

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, this is Malcolm with FreeRx. I heard you was having some issues? Yes, I am. But can I just go ahead and pay you, and, um, that way I'll have it took care of? So unfortunately we wouldn't be able to take payments over the phone, so I was going to see if I could help you walk through the process of getting enrolled. Okay. See if that'll help you. Okay, that'd be fine. Okay, so what was the issue? What was the main issue you were having, ma'am? I, I'll have to reopen it up. What it is, um, whenever I go to, uh, like here it says, "Select your plan." Mm-hmm. I want the \$29.99 plan. Mm-hmm. And I, uh, um, I don't want no behavior health plan. I don't want no ver- uh, virtual g- premium care program. I don't want that. Mm-hmm. So, I said I'm not interested. I can't, uh, can I add it later? Well, now I, uh, I put in my name and all that stuff. Let me redo this 'cause it went off. Hang on, what's your name? Virginia Scott. How do you spell that? Is that V- V- I- Is it spelled just like Virginia? Yeah, like the state Virginia. Yeah. V-I-R-G-I-N-I-A? Yes. And what's your last name? Scott. S-T-O-T-T. And what's your email? Scottvirginia67, um, @gmail.com. You said ScottVirginia... What was the numbers? 6, 7. @Gmail.com? Yeah. All right. So what, you said you were having some issue with the yellow? You said some yellow boxes? Yes. It says, like, uh, right there where it's got Scott, it's yellow. All right. So are you... Uh, so just a quick question. Are you doing this on your phone or are you doing this on the computer? A phone. So are you, do you have access to a computer? Nope. Okay. You said when it does, when it does the, when you put in your last name it says, it puts a yellow box? Yup. Okay. You mind if I put you on a brief hold? Nope. Thank you. Are you there, Ms. Scott? Yes. All right. So what, what web browser are you using to register? Are you... And also, are you doing it on a separate phone or are you doing it, like, on the same phone as you're talking to me on? I'm doing it on the same phone I'm talking to you. Right. 'Cause sometimes I know when, when the people... When you do it that way, it also... It causes issues 'cause the phone isn't, like, able to track both. Um, so you say you don't have access to... Would you possibly... Could you possibly try a different browser to do the enrollment? Well, um, I went to Google. I mean, I don't know. I don't know what you mean. All right. So the brows-... So what type of phone? Do you have a Android? A Apple phone? Apple. Okay. So Apple automatically comes with Safari. That's the de- default browser. They also offer you, like on the App Store, they have, like, the Google Chrome. They have- Yeah. ... Zoom. Like those are good. So maybe try Google Chrome and see if it help you with the login process and they take away that... So you said the yellow box comes when you put in your last name, and is that the only one? Yes. Did you all take Discovery cards to pay your payments? Uh, yes. Yes, we do. Well, when I put my debit card in there, it all turned yellow. But now when I put my, uh, Discovery in there, so it didn't turn yellow. It's just my last name that turns yellow. Uh, as soon as I put my last name in there, it turns yellow. So I don't know. Okay, let me see if

