

[0 seconds][Agent] : Yes, thank you for holding the video. Tracy on the line should be happy to help you. I just wanna confirm that the call recording with the clients, confirm all details and go ahead. Thank you. Alright, excellent. Hi, Samantha. Tracy, I'm from the customer support department. How are you going today?

[13 seconds][Customer] : I'm good, thank you.

[15 seconds][Agent] : OK, so I believe you, we wanted to update a few things, Is that correct?

[19 seconds][Customer] : Yeah. And also I'm. I'm going to live in Spain to care for my mum.

[26 seconds][Agent] : Sorry.

[28 seconds][Customer] : I'm also going to live in Spain to care for my mum. And.

[32 seconds][Agent] : Yeah, OK, Yep.

[33 seconds][Customer] : And I need to know if anything happens to me in Spain can make some claim this money?

[39 seconds][Agent] : OK. So let let me just so let's update your address first, OK, and then then we'll get on to that that next question that you got for me.

[44 seconds][Customer] : Yeah, yeah.

[47 seconds][Agent] : OK, Alright. So can you just confirm your residential address that we have currently on file?

[56 seconds][Customer] : So you you had 37 + 60 floorish slope Atwell I'm now at 10 as the right way.

[1 minutes 4 seconds][Agent] : Yeah, OK, that's OK. So like I'm just going to get that for you now. What was that post code for the other one the the old address. Alright, so sorry, what was the new address?

[1 minutes 11 seconds][Customer] : 6164 so it's 10 azurite so it's a ZURITE way St.

[1 minutes 25 seconds][Agent] : OK, yeah, excellent.

[1 minutes 27 seconds][Customer] : Treebee TR double Eby 6161.

[1 minutes 31 seconds][Agent] : And Yep, alright, OK, so just updating that first now for you. OK, And that's your current postal address as well. Alright, excellent. Alright, So I'm just going to do that

first. OK, so got that updated. We also got the mobile number that you're calling off is 0406954144.

[1 minutes 44 seconds][Customer] : Yeah, that is all it is, Yes.

[2 minutes][Agent] : OK.

[2 minutes 8 seconds][Customer] : Yeah. I just need some proof from my son that if anything happens to me that, you know, I am with insurance.

[2 minutes 1 seconds][Agent] : All right, so the other thing that my colleague did tell me is that you wanted to look at sending a LE, a letter out or documentation, OK, yeah, no problem. All right, so I'm just going to place you on a quick hold in case, Samantha, I'll be right back.

[2 minutes 17 seconds][Customer] : I don't want to have any problems, alright?

[2 minutes 27 seconds][Agent] : And can I just ask how long you're going to Spain for?

[2 minutes 30 seconds][Customer] : I can't. I can't. I can't answer that. It could be 3 months. It could be, yeah.

[2 minutes 33 seconds][Agent] : So long term, OK, Yeah, no problem at all. OK, so I'm just gonna place you on a quick hold. I'll be right back, OK.

[2 minutes 41 seconds][Customer] : Alright, thank you.

[5 minutes 7 seconds][Agent] : Thank you so much for holding there for me, Samantha. So sorry about the wait.

[5 minutes 10 seconds][Customer] : Oh, it's alright.

[5 minutes 11 seconds][Agent] : Yeah, so I just had AI was just into your policy. Now we, we don't have any beneficiaries listed on your policy. Would you like to add some?

[5 minutes 23 seconds][Customer] : What? What do you mean? My son?

[5 minutes 24 seconds][Agent] : Well, like you did, you did mention your son. Would you like to add him as a beneficiary to the CLA claim or to the policy? Sorry.

[5 minutes 32 seconds][Customer] : Yeah. Because if anything happens to me, my son would.

[5 minutes 36 seconds][Agent] : Yeah, exactly.

[5 minutes 36 seconds][Customer] : And what it is? Yeah.

