

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, Mr. Crandall. My name is Francesca with FreeRx Membership. We're giving you a call to inform you, while I have you on hold, that we're looking into your specific situation. Since you did lose the coverage involuntarily and you did not canceled it, they went ahead and cleared the history so that you get enrolled again. It will take roughly about an hour, give or take, for you to be able to enroll back in to that membership online. So given your time zone, that will roughly be hour o- 11:21. I would suggest trying to go back into it and enrolling around 1:00 PM. By then, it should be able to. If you have any issues, feel free to give us a call back. Hope you have a wonderful rest of your day, and thank you for your time today.

Conversation Format

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

Speaker speaker_1: At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Good afternoon, Mr. Crandall. My name is Francesca with FreeRx Membership. We're giving you a call to inform you, while I have you on hold, that we're looking into your specific situation. Since you did lose the coverage involuntarily and you did not canceled it, they went ahead and cleared the history so that you get enrolled again. It will take roughly about an hour, give or take, for you to be able to enroll back in to that membership online. So given your time zone, that will roughly be hour o- 11:21. I would suggest trying to go back into it and enrolling around 1:00 PM. By then, it should be able to. If you have any issues, feel free to give us a call back. Hope you have a wonderful rest of your day, and thank you for your time today.