I can go to, uh... You want to go to the App Store and you just type in Google Chrome. That's a alt-... That's an, uh, alternate browser that you can use. Okay. And see if that will help you with what you need to do. I th-... What it was, what it is, I tried to get my inhaler this morning and they told me that it's gonna cost me about \$400 for one and \$300 for the other one. And I can't afford that, and I've been in a nervous wreck ever since. I understand. I'm trying to... I want to help you see if we can get that taken care of for you. Okay, thank you. What's the name of your medication? Tabreva handheld and, uh, let me... What's this other one? F-L-U-T-I-S-A-S-O-N-E-P-R-O-P-I-O-N-A-T-E, uh, two. It's a powder. 250 milligrams, 50 milligrams. Let's see. I must have it downloaded because it just said it's updated. Say that again, ma'am. I must have Google Chrome downloaded and it just said it's updated. Okay. You mind if I put you on a brief hold? Nope. Thank you. Are you there, Ms. Scott? Yes. All right. So I'm seeing where the issue is. So the issue is you're trying to make an account, and you've already made an account. I see it in the system. Oh, I did? Yes, ma'am. So at this point, you would just have to log in. Okay. And then- But I didn't know I made an account. It doesn't look like the payment went through, and that's... So you, you will still have to make that payment. Okay. Okay. Well, hmm. So I do see you have... Your email is to scottvirginia67. Yes. You remember, do you remember what password you made? If not, we can get the re- we can get the re- we can reset the whole process and get you re-enrolled. Does it say when I made the account? It was today. Oh, okay. Yeah. I know what the password, yes. Okay. So see if you can log in. Okay. So you wanna go to m- you wanna go to Member Login, and then you want to put- Oh. ... your username, which would be your email, and your password that you created. Okay. I have to go back to the beginning. I'm sorry. Oh, no. You're fine, ma'am. Uh, but that does, uh, I think that does rule out the browser, the browser being the issue. It looks like you just created an account, and you were trying to create another one, and that's why the field was going yellow, because the information that you were typing in was probably already in the system. Probably. And let me know if you're able to log in. Okay. I get nervous as I can be when I do this. Say that again, ma'am? I get very nervous. When you're l- when you're logging in? Yep. And if you're having trouble with your password, you can always request a new one be s- uh, a password reset email- Yeah. ... sent. I don't know why. You're saying the password's wrong? No, uh-uh. I don't know why. Uh, my payment didn't go through. So were you able to get into your account? No, it's making me pay for it. Yeah, because no payment went through on our end. It doesn't show that any payment was through. Right. So, but you are able to... you were able to log in, correct? You were able to see your account? Not yet. Not yet. What is it saying? I'm still trying to pay for it. So when you tried to log in, the screen... the login screen, it popped up you need to make a payment? Yep. See, I put in a Discovery Card and it still won't go through. I don't know why. Are you making sure the numbers are correct? Yes. I took a picture of it. Do you have any other cards that you could use? Yeah. But these two are the ones I'm gonna keep after I get the other ones paid off. Mm-hmm. And that's why I was wanting to use these. We take MasterCard, Visa, American Express and Discover. Okay. See, I, I even put my bank... uh, debit card in there and it wouldn't even take it yesterday. Early this morning. So are you aware that it does take 24 hours for the coverage to become active? That's one business day. Okay. So if you make the payment today, it will... your coverage will be active on Monday. "There is no coverage. Prior." Hmm. What is it? You got an error message? Yep. It says, "There is no coverage. Period." What do you mean there's no coverage? That's what it says. It says log in.

