

## **Transcript: Chris Sofield (deactivated)-4578441525510144-5937138591907840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Troy Barker? Yeah, this is Troy. Hey, Troy, this is Chris over at FreeRx again. Hey, Chris. Hey, uh, before we continue, calls being recorded for quality assurance and training purposes. I've been notified by our IT and back office teams that the re-... that there was no problem with starting that refund process for you. We've gone ahead and done that through on our side. Exactly when the refund should hit will be dependent on your financial institution, so just... I would, I would suggest getting in contact with your bank to see exactly how long that would take. But they should go straight back to your account. Okay. And then what's the refund? Like, is there an ID number, amount or anything? Uh, let me see if I can get that information. One moment. One... Looks like that would be three payments of 29.99, so that would be a total of 89.97. Okay. Cool. All right. Anything el- You guys have stuff for me? Nope? All right, then. Well, thanks for taking the time to speak with me. Have a good day. You too. Bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Can I speak with Troy Barker?

Speaker speaker\_2: Yeah, this is Troy.

Speaker speaker\_1: Hey, Troy, this is Chris over at FreeRx again.

Speaker speaker\_2: Hey, Chris.

Speaker speaker\_1: Hey, uh, before we continue, calls being recorded for quality assurance and training purposes. I've been notified by our IT and back office teams that the re-... that there was no problem with starting that refund process for you. We've gone ahead and done that through on our side. Exactly when the refund should hit will be dependent on your financial institution, so just... I would, I would suggest getting in contact with your bank to see exactly how long that would take. But they should go straight back to your account.

Speaker speaker\_2: Okay. And then what's the refund? Like, is there an ID number, amount or anything?

Speaker speaker\_1: Uh, let me see if I can get that information. One moment. One... Looks like that would be three payments of 29.99, so that would be a total of 89.97.

Speaker speaker\_2: Okay. Cool.

Speaker speaker\_1: All right. Anything el-

Speaker speaker\_2: You guys have stuff for me? Nope?

Speaker speaker\_1: All right, then. Well, thanks for taking the time to speak with me. Have a good day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye now.