[5 minutes 37 seconds][Agent] : I was just about to say that. So like if we do add a beneficiary,

basically like, uh, like we'll just add him first and then I'll explain, uh, what happens. OK, so we'll add him as a beneficiary first because you've got none listed. So what would be his first name?

[5 minutes 52 seconds][Customer] : Daniel.

[5 minutes 52 seconds][Agent] : Daniel. OK, excellent.

[5 minutes 56 seconds][Customer] : Daniel James Smith. The 22nd of the 12th, 91.

[5 minutes 54 seconds][Agent] : Does he have a middle name or Daniel J Smith and his date of birth, 22nd of the 12th, 1991. OK. And do you happen to have a mobile number of his there?

[6 minutes 13 seconds][Customer] : Yeah, I can get it, Yeah.

[6 minutes 15 seconds][Agent] : Yep, Yep.

[6 minutes 21 seconds][Customer] : So it's 042266855.

[6 minutes 30 seconds][Agent] : OK, excellent. And here's a male residing in Australia. Correct. OK, so that's 0422266855. All right. Thank you. All right, so I'm just having a look now, And do you know his residential address at all?

[6 minutes 34 seconds][Customer] : Yes, Yeah, yeah, I lived with him. So it's 10 as the right way. 3B614.

[6 minutes 55 seconds][Agent] : Oh, so. So same address? Yep. All right. Excellent. So I'm just gonna add that now. And he's your son. OK? OK. And would you like to hear him chat the 400%?

[6 minutes 58 seconds][Customer] : Yeah, yeah, yeah.

[7 minutes 10 seconds][Agent] : OK. Thank you so much. OK. Alright. So I'm just going to do that for you now. So I've just added him as your beneficiary.

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

[7 minutes 18 seconds][Agent] : OK, Now in the.

[7 minutes 25 seconds][Customer] : Pardon.

[7 minutes 26 seconds][Agent] : Yeah, just hang on. Just still adding for me. Just hang on.

[7 minutes 41 seconds][Customer] : Alright.

[7 minutes 41 seconds][Agent] : Just gonna wait for wait, wait for the computer to catch up to me. OK All right So what I'm gonna be sending out now is because we've added a beneficiary now you'll

receive a change of insurance letter OK, which will have all your PO the policy, uh, details OK and also to the fact that he is a beneficiary. Now if you the event was to happens, just say you are insane and let's knock on wood and you know that happens overseas OK, because he's considered as a beneficiary. He could just give us a call to advise us of your, uh, yes, OK.

[7 minutes 52 seconds][Customer] : Yeah, yeah, yeah.

[8 minutes 16 seconds][Agent] : And then we'd go from our claims department would go through that with you.

[8 minutes 20 seconds][Customer] : OK.

[8 minutes 21 seconds][Agent] : Yeah.

[8 minutes 23 seconds][Customer] : I've just got everything covered. I mean, I don't know how long I'm going to have to go to look after normal.

[8 minutes 28 seconds][Agent] : Yeah. No, no, look, I understand like like just to let you know, you do have a benefit amount of \$10,000, OK? So like as I said, I, I don't want to, you know, like you know, it's always not good to talk about it, but in the event of your death, OK. But now we've got a beneficiary listed that is your fund, OK?

[8 minutes 45 seconds][Customer] : Yeah.

[8 minutes 44 seconds][Agent] : Like he would just give us a call. Obviously he would not have to let us know, notify us of your death and then our claims team would walk him through it about how to proceed from there. But he's just as a beneficiary in in the event of that, OK.

[8 minutes 58 seconds][Customer] : How much would it be extra for me if I if I up to 15?

[9 minutes 3 seconds][Agent] : So did you want to top it up? Is that, is that the question that you're asking?

[9 minutes 8 seconds][Customer] : Yeah, it's just so I can leave in something.

[9 minutes 13 seconds][Agent] : OK, Can you just have a look first? OK. So I'm just going to look at a few things, alright, to see if you can increase it, OK?

[9 minutes 20 seconds][Customer] : OK. I don't know why I thought it was for 15,000. I used to be with someone else and it got changed and I went with you and I don't know why. I thought I'd put it

for 15,000.