And I put my, uh, email address and my password and then it... a box popped up where it says, "Warning. There is no coverage. Period." Then a little purple box that... inside the purple box, the blue box, it says, "OK", and I clicked OK. I don't know what it's doing. Okay. So what I'm going to do, I'm going to go ahead and get your account deleted and we're going to restart the enrollment process. Is that, is that okay with you? Yeah. All right. Do you mind if I put you in a brief hold while I get that set up for you? Nope. Thank you. Is it because the payment ain't went through? What were you saying, ma'am? Sorry. Is it because the payment hasn't went through yet? I'm not sure what that means, to be honest. And it... you're s- and you're saying you're a-... you weren't... so when you log in, you're saying it says there's no plan. Correct? Yeah. There is no coverage. Period. P-E-R-I-O-D. There is no coverage period. Hmm. Down underneath that, there's a little purple box, a blue box, says OK. Up above the warning it's a circle with a quotation mark in it. I mean, I don't know. All right. So yeah, I'm gonna go ahead and get this, uh, enrollment process restarted. Mind if I put you in a brief hold? Nope. Thank you. Can you see the... where I put my... what's- I'm adding in. Can you see where I put my... uh, debit card, I mean my credit card in there? No, ma'am, I don't... I don't have access to that. Oh, okay. I'm going to put you on a brief hold while I can get... so I can get your account reset. Okay. Yeah. How you doing, Ms. Scott? Yes. All right. Could you- So, could you do me a favor? Can you see if the, if money was taken out of your bank account? Just we just want to make sure no money was taken from you. Let me check. Okay. I don't think I've ever had this much trouble before. I don't see it. So nothing, nothing's been taken out of your bank account yet? No. Nope. All right. You mind if I put you on beep hold again? Nope. Thank you. All right. So I do want to make sure, Ms. Scott, you say you tried... How many cards have you tried at this point? Two cards? Did you check, did you check both of them to make sure there wasn't money deducted? I've tried three cards. And you checked all three to make sure neither one of them got deducted? No, I don't know how to check my Discover cards to see if they just got pa- out of them. All right. We'll put you on beep holding then. Is that okay if I put you on beep hold again? Yes. Yeah, sure. Thank you. Are you there, Ms. Virginia? Yes. All right, so we were able to get your account deleted. So we're gonna, I'm gonna walk you through the enrollment process again. Okay. So you said you just want the 29.99 individual plan, correct? Yeah. All right, so you wanna go through the whole... You wanna go through the pro- do you want me to do it for you or you wanna go through the process? Yes, you can do it for me! That'd be highly, highly appreciated. All right. So Virginia Scott. All right. All right, so what would password, what is the password you would wanna use? Can we just set up one and then I can change it? Yes, ma'am. Of course. Okay. You just pick me out with one and then I'll change it, um, whenever I get into it. Okay. All right, so it's gonna be #Scott123. With a capital S, 123. Okay. Okay. All right. Then I'm just gonna need the card that you wanna use. Okay. And you just give me the information whenever you're ready. I don't... Oh, no. Let me look again. I am so ignorant. I'm in nervous wreck over this. I understand. I apologize, ma'am. I'm trying to help you as much as possible, make this easy. I know. I'm sorry. I, I just get in a nervous wreck whenever I can't get this, get it to work. Dang. I just can't get it. Okay. We'll try this one. 6011. Mm-hmm. 0044- Mm-hmm. 7669. Mm-hmm. 9299. And expiration date? 02 27. And the three, and the three-digit code. 033. All right. Now I just wanna confirm your email is scottvirginia67@gmail.com, correct? Yes. All right. See, Aviante CIN retry counter. What? #Scott123. Listen, give me one moment. It's still sending. Okay. I just wanted to write that down so I wouldn't forget it. You mind if I put you on brief hold? Nope. Thank you. Unless you

