

[1 seconds][Agent] : Thank you for calling Australian Seniors. My name is Zora. How can I help? I'm so sorry, ma'am. Ma'am, this is.

[6 seconds][Customer] : Hi love, I was just talking to some man for my life insurance ID BBSP is 064124 and it's got account number 443311.

[28 seconds][Agent] : I'm so sorry. Can you hear me properly? OK. So this is Australian Seniors. Are you at the right place?

[31 seconds][Customer] : Yeah, love, Yeah, love.

[42 seconds][Agent] : What type of insurance? What? What type of insurance? Yeah. Calls are recorded. What's your date of birth?

[37 seconds][Customer] : I I just rang and about my policy to get my insurance, Life insurance, the 13th and the 3rd 1946.

[56 seconds][Agent] : First and last name?

[59 seconds][Customer] : Rollins ROLLIGS Ruth.

[1 minutes 2 seconds][Agent] : What's your first name, Ma'am? I can't. Were you just. Ha. Do you already have an insurance in place?

[1 minutes 15 seconds][Customer] : Yeah, I was just talking to you about my insurance.

[1 minutes 19 seconds][Agent] : Do you remember? OK?

[1 minutes 20 seconds][Customer] : I went Saint George and they want training and if I'd die.

[1 minutes 30 seconds][Agent] : I'm so sorry, Ruth. Can I just check with you? You are a female and an Australian resident.

[1 minutes 35 seconds][Customer] : Yeah. Love.

[1 minutes 36 seconds][Agent] : OK. Did you say you were just talking to someone?

[1 minutes 36 seconds][Customer] : Yeah, yeah, it's something to a man. Love.

[1 minutes 39 seconds][Agent] : Do you remember the name by any chance?

[1 minutes 46 seconds][Customer] : No.

[1 minutes 47 seconds][Agent] : That's OK. Let me find out for you.

[1 minutes 46 seconds][Customer] : Oh, they're trying to ring up Commonwealth and they're not

open, but I have got what's the name here?

[2 minutes 4 seconds][Agent] : OK, just stay with me. You are talking to a colleague of mine.
Coupon. I'll just put you through.

[2 minutes 9 seconds][Customer] : Yeah, hello.

[2 minutes 9 seconds][Agent] : OK, Stay with me.

[2 minutes 11 seconds][Customer] : Yeah, hello.

[3 minutes 30 seconds][Agent] : Hi.