

[1 seconds][Agent] : How you doing, buddy?

[3 seconds][Customer] : Good. How are you?

[5 seconds][Agent] : Easy, man. Easy. We're getting smashed right now. How can I help you, buddy? Yeah.

[9 seconds][Customer] : Yeah, I've noticed I've got, I've got Helena on the phone now. I've just set up a policy for her. So she's called in. She wanted to set up a policy for her auntie, which I've done.

[20 seconds][Agent] : OK.

[20 seconds][Customer] : Once I finish that, she said, look, I need to update the address on my husband's, my brother's and my husband, brother and uncle's profiles on their policies.

[21 seconds][Agent] : Alright, OK.

[32 seconds][Customer] : So this is her brother's profile, right? And she's confirmed name, date of birth, current address. She's also noted there her name's Helena.

[42 seconds][Agent] : Alright. Thank you.

[42 seconds][Customer] : So she needs to update the address on this one and two other policies as well, please.

[46 seconds][Agent] : Alright. Give me a second, buddy. Give me a second.

[48 seconds][Customer] : Yeah, you're right. You're right, you're right.

[50 seconds][Agent] : OK? Looking for those nights, man, Hang on. OK, that's that. Sorry mate, give me a second. OK, fantastic, he said She confirmed his name, date of birth and address and file. Or her name, date of birth and address and file.

[1 minutes 50 seconds][Customer] : Yeah, you're right. She's done both. Yep.

[2 minutes 12 seconds][Agent] : OK, so both names and addresses for both.

[2 minutes 14 seconds][Customer] : Mm. Hmm.

[2 minutes 14 seconds][Agent] : So name, date of address for both people.

[2 minutes 17 seconds][Customer] : Yes.

[2 minutes 16 seconds][Agent] : Correct herself and the publisher. OK.

[2 minutes 18 seconds][Customer] : Yep.

[2 minutes 18 seconds][Agent] : Fantastic. Fantastic. Give me a moment. I'll just check this.

[2 minutes 22 seconds][Customer] : Yep. You're right.

[2 minutes 22 seconds][Agent] : You'll love the the confusion sometimes. Yeah. OK.

[2 minutes 25 seconds][Customer] : Oh, man. It's all over the place sometimes. All right.

[2 minutes 26 seconds][Agent] : Uh oh, it makes it fun. Oh, it makes it fun.

[2 minutes 29 seconds][Customer] : Yeah.

[2 minutes 29 seconds][Agent] : And because there's multiple means I need to, yeah, confirm other stuff and yeah. Alright, so give me a second.

[2 minutes 33 seconds][Customer] : Yeah, you're right. Yes. Sorry. What about you?

[2 minutes 34 seconds][Agent] : There we go Going to late tonight or yeah same, same.

[2 minutes 43 seconds][Customer] : Good for now?

[2 minutes 44 seconds][Agent] : So yeah S see doing it midweek isn't so bad as on the Friday, especially if I've been about holiday. Doesn't hurt too much.

[2 minutes 49 seconds][Customer] : Yes, I 100% agree. Yeah, 100% agree.

[2 minutes 50 seconds][Agent] : Uh uh, uh, uh. Bring her to every buddy if I thought again this evening.

[2 minutes 58 seconds][Customer] : Yep.

[2 minutes 57 seconds][Agent] : Have a great rest of your shift and have a great day. Alright man.

[2 minutes 59 seconds][Customer] : Yep. You too, mate. I'll drop it in now.

[3 minutes 1 seconds][Agent] : Thank you, buddy. Alright, bye, bye.

[3 minutes 2 seconds][Customer] : Yeah, thank you. Bye.

[3 minutes 7 seconds][Agent] : Good afternoon. My name is Peter from the customer support team here at Real Insurance. How are you today?

[3 minutes 14 seconds][Customer] : Oh, not bad. Thank you.

[3 minutes 16 seconds][Agent] : Glad to hear.

[3 minutes 16 seconds][Customer] : I just phoned because I I need to change the the address of my insurance.

[3 minutes 23 seconds][Agent] : Yep uh, early advise that yeah, the reason for the call umm, is to update the address details.

[3 minutes 28 seconds][Customer] : Yes, yes.

[3 minutes 28 seconds][Agent] : OK, which I can assist with that's perfectly fine. Umm, he has advised that he's already gone through the identification questions with you as well, so I want us to repeat those. I will make sure we have uh, the quick contact details on follow for the policy uh, we have two phone numbers. We have 0404606805.