get that exact same number. Are you there, Ms. Scott? Hello? Are you there, Ms. Scott? Are you there, Ms. Scott? Yeah. I'm sorry. All right, so you heard the email you should get. You should be able to log in now. Okay. Did you get it fixed? I was able to log in and see your ID cards and everything, so I just wanted to confirm that you were able to as well. Would you do that for me? Yep, I sure will. I'll try my best. That's all I can do, sir. Well, I appreciate it. So yeah, the email will be scottvirginia67@gmail.com, and the password is the one I sent for you, and once you log in you will be able to go in and change that password. Well, this says "payment information." Say that again? It's wanting my payment. It shouldn't- It shouldn't have... shouldn't be asking for that. You want to close the browser and start over? Because I just logged in- I, I just clicked "logged in." And I was just able to log in, and they never asked for a payment. Pa... word's incorrect. So it's #Scott123. Right. Yeah. Like the number sign. Oh, okay. Hold on. Let me find that on my phone. So if it's on a iPhone, maybe- I found it. Okay. It still says it, it's wrong. So are you typing in your email correctly? Is it ScottVirginia67@gmail.com? Yeah. And then #Scott123? Yeah. The number sign, correct? Yes, ma'am. It's like two lines down, two lines across. Right. And then it's capital S. Yes, ma'am. SCOTT123. SCOTT123. Log in. And- There's no coverage, period. Hmm. That might be, it might be a, a phone issue then because on my end I was able to log in fine and see your ID cards and everything. Huh. Let me... I'll just play with this all day and if I can't get it, I'll call you back tomorrow. Will y'all be open tomorrow? No, ma'am. We'll be open on Monday. We're closed on the weekends. Okay. I'll play with this all weekend and if I can't get it open, I... Surely by Monday y'all will have my payment, wouldn't you? Yes, ma'am. I mean, like I said- Okay. ... I was able, I was able to access it on my end. What I recommend is maybe trying a different phone or m- maybe going to a computer if you have access to it, because I want... I was able to log in perfectly fine on my end on the computer. Okay. Well, maybe I can get it going right here in a little bit. Yes, ma'am. So again, your email is... So y- are you capitalizing the S in your email or no? 'Cause it's not capital. The S in- No. No. It's all small letters. Yes, ma'am. So it's scottvirginia67@gmail.com. Yes. Yes. Okay. Yeah, I just wanted to make sure all the information we had. Yeah, on our end you're, I'm, able to log in fine, so maybe it's just from your phone? If you have an- If that's not changed... I might have to get my iPad and do it, but I don't know. Are you able to use your iPad right now? No, I don't have it here with me. Okay. So yeah, just, if anything, if you're not able to figure it out by the weekend, just give us a call back on Monday. Okay. And you can re... If you want, you can request for me personally as Malcolm, and I'll be able to see if I can help you with that issue. Okay. Thank you. No problem. Was there anything else I can help you with today, Ms. Scott? Nope, that's all. All right. Well, thanks for calling with Free Rx. I hope you have a great weekend. You too. May God bless you. Likewise, thank you. Mm-hmm. Uh-huh. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, this is Malcolm with FreeRx. I heard you was having some issues?

Speaker speaker_2: Yes, I am. But can I just go ahead and pay you, and, um, that way I'll have it took care of?

Speaker speaker_1: So unfortunately we wouldn't be able to take payments over the phone, so I was going to see if I could help you walk through the process of getting enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: See if that'll help you.

Speaker speaker_2: Okay, that'd be fine.

Speaker speaker_1: Okay, so what was the issue? What was the main issue you were having, ma'am?

Speaker speaker_2: I, I'll have to reopen it up. What it is, um, whenever I go to, uh, like here it says, "Select your plan."

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I want the \$29.99 plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I, uh, um, I don't want no behavior health plan. I don't want no ver-uh, virtual g- premium care program. I don't want that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I said I'm not interested. I can't, uh, can I add it later? Well, now I, uh, I put in my name and all that stuff. Let me redo this 'cause it went off.

Speaker speaker_1: Hang on, what's your name?

Speaker speaker_2: Virginia Scott.

Speaker speaker_1: How do you spell that? Is that V-

Speaker speaker_2: V- I-

Speaker speaker_1: Is it spelled just like Virginia?

Speaker speaker_2: Yeah, like the state Virginia. Yeah.

Speaker speaker_1: V-I-R-G-I-N-I-A?

Speaker speaker_2: Yes.

Speaker speaker_1: And what's your last name?

Speaker speaker_2: Scott. S-T-O-T-T.

Speaker speaker_1: And what's your email?

Speaker speaker_2: Scottvirginia67, um, @gmail.com.

Speaker speaker_1: You said ScottVirginia... What was the numbers?

Speaker speaker_2: 6, 7.

Speaker speaker_1: @Gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So what, you said you were having some issue with the yellow? You said some yellow boxes?

Speaker speaker_2: Yes. It says, like, uh, right there where it's got Scott, it's yellow.

Speaker speaker_1: All right. So are you... Uh, so just a quick question. Are you doing this on your phone or are you doing this on the computer?

Speaker speaker_2: A phone.

Speaker speaker_1: So are you, do you have access to a computer?

Speaker speaker_2: Nope.

Speaker speaker_1: Okay. You said when it does, when it does the, when you put in your last name it says, it puts a yellow box?