[9 minutes 32 seconds][Agent] : Alright, OK, so I'm just having a look at your policy here. OK, so you can keep your existing cover, OK? And then we can also, uh, basically sell you a, uh, new handover funeral cover for a increased amount or canceling the existing cover and replace, uh, with a new handover funeral cover. So, OK, so like it, it's up to you what you would like to do.

[9 minutes 52 seconds][Customer] : Yeah, which would be the cheapest way they need to do?

[10 minutes 4 seconds][Agent] : So like like like that, that, that would, that would be a top up cover basically.

[10 minutes 4 seconds][Customer] : Because if I can't, I just need to do a top up for him.

[10 minutes 13 seconds][Agent] : OK, Did you like I can put you through to our umm, our sales team or did you wanna maybe sit and have a bit of a think about it or.

[10 minutes 11 seconds][Customer] : I think I just want to know the the cheapest way because I think if I cancel my policy, I have to start from scratch, don't and then it'll just go because of my age, it'll go up.

[10 minutes 31 seconds][Agent] : Yeah, that's correct.

[10 minutes 34 seconds][Customer] : So I yeah.

[10 minutes 33 seconds][Agent] : It might go out like it is a sometimes it is a space, OK, So be like maybe a separate policy, OK, let me just check for you. So I'm just gonna place you on a quick hold, OK? I'll be right back. OK. I do apologize if no longer than two minutes, alright?

[10 minutes 38 seconds][Customer] : So I think it I think it'd be cheaper if I just dropped up 5001 SEC That's alright.

[12 minutes 25 seconds][Agent] : Thank you so much for holding there for me, Samantha.

[12 minutes 28 seconds][Customer] : That's fine.

[12 minutes 29 seconds][Agent] : Yeah. OK, so now I'm going to transfer you to to our sales team. OK, They can discuss, umm, maybe a top up cover. So that would be another policy. OK, so you'd have two. All right, so I'll pop it to you then. But you can also discuss, you know, if you wanted to maybe cancel, start a new one, whatever. It does work best for you.

[12 minutes 37 seconds][Customer] : Yeah, Yeah, yeah.

[12 minutes 46 seconds][Agent] : OK, but like just a recap on our phone call though. I've updated that beneficiary. You will receive a change of insurance at the end of in the mail, OK, which will have those details on there for you.

[12 minutes 57 seconds][Customer] : That's lovely. Thank you. Thanks for your help.

[12 minutes 56 seconds][Agent] : OK MMM, no problem at all. And if it's longer than two minutes, we'll wait, uh for a sales person. I do apologize.

[13 minutes 6 seconds][Customer] : Yeah, that's OK.

[13 minutes 5 seconds][Agent] : OK, Alright, excellent. OK. Well, you have a good day and then I'll pop it to you very soon, OK?

[13 minutes 12 seconds][Customer] : Alright. Thanks a lot.

[15 minutes][Agent] : Sorry, are they, are there some phones? Yeah, OK, sorry. Like we just had an issue with my phone.

[15 minutes 3 seconds][Customer] : Yeah, yeah, that's alright.

[15 minutes 7 seconds][Agent] : Just bear with me, alright? Sorry, we're just having a bit of a computer glitch here, so I shouldn't be too. I shouldn't be too much longer. OK. So we'll place you on a quick hold and hopefully I'll get a sales person very shortly.

[15 minutes 36 seconds][Customer] : No, it's alright. That's alright.

[18 minutes 48 seconds][Agent] : Thank you so much for holding there for me, Samantha. Yeah, so I've got Dominic umm on the phone here. He'll just pass out that top up cover with you.

[18 minutes 51 seconds][Customer] : Yeah, alright. That's lovely. Thank you.

[18 minutes 56 seconds][Agent] : All right, All right, excellent. I'm just going to put it through to to you now. OK, bye. Bye. Excellent. Thank you, Samantha.