

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? Yes, ma'am. This is my third time calling up here, trying to get in touch with the phar- um, my pharmacy, America's Pharmacy Source? And I keep getting sent to other pharmacies. Let me... Are, are you on, enrolled with FreeRx? Yes. And what is the, the, that you need with the pharmacy so I could, uh... I need my prescriptions refilled. Okay. I called several weeks ago to get 'em refilled. I haven't received them and all their phone numbers are all recordings. Okay. Bear with me. Let me see if I can get the right information for you. Okay, thank you. Sure.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. This is my third time calling up here, trying to get in touch with the phar- um, my pharmacy, America's Pharmacy Source? And I keep getting sent to other pharmacies.

Speaker speaker_1: Let me... Are, are you on, enrolled with FreeRx?

Speaker speaker_2: Yes.

Speaker speaker_1: And what is the, the, that you need with the pharmacy so I could, uh...

Speaker speaker_2: I need my prescriptions refilled.

Speaker speaker_1: Okay.

Speaker speaker_2: I called several weeks ago to get 'em refilled. I haven't received them and all their phone numbers are all recordings.

Speaker speaker_1: Okay. Bear with me. Let me see if I can get the right information for you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Sure.