Speaker speaker_2: Yup.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you. Are you there, Ms. Scott?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So what, what web browser are you using to register? Are you... And also, are you doing it on a separate phone or are you doing it, like, on the same phone as you're talking to me on?

Speaker speaker_2: I'm doing it on the same phone I'm talking to you.

Speaker speaker_1: Right. 'Cause sometimes I know when, when the people... When you do it that way, it also... It causes issues 'cause the phone isn't, like, able to track both. Um, so you say you don't have access to... Would you possibly... Could you possibly try a different browser to do the enrollment?

Speaker speaker_2: Well, um, I went to Google. I mean, I don't know. I don't know what you mean.

Speaker speaker_1: All right. So the brows-... So what type of phone? Do you have a Android? A Apple phone?

Speaker speaker_2: Apple.

Speaker speaker_1: Okay. So Apple automatically comes with Safari. That's the de- default browser. They also offer you, like on the App Store, they have, like, the Google Chrome. They have-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... Zoom. Like those are good. So maybe try Google Chrome and see if it help you with the login process and they take away that... So you said the yellow box comes when you put in your last name, and is that the only one?

Speaker speaker_2: Yes. Did you all take Discovery cards to pay your payments?

Speaker speaker_1: Uh, yes. Yes, we do.

Speaker speaker_2: Well, when I put my debit card in there, it all turned yellow. But now when I put my, uh, Discovery in there, so it didn't turn yellow. It's just my last name that turns yellow. Uh, as soon as I put my last name in there, it turns yellow. So I don't know. Okay, let me see if I can go to, uh...

Speaker speaker_1: You want to go to the App Store and you just type in Google Chrome. That's a alt-... That's an, uh, alternate browser that you can use.

Speaker speaker_2: Okay.

Speaker speaker_1: And see if that will help you with what you need to do.

Speaker speaker_2: I th-... What it was, what it is, I tried to get my inhaler this morning and they told me that it's gonna cost me about \$400 for one and \$300 for the other one. And I can't afford that, and I've been in a nervous wreck ever since.

Speaker speaker_1: I understand. I'm trying to... I want to help you see if we can get that taken care of for you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: What's the name of your medication?

Speaker speaker_2: Tabreva handheld and, uh, let me... What's this other one? F-L-U-T-I-S-A-S-O-N-E-P-R-O-P-I-O-N-A-T-E, uh, two. It's a powder. 250 milligrams, 50 milligrams.

Speaker speaker_1: Let's see.

Speaker speaker_2: I must have it downloaded because it just said it's updated.

Speaker speaker_1: Say that again, ma'am.

Speaker speaker_2: I must have Google Chrome downloaded and it just said it's updated.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you. Are you there, Ms. Scott?

Speaker speaker_3: Yes.

Speaker speaker_1: All right. So I'm seeing where the issue is. So the issue is you're trying to make an account, and you've already made an account. I see it in the system.

Speaker speaker_3: Oh, I did?

Speaker speaker_1: Yes, ma'am. So at this point, you would just have to log in.

Speaker speaker_3: Okay.

Speaker speaker_1: And then-

Speaker speaker_3: But I didn't know I made an account.

Speaker speaker_1: It doesn't look like the payment went through, and that's... So you, you will still have to make that payment.

Speaker speaker_3: Okay. Okay. Well, hmm.

Speaker speaker_1: So I do see you have... Your email is to scottvirginia67.

Speaker speaker_3: Yes.

Speaker speaker_1: You remember, do you remember what password you made? If not, we can get the re- we can get the re- we can reset the whole process and get you re-enrolled.

Speaker speaker_3: Does it say when I made the account?

Speaker speaker_1: It was today.

Speaker speaker_3: Oh, okay. Yeah. I know what the password, yes.

Speaker speaker_1: Okay. So see if you can log in.

Speaker speaker_3: Okay.

Speaker speaker_1: So you wanna go to m- you wanna go to Member Login, and then you want to put-

Speaker speaker_3: Oh.

Speaker speaker_1: ... your username, which would be your email, and your password that you created.