[3 minutes 35 seconds][Customer] : Yes, yes, yes, that's right. It's the right number.

[3 minutes 50 seconds][Agent] : We also have Yep, the other number we have is 0460679219. I'll do, I'll, I'll delete that one. Yep, Yep. OK, so I've deleted the other one.

[3 minutes 58 seconds][Customer] : No, no, that's not, it's an old one, but 04046067805, that's the right number.

[4 minutes 9 seconds][Agent] : OK.

[4 minutes 10 seconds][Customer] : Sorry. Cancel the other. Cancel the other one. We just use the this phone number.

[4 minutes 11 seconds][Agent] : I've I've removed the other one, but again, that's been done and the e-mail address we have on filemolitekapeni@gmail.com.

[4 minutes 27 seconds][Customer] : That's right. Yes.

[4 minutes 29 seconds][Agent] : Fantastic, fantastic. And on that we have the end at the start as a capital. Is that supposed to be a capital or is that supposed to be a lower case?

[4 minutes 39 seconds][Customer] : Which one? Sorry. What is it? Yes.

[4 minutes 41 seconds][Agent] : So in the e-mail address I in the e-mail address, we have the M at the start as a capital. Is that meant to be a capital or is that meant to be lower case on the e-mail there?

[4 minutes 49 seconds][Customer] : No, it's just the lower case. Yeah, No, the case.

[4 minutes 51 seconds][Agent] : OK, let me let me correct that for you. Let me correct that for you.

[4 minutes 56 seconds][Customer] : Thank you.

[4 minutes 55 seconds][Agent] : I assumed, which is why I checked. Uh, OK, here we go. OK, Yeah, that's OK. Now with the new address, what was the post code for the new address, please? 2680. OK, I've got a few suburb options. What was the new suburb there?

[5 minutes 8 seconds][Customer] : Sorry, R-2680, Chris.

[5 minutes 25 seconds][Agent] : Griffith. There we go. And what was the address in Griffith, please? Yep.

[5 minutes 29 seconds][Customer] : #8 Marlinton St.

[5 minutes 35 seconds][Agent] : Allison, there we go.

[5 minutes 39 seconds][Customer] : Yes St.

[5 minutes 36 seconds][Agent] : MA double LINSON, there we go. And how long ago did you move away from that previous address?

[5 minutes 46 seconds][Customer] : last year December.

[5 minutes 50 seconds][Agent] : OK, so, so just a few months ago. That's fine. OK, there we go. OK, so that address has been updated. So yeah, a few reference you asked Elisa and I'll advise that there are a few policies that you wish to do the update for, is that correct?

[6 minutes 11 seconds][Customer] : Yes, yes, please.

[6 minutes 12 seconds][Agent] : Fantastic. Fantastic. Was there anything else with this policy before we exit out?

[6 minutes 17 seconds][Customer] : Sorry.

[6 minutes 18 seconds][Agent] : Was there anything else for this policy before we exit out?

[6 minutes 20 seconds][Customer] : No, no, no, that's fine. I just want the address to be changed.

[6 minutes 21 seconds][Agent] : OK, that's OK. I was making sure, just making sure. Let me just complete the notes. Give me a moment. OK, OK. There we go. Do you happen to have the policy number for the next policy that we're looking at for you today? Yeah, we'll we'll do a search.

[7 minutes 3 seconds][Customer] : No, I can't give you the the the name and the date of birth because you know it's everywhere. I you were moving and I couldn't find it.

[7 minutes 12 seconds][Agent] : No, no, that's OK. That's perfectly fine. That's perfectly fine. So if

you can, please spell the first name for me to start off with. Yeah, yeah. OK. Paulo and Paulo's last name, please. OK, The fellow. Give or take my pronunciation, of course.

[7 minutes 19 seconds][Customer] : P for Peter AULO LASALO yes, no, that's right.

[7 minutes 42 seconds][Agent] : Fantastic. I always like to try. I always like to try and, uh, what was Polo's date of birth there, please? OK, thank you. And what was the address we had on file for his policy, please?

[7 minutes 54 seconds][Customer] : Uh, 2012, 1959 I'm on my 17 Barlow Rd. that got Bama the West.

[8 minutes 8 seconds][Agent] : And just the state or post code for that address, please. Thank you. And I just need to confirm, I do. Have you authorized on this policy? There we go. Give me a moment. Fantastic. And we're updating that same address.

