

Transcript: VICTORIA

Taylor-6508309996584960-4567767821795328

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Kaitlyn? Um, yes. Can, may I speak to this? Yes, this is Victoria with FreeRx. Oh, yes, thank you. Yes, this is it. Hey, I just called and left you a, um, a voice mail but I forgot to provide our phone number on the ph- voice mail so I was just giving you a call back. But anyways, we were able to go ahead and make your account. Mm-hmm. So I'm gonna provide you with your username and password. Um, just to let you know also, we are gonna go ahead and, uh, provide the first month free as an, uh, apology for the inconvenience. Your credit card will be charged next month if you do not cancel before then. Are you still with me? Oh, hello? Can you hear me? Yes, I can hear you now. Oh, I'm sorry. Sorry to cut out. No worries. Um, so your username is gonna be, uh, the email that we created the file with which we used- Mm-hmm. ... uh, K-L-O-P-E-Z S-S-B-A @gmail.com. Okay. And then the password is gonna be, um, capital H, A- Oh, I'm sorry. Let me, let me grab my pen real quick. Yeah, you're fine. Okay, what is that? Yeah, so it's gonna be capital H as in Henry, and then, uh, A as in Apple. V as in Victor, E as in Echo, the number one, and then capital F as in Frank, R as in Robert, E as in Echo, E as in Echo again. Capital M as in Mary, O as in Oscar, N as in Nancy, T as in, uh, Tom, H as in Henry, then capital O as in Oscar, N as in Nancy, capital U as in Umbrella, S as in Sam, and then exclamation point. Okay. And that's the password for the, the log in? Yes. Okay. And then your username is gonna be the email with Klopezssba@gmail.com. Okay. Did you wanna try and log in while we're on the phone just to make sure it works? Um, actually, I'm a little busy right now. I could try, um, in just a little bit. Um, but were they able to transfer over the prescriptions or do I have to call the... Now, as far as the actual prescriptions are concerned, I believe your doctor has to send in the prescriptions to the FreeRx. Okay. I'll ca-, I'll, um, contact the compounding 'cause they had already done all of that and then that's when they weren't able to find my account. But is that something I would just call them for that? Um, yeah, they might have to re-run it through. Do you have the instructions- Okay. ... on how they can send it in to us? Yes. They said because it's the state of Texas, that, that Walgreens were not able to transfer it over. That, um... Sorry. Hang on a, like we're gonna still, it's like an announcement going around right now. But, um, uh, it's, I can, um, I can call them right now, the compounding company. Okay. Um, and then just also to let you know, you can change your password once you log in by going to the account page and clicking on account on the top right, uh, on the top right corner after signing in. Okay. All right. I could do that. Thank you. Yes, ma'am. And if you run into any issues, just give us a call back. Okay, thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, is this Kaitlyn?

Speaker speaker_2: Um, yes. Can, may I speak to this?

Speaker speaker_1: Yes, this is Victoria with FreeRx.

Speaker speaker_2: Oh, yes, thank you. Yes, this is it.

Speaker speaker_1: Hey, I just called and left you a, um, a voice mail but I forgot to provide our phone number on the ph- voice mail so I was just giving you a call back. But anyways, we were able to go ahead and make your account.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I'm gonna provide you with your username and password. Um, just to let you know also, we are gonna go ahead and, uh, provide the first month free as an, uh, apology for the inconvenience. Your credit card will be charged next month if you do not cancel before then. Are you still with me?

Speaker speaker_2: Oh, hello? Can you hear me?

Speaker speaker_1: Yes, I can hear you now.

Speaker speaker_2: Oh, I'm sorry. Sorry to cut out.

Speaker speaker_1: No worries. Um, so your username is gonna be, uh, the email that we created the file with which we used-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, K-L-O-P-E-Z S-S-B-A @gmail.com.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the password is gonna be, um, capital H, A-

Speaker speaker_2: Oh, I'm sorry. Let me, let me grab my pen real quick.

Speaker speaker_1: Yeah, you're fine.

Speaker speaker_2: Okay, what is that?

Speaker speaker_1: Yeah, so it's gonna be capital H as in Henry, and then, uh, A as in Apple. V as in Victor, E as in Echo, the number one, and then capital F as in Frank, R as in Robert, E as in Echo, E as in Echo again. Capital M as in Mary, O as in Oscar, N as in Nancy, T as in, uh, Tom, H as in Henry, then capital O as in Oscar, N as in Nancy, capital U as in Umbrella, S as in Sam, and then exclamation point.

Speaker speaker_2: Okay. And that's the password for the, the log in?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: And then your username is gonna be the email with Klopezssba@gmail.com.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you wanna try and log in while we're on the phone just to make sure it works?

Speaker speaker_2: Um, actually, I'm a little busy right now. I could try, um, in just a little bit. Um, but were they able to transfer over the prescriptions or do I have to call the...

Speaker speaker_1: Now, as far as the actual prescriptions are concerned, I believe your doctor has to send in the prescriptions to the FreeRx.

Speaker speaker_2: Okay. I'll ca-, I'll, um, contact the compounding 'cause they had already done all of that and then that's when they weren't able to find my account. But is that something I would just call them for that?

Speaker speaker_1: Um, yeah, they might have to re-run it through. Do you have the instructions-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on how they can send it in to us?

Speaker speaker_2: Yes. They said because it's the state of Texas, that, that Walgreens were not able to transfer it over. That, um... Sorry. Hang on a, like we're gonna still, it's like an announcement going around right now. But, um, uh, it's, I can, um, I can call them right now, the compounding company.

Speaker speaker_1: Okay. Um, and then just also to let you know, you can change your password once you log in by going to the account page and clicking on account on the top right, uh, on the top right corner after signing in.

Speaker speaker_2: Okay. All right. I could do that. Thank you.

Speaker speaker_1: Yes, ma'am. And if you run into any issues, just give us a call back.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Bye-bye.