Speaker speaker_3: Okay. I have to go back to the beginning. I'm sorry.

Speaker speaker_1: Oh, no. You're fine, ma'am. Uh, but that does, uh, I think that does rule out the browser, the browser being the issue. It looks like you just created an account, and you were trying to create another one, and that's why the field was going yellow, because the information that you were typing in was probably already in the system.

Speaker speaker_3: Probably.

Speaker speaker_1: And let me know if you're able to log in.

Speaker speaker_3: Okay. I get nervous as I can be when I do this.

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_3: I get very nervous.

Speaker speaker_1: When you're I- when you're logging in?

Speaker speaker_3: Yep.

Speaker speaker_1: And if you're having trouble with your password, you can always request a new one be s- uh, a password reset email-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... sent.

Speaker speaker_2: I don't know why.

Speaker speaker_1: You're saying the password's wrong?

Speaker speaker_2: No, uh-uh. I don't know why. Uh, my payment didn't go through.

Speaker speaker_1: So were you able to get into your account?

Speaker speaker_2: No, it's making me pay for it.

Speaker speaker_1: Yeah, because no payment went through on our end. It doesn't show that any payment was through.

Speaker speaker_2: Right.

Speaker speaker_1: So, but you are able to... you were able to log in, correct? You were able to see your account?

Speaker speaker_2: Not yet. Not yet.

Speaker speaker_1: What is it saying?

Speaker speaker_2: I'm still trying to pay for it.

Speaker speaker_1: So when you tried to log in, the screen... the login screen, it popped up you need to make a payment?

Speaker speaker_2: Yep. See, I put in a Discovery Card and it still won't go through. I don't know why.

Speaker speaker_1: Are you making sure the numbers are correct?

Speaker speaker_2: Yes. I took a picture of it.

Speaker speaker_1: Do you have any other cards that you could use?

Speaker speaker_2: Yeah. But these two are the ones I'm gonna keep after I get the other ones paid off.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And that's why I was wanting to use these.

Speaker speaker_1: We take MasterCard, Visa, American Express and Discover.

Speaker speaker_2: Okay. See, I, I even put my bank... uh, debit card in there and it wouldn't even take it yesterday. Early this morning.

Speaker speaker_1: So are you aware that it does take 24 hours for the coverage to become active? That's one business day.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you make the payment today, it will... your coverage will be active on Monday.

Speaker speaker_2: "There is no coverage. Prior." Hmm.

Speaker speaker_1: What is it? You got an error message?

Speaker speaker_2: Yep. It says, "There is no coverage. Period."

Speaker speaker_1: What do you mean there's no coverage?

Speaker speaker_2: That's what it says. It says log in. And I put my, uh, email address and my password and then it... a box popped up where it says, "Warning. There is no coverage. Period." Then a little purple box that... inside the purple box, the blue box, it says, "OK", and I clicked OK. I don't know what it's doing.

Speaker speaker_1: Okay. So what I'm going to do, I'm going to go ahead and get your account deleted and we're going to restart the enrollment process. Is that, is that okay with you?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Do you mind if I put you in a brief hold while I get that set up for you?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you.

Speaker speaker_2: Is it because the payment ain't went through?

Speaker speaker_1: What were you saying, ma'am? Sorry.

Speaker speaker_2: Is it because the payment hasn't went through yet?

Speaker speaker_1: I'm not sure what that means, to be honest. And it... you're s- and you're saying you're a... you weren't... so when you log in, you're saying it says there's no plan. Correct?

Speaker speaker_2: Yeah. There is no coverage. Period. P-E-R-I-O-D.

Speaker speaker_1: There is no coverage period. Hmm.

Speaker speaker_2: Down underneath that, there's a little purple box, a blue box, says OK. Up above the warning it's a circle with a quotation mark in it. I mean, I don't know.

Speaker speaker_1: All right. So yeah, I'm gonna go ahead and get this, uh, enrollment process restarted. Mind if I put you in a brief hold?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you.