[8 minutes 12 seconds][Customer] : 2166 yes, yes #8 Marlinton Street, please.

[8 minutes 43 seconds][Agent] : OK, Yeah, let me do that now. That's OK. There we go. And the contact number here is that same on the 054606805 and this one does not have an e-mail address. Would you like me to put in the e-mail address on this one?

[9 minutes 13 seconds][Customer] : Yes, yeah. Just put the same e-mail address please.

[9 minutes 22 seconds][Agent] : OK, there we go. That has been done.

[9 minutes 25 seconds][Customer] : Thank you.

[9 minutes 25 seconds][Agent] : OK, That's OK. OK. Anything else with Paulo's policy? OK, that's OK. Let me just do the notes. Give me a moment.

[9 minutes 41 seconds][Customer] : No, it's it's thank you.

[9 minutes 49 seconds][Agent] : That's OK. OK, OK. And the next one, let me see once again is that person. But what can you please spell the first name for me? Can you? So the next one, how, how many more were you wanting to do the update for?

[10 minutes 16 seconds][Customer] : Sorry just for me and my husband. Please.

[10 minutes 23 seconds][Agent] : Yep. And so with this next one, was this one under your name or under his name when the documentation was getting sent? But when, when the documentation was

sent, was it addressed to you or addressed to him? Do you remember? Oh, that's.

[10 minutes 29 seconds][Customer] : Both me and they're the same.

[10 minutes 38 seconds][Agent] : I'll just do a search. I'll just. I'll just search. Give me a moment. Give me a moment. I'm not finding a policy under your name. Let me let me search under your husband's instead. What? What was his first name, please? Your husband's. Could you spell that for me, please? Yeah. CEAI PEN, I I apologize. Yep.

[11 minutes][Customer] : Peni, Taito, TENI TENI and umm, the middle name is Taito TAITO.

[11 minutes 18 seconds][Agent] : OK. And his last name, was it also the Moliteka? OK. And just confirming spelling for that is MOLITEKA.

[11 minutes 22 seconds][Customer] : What is the Yes please, It's right, yes.

[11 minutes 33 seconds][Agent] : OK, OK, give me a moment. If you had a different last time, what would that be? And yeah, how was that spelled?

[12 minutes][Customer] : I lie for me, KAKAILAHI.

[12 minutes 5 seconds][Agent] : Yeah, thank you. Thank you. OK. And what was your address we had on this policy, please? Thank you. Thank you. And just a state again or the post code, please. Thank you so much. Yeah, so, yeah, we have it. So, uh, yourself as a policy owner, not not your husband there. These are the policy for both of you. Umm, now with regards to this, we have yeah, your name on the policy as the OK, lucky. OK, umm.

[12 minutes 16 seconds][Customer] : #17 Bell Road, Tacoma Bellway, 2166 OK, yeah.

[12 minutes 45 seconds][Agent] : Now if we need to get that updated, sorry, go ahead.

[12 minutes 45 seconds][Customer] : And I changed ye, yes, I yes. And I changed my surname. It's umm to to Monte Canal.

[12 minutes 56 seconds][Agent] : Yep.

[12 minutes 55 seconds][Customer] : Thank you. Oh, my passport.

[12 minutes 57 seconds][Agent] : So what we'd need to do so that we can get that updated for you is if you can take a photo of your driver's license or your passport, which is just one of them that shows your updated name.

[13 minutes 14 seconds][Customer] : Yes.

[13 minutes 10 seconds][Agent] : So just take take a photo of that and send that through to us as an e-mail. I'll give you the e-mail address in a moment, OK with a request saying hi team, please update my name on the policy from Helena.

[13 minutes 19 seconds][Customer] : OK, Yes.

[13 minutes 25 seconds][Agent] : Umm, uh, uh, kinda like you to get Helena, umm, or Decker so we can get that corrected for you. Umm, now, uh, the contact number on this ball is, is that same again. Umm, let me also add that e-mail address again for you. There we go.

[13 minutes 41 seconds][Customer] : Oh yes, yes, yeah.

[13 minutes 43 seconds][Agent] : That is that OK?

[13 minutes 44 seconds][Customer] : I was busy doing the other people and I didn't fix my one. Yeah.

[13 minutes 48 seconds][Agent] : It it it happens. It happens. Now is your prefix now? Mrs. Mrs.

[13 minutes 54 seconds][Customer] : Mrs.

[13 minutes 55 seconds][Agent] : Yep. So let me get that fixed for you now. OK, That's OK. That's OK. And W that was due to marriage.

