

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi. I'm just having trouble getting my refill for my medication. I just called a few minutes ago and they told me to call Curexa Pharmacy, and I just called them and they don't even have a profile for me at Curexa so I'm trying to figure out what do I need to do to get my refill? Okay. Um, for that you may need to get in touch with FreeRx because of a... I know that Curexa's one of their fulfillment pharmacies. Uh, let me know when you're ready. I can give you FreeRx's number if you need it. Sure, I'm ready. It's going to be 888-837-3379. Thank you so much. You're welcome. Have a good day. You too. Bye-bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi. I'm just having trouble getting my refill for my medication. I just called a few minutes ago and they told me to call Curexa Pharmacy, and I just called them and they don't even have a profile for me at Curexa so I'm trying to figure out what do I need to do to get my refill?

Speaker speaker\_1: Okay. Um, for that you may need to get in touch with FreeRx because of a... I know that Curexa's one of their fulfillment pharmacies. Uh, let me know when you're ready. I can give you FreeRx's number if you need it.

Speaker speaker\_2: Sure, I'm ready.

Speaker speaker\_1: It's going to be 888-837-3379.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.