

## Transcript: Pearl

**Rojas-4828977171578880-5946859615993856**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling FreeRx. This is Priscilla, who am I speaking with? Uh, Corey Hrobowski. Um, can you spell your last name for me? H-R-O-B-O-W-S-K-I. One moment. And what is your date of birth? August 19th, 1998. So the first letter of your last name is H as in house? Yes. Okay, I just wanna be sure of that. So H-R-O is the first three letters. Is that correct? Yes. Are you the primary of this account? Or you are the parent or spouse or someone else that's a dependent? Uh, I'm primary. Um, let's try another option because I can't find you here in the system. Beg your pardon. Uh, what is your ZIP code? 46350. One moment. And the first name one more time. Corion. C-O-R-Y-O-N-N-E. Thank you. Okay. Um, can you verify your address for security purposes, the add- um, that address that has the ZIP code of 46350? 1083 East State Road 2, Laporte, Indiana, 46350. Thank you. All right. And in case I called you off, what's your phone number? Uh, hold on one second. Mm-hmm. It's gonna be 219-608-2761. Okay. And how may I assist you today? Uh, I was just... I had a call with the phys- A doctor? ... the physician. Mm-hmm. I'm sorry? Go ahead. And the call- I was listening. The doctor- ... call just disconnected. Okay. Yeah. I'll go ahead and have them to give you a call back, okay? And the phone number you gave- Oh. ... is the 219-608-2761. Correct? Yes. We'll have them to give you a call back. Is there any- Okay. You don't have any unknown number block or 800 block on the phone? It's just that the call disconnected, right? No. Okay. All right. We'll have them to give you a call back. All right. Thank you. You're welcome. Bye.

### Conversation Format

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

Speaker speaker\_1: Thank you for calling FreeRx. This is Priscilla, who am I speaking with?

Speaker speaker\_2: Uh, Corey Hrobowski.

Speaker speaker\_1: Um, can you spell your last name for me?

Speaker speaker\_2: H-R-O-B-O-W-S-K-I.

Speaker speaker\_1: One moment. And what is your date of birth?

Speaker speaker\_2: August 19th, 1998.

Speaker speaker\_1: So the first letter of your last name is H as in house?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, I just wanna be sure of that. So H-R-O is the first three letters. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Are you the primary of this account? Or you are the parent or spouse or someone else that's a dependent?

Speaker speaker\_2: Uh, I'm primary.

Speaker speaker\_1: Um, let's try another option because I can't find you here in the system. Beg your pardon. Uh, what is your ZIP code?

Speaker speaker\_2: 46350.

Speaker speaker\_1: One moment. And the first name one more time.

Speaker speaker\_2: Corion. C-O-R-Y-O-N-N-E.

Speaker speaker\_1: Thank you. Okay. Um, can you verify your address for security purposes, the add- um, that address that has the ZIP code of 46350?

Speaker speaker\_2: 1083 East State Road 2, Laporte, Indiana, 46350.

Speaker speaker\_1: Thank you. All right. And in case I called you off, what's your phone number?

Speaker speaker\_2: Uh, hold on one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: It's gonna be 219-608-2761.

Speaker speaker\_1: Okay. And how may I assist you today?

Speaker speaker\_2: Uh, I was just... I had a call with the phys-

Speaker speaker\_1: A doctor?

Speaker speaker\_2: ... the physician.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: And the call-

Speaker speaker\_1: I was listening. The doctor-

Speaker speaker\_2: ... call just disconnected.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I'll go ahead and have them to give you a call back, okay? And the phone number you gave-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... is the 219-608-2761. Correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: We'll have them to give you a call back. Is there any-

Speaker speaker\_2: Okay.

Speaker speaker\_1: You don't have any unknown number block or 800 block on the phone? It's just that the call disconnected, right?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. All right. We'll have them to give you a call back.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Bye.