[13 minutes 59 seconds][Customer] : Thank you, Yes.

[14 minutes 12 seconds][Agent] : Fantastic. Congratulations, as belated as that may be. OK, OK. Now let me check the payment details we have on form as what the name comes up under. We have that under that already under the E number, so that's fine. So do you have a pen or something handy? And I'll give you a e-mail address. So just let me know when you're ready, OK?

[14 minutes 37 seconds][Customer] : OK, Yes, yes, yes, I'm ready.

[14 minutes 46 seconds][Agent] : OK, so it's the word service, SERVICE and then act.

[14 minutes 53 seconds][Customer] : Yeah, that.

[14 minutes 58 seconds][Agent] : Yep.

[14 minutes 59 seconds][Customer] : Yeah, yeah, yeah, yeah.

[14 minutes 59 seconds][Agent] : And then the word real, REAL, then the word life LIFE and then

the word cover COVER and then .com dot AU.

[15 minutes 16 seconds][Customer] : OK.

[15 minutes 18 seconds][Agent] : OK, so service app real life cover .com dot real.

[15 minutes 19 seconds][Customer] : Yeah, yeah.

[15 minutes 23 seconds][Agent] : Make sure there's 2L's between real and life.

[15 minutes 27 seconds][Customer] : OK. Yeah, OK.

[15 minutes 26 seconds][Agent] : It looks kind of right if there, if there's only one, but it needs both, both L's, one for each word there.

[15 minutes 31 seconds][Customer] : Yeah, yeah. OK.

[15 minutes 32 seconds][Agent] : When you send the e-mail through, you will get an automatic confirmation, OK, to confirm the e-mail has been received and then allow two working days for that to get processed by the administration team. So once again, hi team. Regarding my policy number, let me give you that policy number. Now. If, uh, that is 670.

[15 minutes 44 seconds][Customer] : OK, OK, 670.

[15 minutes 55 seconds][Agent] : Yep.

[15 minutes 56 seconds][Customer] : Yep, 024.

[15 minutes 55 seconds][Agent] : And then 024 and then 985.

[16 minutes][Customer] : Yeah, 985.

[16 minutes 5 seconds][Agent] : Yep. So hi team, regarding my policy number XYZ, OK, as per touch, please update my name from name A to name B, something like that.

[16 minutes 16 seconds][Customer] : OK. Yeah, Yeah.

[16 minutes 16 seconds][Agent] : OK, so that we can get that corrected. And then as soon as that has been done, we'll send out some updated documentation showing that the name has been corrected there for you.

[16 minutes 24 seconds][Customer] : Oh, the number that you just gave me, that's my reference number.

[16 minutes 24 seconds][Agent] : OK, that that that's your policy number.

[16 minutes 28 seconds][Customer] : That's 60 a policy.

[16 minutes 30 seconds][Agent] : That's although that's actually your Pol. Yeah, that's your policy number.

[16 minutes 33 seconds][Customer] : OK, OK.

[16 minutes 34 seconds][Agent] : That's your policy number. Yeah.

[16 minutes 36 seconds][Customer] : Yeah. Thank you.

[16 minutes 36 seconds][Agent] : OK, that's OK.

[16 minutes 37 seconds][Customer] : Thank you.

[16 minutes 38 seconds][Agent] : That's OK. That's OK. Umm, so that has been done now as well.

Umm, was there?

[16 minutes 43 seconds][Customer] : Did you change the address too?

[16 minutes 46 seconds][Agent] : Yes.

[16 minutes 46 seconds][Customer] : My address.

[16 minutes 46 seconds][Agent] : Yeah, yeah, yeah, correct. I thought the address, I added the e-mail address. OK. Umm, and umm, uh, updated your prefix. So it's now Mrs. Umm also there. So that's all been done. Was there anything else that I can help you with this evening? Later or we'll just know everything. Oh. Oh, no. It's one policy for both of you. It is one policy for both of you. You're both you're both insured under this one policy. Yeah, yeah.

[17 minutes 3 seconds][Customer] : Can you check my my husbands one if it is in and because I need to change the the the Oh OK Oh so and what will happen if there is anything happen to me or to him?

[17 minutes 25 seconds][Agent] : OK. So you have him listed as your beneficiary.

[17 minutes 32 seconds][Customer] : Yeah. Oh, OK.

[17 minutes 29 seconds][Agent] : So upon your upon your passing, OK, he receives your benefit amount of \$15,000 and would then become the owner of the policy, at which time he would then nominate his own beneficiary.

