

[1 seconds][Agent] : Welcome to View insurance customer support. You're speaking with Richard.

How can I help you today?

[6 seconds][Customer] : Hello. Hi. Would you please, can you help me? What I need? I need the final plan insurance for my father.

[22 seconds][Agent] : Understood. So you would like to take out a new funeral plan, is it?

[27 seconds][Customer] : Yeah, I like to apply for the final insurance for my dad.

[36 seconds][Agent] : Understood. You've actually reached customer support.

[40 seconds][Customer] : Oh.

[39 seconds][Agent] : What I can do is I can transfer you to sales. Is that something you like me to do for you?

[45 seconds][Customer] : Oh.

[47 seconds][Agent] : Do you?

[47 seconds][Customer] : Oh.

[47 seconds][Agent] : I'm sorry. Do you want me to transfer you to sales?

[54 seconds][Customer] : OK.

[50 seconds][Agent] : They can help you take out a policy and go through that information with you if you if you'd like.

[54 seconds][Customer] : OK.

[56 seconds][Agent] : No worries.

[56 seconds][Customer] : OK. Thank you.

[57 seconds][Agent] : I'll, I'll transfer you now to sales. I'll be very quick. Hopefully it shouldn't be long. If it's more than two minutes, I do apologize.

[58 seconds][Customer] : Oh, OK. Thank you.

[1 minutes 5 seconds][Agent] : Thank you. Thank you. Thank you for your patience. Are you still there waiting?

[2 minutes 3 seconds][Customer] : Hello. Hello.

[2 minutes 4 seconds][Agent] : Hello. Thank you for your patience. I have. I have Kayla here from

Spells.

[2 minutes 7 seconds][Customer] : Oh, oh. OK. Thank you.

[2 minutes 8 seconds][Agent] : She's gonna help you with your enquiry and about taking that post out for your father. No worries. All the best.

[2 minutes 13 seconds][Customer] : Thank you very much. Thank you.