Speaker speaker_2: Can you see the... where I put my... what's-

Speaker speaker_1: I'm adding in.

Speaker speaker_2: Can you see where I put my... uh, debit card, I mean my credit card in there?

Speaker speaker_1: No, ma'am, I don't... I don't have access to that.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I'm going to put you on a brief hold while I can get... so I can get your account reset.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. How you doing, Ms. Scott?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Could you- So, could you do me a favor? Can you see if the, if money was taken out of your bank account? Just we just want to make sure no money was taken from you.

Speaker speaker_2: Let me check.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't think I've ever had this much trouble before. I don't see it.

Speaker speaker_1: So nothing, nothing's been taken out of your bank account yet?

Speaker speaker_2: No. Nope.

Speaker speaker_1: All right. You mind if I put you on beep hold again?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you. All right. So I do want to make sure, Ms. Scott, you say you tried... How many cards have you tried at this point? Two cards? Did you check, did you check both of them to make sure there wasn't money deducted?

Speaker speaker_2: I've tried three cards.

Speaker speaker_1: And you checked all three to make sure neither one of them got deducted?

Speaker speaker_2: No, I don't know how to check my Discover cards to see if they just got pa- out of them.

Speaker speaker_1: All right. We'll put you on beep holding then. Is that okay if I put you on beep hold again?

Speaker speaker_2: Yes. Yeah, sure.

Speaker speaker_1: Thank you. Are you there, Ms. Virginia?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so we were able to get your account deleted. So we're gonna, I'm gonna walk you through the enrollment process again.

Speaker speaker_2: Okay.

Speaker speaker_1: So you said you just want the 29.99 individual plan, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so you wanna go through the whole... You wanna go through the pro- do you want me to do it for you or you wanna go through the process?

Speaker speaker_2: Yes, you can do it for me! That'd be highly, highly appreciated.

Speaker speaker_1: All right. So Virginia Scott. All right. All right, so what would password, what is the password you would wanna use?

Speaker speaker_2: Can we just set up one and then I can change it?

Speaker speaker_1: Yes, ma'am. Of course.

Speaker speaker_2: Okay. You just pick me out with one and then I'll change it, um, whenever I get into it.

Speaker speaker_1: Okay. All right, so it's gonna be #Scott123. With a capital S, 123.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. Then I'm just gonna need the card that you wanna use.

Speaker speaker_2: Okay.

Speaker speaker_1: And you just give me the information whenever you're ready.

Speaker speaker_2: I don't... Oh, no. Let me look again. I am so ignorant. I'm in nervous wreck over this.

Speaker speaker_1: I understand. I apologize, ma'am. I'm trying to help you as much as possible, make this easy.

Speaker speaker_2: I know. I'm sorry. I, I just get in a nervous wreck whenever I can't get this, get it to work. Dang. I just can't get it. Okay. We'll try this one. 6011.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 0044- Mm-hmm. 7669.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 9299.

Speaker speaker_1: And expiration date?

Speaker speaker_2: 02 27.

Speaker speaker_1: And the three, and the three-digit code.

Speaker speaker_2: 033.

Speaker speaker_1: All right. Now I just wanna confirm your email is scottvirginia67@gmail.com, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. See, Aviante CIN retry counter. What?

Speaker speaker_2: #Scott123.

Speaker speaker_1: Listen, give me one moment. It's still sending.

Speaker speaker_2: Okay. I just wanted to write that down so I wouldn't forget it.

Speaker speaker_1: You mind if I put you on brief hold?

Speaker speaker_2: Nope.

Speaker speaker_1: Thank you.

Speaker speaker_2: Unless you get that exact same number.

Speaker speaker_1: Are you there, Ms. Scott? Hello? Are you there, Ms. Scott? Are you there, Ms. Scott?

Speaker speaker_2: Yeah. I'm sorry.

Speaker speaker_1: All right, so you heard the email you should get. You should be able to log in now.

Speaker speaker_2: Okay. Did you get it fixed?