[17 minutes 42 seconds][Customer] : Oh, OK.

[17 minutes 42 seconds][Agent] : Now inversely, if he was to pass away yourself as the policy owner wouldn't see his benefit that in full.

[17 minutes 45 seconds][Customer] : Yeah, OK.

[17 minutes 48 seconds][Agent] : And at that time you would then umm continue on just as a single policy. Yeah, he wanted anymore and you could then cha and then change your beneficiary as required at that time. OK, Yeah, yeah, OK.

[18 minutes][Customer] : Oh, OK, OK, OK.

[18 minutes 8 seconds][Agent] : Yeah, correct.

[18 minutes 4 seconds][Customer] : All I do I have to send you the my new sale name with my other name. Yes.

[18 minutes 9 seconds][Agent] : So just send me the send us the photo of the passport or the driver's license, whatever you have and we'll get that all updated for you nice and easy.

[18 minutes 17 seconds][Customer] : Oh, thank you so much.

[18 minutes 17 seconds][Agent] : OK, Yeah, that's pleasure. Yeah, correct.

[18 minutes 19 seconds][Customer] : So in the we all all change the address to my new one to #8 Marlinson. Oh, good.

[18 minutes 28 seconds][Agent] : Yeah, correct. Correct.

[18 minutes 28 seconds][Customer] : Please can you send me a copy of all of it? Because, you know, I don't know where the it's everywhere when we come anymore. So I need a copy of the policy number. So it's make it easier for me. Yeah.

[18 minutes 43 seconds][Agent] : OK, look what what I'll do I'll I'll resend the the last renewal.

[18 minutes 51 seconds][Customer] : Yeah.

[18 minutes 50 seconds][Agent] : OK, give me a moment and I'll go into the other policies and I'll do that as well for the other policies.

[18 minutes 56 seconds][Customer] : Thank you so much.

[18 minutes 57 seconds][Agent] : OK, Bear in mind that the one that I'm missing a few is still going to be too. OK, Lucky. OK, not my techa because we haven't done that change yet.

[19 minutes 3 seconds][Customer] : Yes, yes, yes.

[19 minutes 5 seconds][Agent] : Once that has been changed, we'll send you updated documentation.

[19 minutes 9 seconds][Customer] : Oh, thank you.

[19 minutes 8 seconds][Agent] : OK, That's OK.

[19 minutes 10 seconds][Customer] : Thank you.

[19 minutes 11 seconds][Agent] : That's OK.

[19 minutes 11 seconds][Customer] : So can I ask you another question, please?

[19 minutes 14 seconds][Agent] : Of course. Of course, yes. So just give us a call. Just give us a call.

[19 minutes 15 seconds][Customer] : You know, if there's if there's anything happened, one of my you know, that my uncle or my auntie or my brother and what I'm gonna do, I just call you or oh, OK.

[19 minutes 31 seconds][Agent] : OK.

[19 minutes 31 seconds][Customer] : OK.

[19 minutes 32 seconds][Agent] : Yeah.

[19 minutes 32 seconds][Customer] : Yeah.

[19 minutes 32 seconds][Agent] : OK. So if someone, if someone by the way, just call us.

[19 minutes 39 seconds][Customer] : Yeah.

[19 minutes 36 seconds][Agent] : So you'll speak with our claims team and I'll assist you further from there, OK.

[19 minutes 41 seconds][Customer] : Oh, OK. Thank you so much for your help.

[19 minutes 44 seconds][Agent] : No, that's OK. That's OK.

[19 minutes 45 seconds][Customer] : I'll, I'll send, I'll send my passport details with the number and with the policy number.

[19 minutes 53 seconds][Agent] : No, that's perfectly fine. That's perfectly fine.

[19 minutes 55 seconds][Customer] : OK, thank you for your help.

[19 minutes 55 seconds][Agent] : And like I said, I'll, I'll go back into the other policies. I'll get that

reset those, those documents reset for you as well for those ones.

[20 minutes 3 seconds][Customer] : Thank you.

[20 minutes 3 seconds][Agent] : If you do need anything else, please just give us a call. OK. Thank you.

[20 minutes 6 seconds][Customer] : Oh, OK, thank you and have a lovely day.

[20 minutes 10 seconds][Agent] : You too, Helena. Thank you so much. Bye. Bye.

[20 minutes 10 seconds][Customer] : OK, bye, bye.