

[3 seconds][Agent] : How do I transfer myself to you and you to back to me? Oh, wow. It's like we're the only ones working.

[6 seconds][Customer] : Oh wow, it's like we're the only ones working.

[8 seconds][Agent] : I know I saw my own name came up, but when? How did I do that? Fantastic. Because you sent me this.

[12 seconds][Customer] : This is fantastic because you send me this client and now I'm sending him back to you.

[16 seconds][Agent] : Yeah. Back to you. OK, so you set the new policy up for. Yeah. Yeah. Been organised. Yeah.

[18 seconds][Customer] : Yeah, he's one of for his brother.

[19 seconds][Agent] : More a question about his cover. Yeah.

[20 seconds][Customer] : That one's been organised. So this is more a question about his cover.

[21 seconds][Agent] : So he's confirmed his name, date of birth with me. Yeah.

[25 seconds][Customer] : So he's he's confirmed his full name, date of birth with me.

[28 seconds][Agent] : The address is confirmed as well.

[28 seconds][Customer] : His address is confirmed as well, mobile number confirmed and even e-mail confirmed.

[30 seconds][Agent] : Yeah, and even e-mail confirmed.

[34 seconds][Customer] : So let me jump out of this one for you.

[34 seconds][Agent] : So I'm gonna jump out of this one for you.

[37 seconds][Customer] : He said to me that the soft copy that was emailed to him, the PDS, he doesn't have access to a PDF as an app on his phone.

[36 seconds][Agent] : Yeah, he said to me that the soft copy that was emailed to him, the PDF, he doesn't have access to a PDF as an hack on his phone. He send it as a hard copy to his mailing address.

[52 seconds][Customer] : So what he wishes to do is have you send it as a hard copy to his mailing address.

[56 seconds][Agent] : OK. He would like us to organize APDS to be mailed to him.

[57 seconds][Customer] : And he, uh, not PDS, he's policy documents.

[1 minutes][Agent] : Oh, not PDS, He's policy documents. Sorry.

[1 minutes 2 seconds][Customer] : Sorry, umm, PO post post it out team.

[1 minutes 2 seconds][Agent] : Umm, so he needs he needs a Alright, so he needs the policy schedule outlining his policy reset. Yes, he'll he'll tell you about that, but he also wants to know if you he's got a few questions about his own color as well. Yeah, no worries.

[1 minutes 7 seconds][Customer] : Uh, yes, he'll, he'll tell you about that, but he also wants to know if you, he's got a few questions about his own cover as well as in the benefit amounts and so forth.

[1 minutes 21 seconds][Agent] : No worries. Oh, it's good. He's come back to me. Yeah, Yeah.

[1 minutes 21 seconds][Customer] : So thank you, Benny.

[1 minutes 25 seconds][Agent] : Thank you.

[1 minutes 26 seconds][Customer] : All right, bye.

[1 minutes 30 seconds][Agent] : Good evening, Christopher. It's to customer support again. How cool that you come back to me.

[1 minutes 36 seconds][Customer] : Hang on.

[1 minutes 37 seconds][Agent] : Yeah, it's good. It's good. So, umm, sorry about the chewing and froing, but Please note all our calls are recorded. Any advice we provide is general in nature, may not be suitable for your situation. I believe my lovely colleague Ali, uh, Alfred has set up the policy for you, for you on behalf of your brother, and he has confirmed your full name, date of birth, address, phone number and e-mail. And you'd like to request a few things for me about your policy. Excellent.

[2 minutes 3 seconds][Customer] : Yeah, I'm all I want is I've got I've I had an e-mail sent to me with my policy, but I couldn't open it it you know, like I think you need a PSP or something open it and wouldn't it?

[2 minutes 14 seconds][Agent] : No, you you need a password and the password is your date of birth.

[2 minutes 19 seconds][Customer] : Oh, right. But but what I'm after is can I get a hard copy sent out? I'd rather just keep one on file at home.

[2 minutes 24 seconds][Agent] : Of course, of course I will not a problem. I will do that for you. Now send you a policy schedule ordered and be with you in a couple of days depending on the mail in your area.

[2 minutes 34 seconds][Customer] : Yep, yeah, that's that's the main thing I want to just do just a hard copy.

[2 minutes 41 seconds][Agent] : Sure. Consider that done.

[2 minutes 44 seconds][Customer] : That's crazy.

[2 minutes 46 seconds][Agent] : It's been today. Yeah. All right. Christopher, pleasure to talk to you again.

[2 minutes 53 seconds][Customer] : OK. Thank you and you have a good day.

[2 minutes 54 seconds][Agent] : Thank you. Thank you. Thank you. Bye.

[2 minutes 56 seconds][Customer] : OK, bye.