Speaker speaker_1: I was able to log in and see your ID cards and everything, so I just wanted to confirm that you were able to as well. Would you do that for me?

Speaker speaker_2: Yep, I sure will. I'll try my best. That's all I can do, sir.

Speaker speaker_1: Well, I appreciate it. So yeah, the email will be scottvirginia67@gmail.com, and the password is the one I sent for you, and once you log in you will be able to go in and change that password.

Speaker speaker_2: Well, this says "payment information."

Speaker speaker_1: Say that again?

Speaker speaker_2: It's wanting my payment. It shouldn't-

Speaker speaker_1: It shouldn't have... shouldn't be asking for that. You want to close the browser and start over? Because I just logged in-

Speaker speaker_2: I, I just clicked "logged in."

Speaker speaker_1: And I was just able to log in, and they never asked for a payment.

Speaker speaker_2: Pa... word's incorrect.

Speaker speaker_1: So it's #Scott123.

Speaker speaker_2: Right. Yeah.

Speaker speaker_1: Like the number sign.

Speaker speaker_2: Oh, okay. Hold on. Let me find that on my phone.

Speaker speaker_1: So if it's on a iPhone, maybe-

Speaker speaker_2: I found it.

Speaker speaker_1: Okay.

Speaker speaker_2: It still says it, it's wrong.

Speaker speaker_1: So are you typing in your email correctly? Is it ScottVirginia67@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then #Scott123?

Speaker speaker_2: Yeah. The number sign, correct?

Speaker speaker_1: Yes, ma'am. It's like two lines down, two lines across.

Speaker speaker_2: Right. And then it's capital S.

Speaker speaker_1: Yes, ma'am. SCOTT123.

Speaker speaker_2: SCOTT123. Log in.

Speaker speaker_1: And-

Speaker speaker_2: There's no coverage, period.

Speaker speaker_1: Hmm. That might be, it might be a, a phone issue then because on my end I was able to log in fine and see your ID cards and everything.

Speaker speaker_2: Huh. Let me... I'll just play with this all day and if I can't get it, I'll call you back tomorrow. Will y'all be open tomorrow?

Speaker speaker_1: No, ma'am. We'll be open on Monday. We're closed on the weekends.

Speaker speaker_2: Okay. I'll play with this all weekend and if I can't get it open, I... Surely by Monday y'all will have my payment, wouldn't you?

Speaker speaker_1: Yes, ma'am. I mean, like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I was able, I was able to access it on my end. What I recommend is maybe trying a different phone or m- maybe going to a computer if you have access to it, because I want... I was able to log in perfectly fine on my end on the computer.

Speaker speaker_2: Okay. Well, maybe I can get it going right here in a little bit.

Speaker speaker_1: Yes, ma'am. So again, your email is... So y- are you capitalizing the S in your email or no? 'Cause it's not capital. The S in-

Speaker speaker_2: No. No. It's all small letters.

Speaker speaker_1: Yes, ma'am. So it's scottvirginia67@gmail.com.

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. Yeah, I just wanted to make sure all the information we had. Yeah, on our end you're, I'm, able to log in fine, so maybe it's just from your phone? If you have an-

Speaker speaker_2: If that's not changed... I might have to get my iPad and do it, but I don't know.

Speaker speaker_1: Are you able to use your iPad right now?

Speaker speaker_2: No, I don't have it here with me.

Speaker speaker_1: Okay. So yeah, just, if anything, if you're not able to figure it out by the weekend, just give us a call back on Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: And you can re... If you want, you can request for me personally as Malcolm, and I'll be able to see if I can help you with that issue.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Ms. Scott?

Speaker speaker_2: Nope, that's all.

Speaker speaker_1: All right. Well, thanks for calling with Free Rx. I hope you have a great weekend.

Speaker speaker_2: You too. May God bless you.

Speaker speaker_1: Likewise, thank you.

Speaker speaker_2: Mm-hmm. Uh-huh. Bye-bye.

Speaker speaker_1: Bye.