

[2 seconds][Agent] : Hello. Good afternoon, Angela. My name's Michael. I'm calling from Real Insurance. How are you today?

[8 seconds][Customer] : I'm well, thanks. How are you?

[9 seconds][Agent] : I'm doing very well. Thank you. Angela, I was giving you a call here today in relation to an income protection application that you're working through with my colleague there and we're just still waiting just some test results. So just giving you a call back to follow that one up and see how those results are going.

[18 seconds][Customer] : Yeah, yeah, yeah. They all come back negative, so it's all good.

[28 seconds][Agent] : Perfect. No worries. What I'll do is I'll just pull up your details. Please note that all of our calls are recorded. Any advice to provide is general nature. May it be suitable to your situation. Do you mind just confirming your full name and date of birth, please? No worries. And just your full name, please, Angela.

[42 seconds][Customer] : 9th of the 2nd, 1979, it's Angela Lian Talon.

[51 seconds][Agent] : Thank you. So that test result, that was the skin check, right?

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

[56 seconds][Agent] : Not believe. I just see if my colleagues free to take this call that you're speaking with their previously. Just bear with me one moment and I'm just gonna place you on a quick hold. Thank you so much for holding there Angela. I do have Wendy on the line. He spoke with pre previously and she's gonna assist you further today. Thank you.

[3 minutes 43 seconds][Customer] : Thanks.

[3 minutes 43 seconds][Agent] : Please do it. Thank you, Michael.