

[2 seconds][Agent] : Thank you for calling 3 to One Choice. You're speaking with Nikita. How may I help you?

[7 seconds][Customer] : Yeah, someone, I just thought I just missed the call.

[11 seconds][Agent] : Sorry you've missed a call. Yeah, all good. Have you currently have some insurance with us or is it something that you've been enquiring about recently?

[13 seconds][Customer] : Yeah, just now I think.

[25 seconds][Agent] : Sorry, ye yes. Do you have some cover with us?

[23 seconds][Customer] : Yeah, yeah, yes, no enquiry.

[32 seconds][Agent] : Oh OK, you've made an enquiry recently. OK cool. So they might have just been getting in contact with yourself there in order to go through more about the cover and also go through the process and pricing with yourself there as well. I'm more than happy to take you through all those details now. I will grab your full name and date of birth please and I'll, I'll look up and see if I can find yourself.

[53 seconds][Customer] : Someone just called me right now.

[57 seconds][Agent] : Yep, I'm. I'm sure they may have.

[1 minutes][Customer] : Yeah, that's why I'm returning this call right now.

[1 minutes 4 seconds][Agent] : You're OK. Did you want to go through the enquiry for cover 'cause I can help you?

[1 minutes 10 seconds][Customer] : Yeah, someone, someone was calling me yesterday. I can't recall the name, he said. We'll call me today.

[1 minutes 21 seconds][Agent] : Yeah, well, I'm more than happy to have a look at that for you. I just don't know who it was if I can't access the file. What was your date of birth? Thank you. And what is your first name, middle name and last name please?

[1 minutes 29 seconds][Customer] : Yeah, 31 five, 70, 5.

[1 minutes 53 seconds][Agent] : Thank you. Let's have a look and see. OK, So I can see you made an inquire there for the income protection and you were speaking to one of my colleagues, I think it was Jackie the other day.

[2 minutes 29 seconds][Customer] : None.

[2 minutes 27 seconds][Agent] : I will have he looks like he's just giving you a call. I'm gonna have a look and see if he's free now and I'll be able to transfer you across there for you. OK, Alright. Won't be 1 moment there. Thank you, Jessica.

[2 minutes 38 seconds][Customer] : Yeah, yeah.

[3 minutes 49 seconds][Agent] : Thank you so much for waiting there. I've got Jackie on the line. He'll be able to help you further.

[3 minutes 54 seconds][Customer] : Yeah.

[3 minutes 54 seconds][Agent] : Jackie, I have confirmed full name and date of birth for you. Perfect. Thank you so much for that. Nikita. Hey, just.