don't know how, where I'm supposed to go for that, whether I, there- there's an app that there is, or what- what. Okay. Because I- I- I've never had the FreeRx before. I understand. So there's actually gonna be a website. What I'm gonna go ahead and do, Miss Kerner, is I'm gonna send to the Gmail that you verified, I'm gonna send for you an email with links as well as the steps of how you the registration to have access- Okay. ... to your FreeRx account, along with those benefit cards. Okay? Okay, great. Thank you. Of course. All right, and then I'll let them know to go ahead and get rid of the account that has the number twos in front of your emails. Okay. All right. So you are all set to go. You should be receiving that from information@freerx.com. Okay, great. Thank you. Of course. It was a pleasure. Thank you for taking my call. Have a great day. Okay, great. Thanks. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca with FreeRx. Looking to speak with Miss M. Kerner?

Speaker speaker_0: Christina Kerner. Yes.

Speaker speaker_2: Yes. Hello, ma'am. We were giving you a call because we needed to verify what is the correct email that's attached to your FreeRx membership currently.

Speaker speaker_0: Oh, okay. You probably have the wrong one, but it- it should be christinakerner.ck@gmail.com.

Speaker speaker_2: And that's the one that you use when you open your account, correct?

Speaker speaker_0: Um, probably yes. I just signed up for the FreeRx recently.

Speaker speaker_2: Yes, ma'am. So the reason we were asking is I know you had an issue with that sign up last month during March.

Speaker speaker_0: Right.

Speaker speaker_2: Due to that, it made a duplicate on our system, so we were just trying to figure out which is the one with the correct email so that we don't count out the incorrect one.

Speaker speaker_0: Yes, the- the- the- the Chris0603-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... is- is, that email has been compromised. So that email can go away.

Speaker speaker_2: All right. And that's not the one that you use to log in to your account, correct?

Speaker speaker_0: I haven't logged into anything yet. But it would be the, it would be, it would be the christinakerner.ck@gmail.com.

Speaker speaker_2: Okay. So you haven't had access at all since March to your FreeRx account online?

Speaker speaker_0: I haven't tried.

Speaker speaker_2: Okay. I'm gonna send-

Speaker speaker_0: Because I just, I just, because I just, um, I don't know how, where I'm supposed to go for that, whether I, there- there's an app that there is, or what- what.

Speaker speaker_2: Okay.

Speaker speaker_0: Because I- I- I've never had the FreeRx before.

Speaker speaker_2: I understand. So there's actually gonna be a website. What I'm gonna go ahead and do, Miss Kerner, is I'm gonna send to the Gmail that you verified, I'm gonna send for you an email with links as well as the steps of how you the registration to have access-

Speaker speaker_0: Okay.

Speaker speaker_2: ... to your FreeRx account, along with those benefit cards. Okay?

Speaker speaker_0: Okay, great. Thank you.

Speaker speaker_2: Of course. All right, and then I'll let them know to go ahead and get rid of the account that has the number twos in front of your emails.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. So you are all set to go. You should be receiving that from information@freerx.com.

Speaker speaker_0: Okay, great. Thank you.

Speaker speaker_2: Of course. It was a pleasure. Thank you for taking my call. Have a great day.

Speaker speaker_0: Okay, great. Thanks. Bye-bye.

Speaker speaker_2: Bye.