

[2 seconds][Agent] : Good morning. Thank you for calling real insurance. My name is Claudia. How can I help you today?

[7 seconds][Customer] : Hi, good morning.

[12 seconds][Agent] : Yeah, yeah, yeah, yeah. Oh, OK, and what was the e-mail regarding? Sorry.

[9 seconds][Customer] : Claudia, I just wanted to ask something because I just I just received an e-mail just now regarding yeah its real insurance, insurance with refund policy because I tried to ring this the number that they gave me on the e-mail its one 300-9190 to two regarding that I have a refund for the policy number MOT 103820436.

[1 minutes 1 seconds][Agent] : Alright, I think let me have a quick look for you. Sorry, what was the policy number again? OK, and what was your full name? Sorry, how did I spell that? Yep.

[1 minutes 9 seconds][Customer] : MOT One O 382-0436 Amalia Kadano ama Amalia AM ALIAKADANO.

[1 minutes 36 seconds][Agent] : Alright, so your first name is Amalia AM ALIA, surname KABANR.

[1 minutes 43 seconds][Customer] : Yep, Cabana, yes.

[1 minutes 50 seconds][Agent] : Alright, let me have a quick look. And you? Do you have a policy with us?

[1 minutes 53 seconds][Customer] : And you said what kind of remember this, this, this for the period of 23rd of the twelve, 2015 to the 23rd 12, 2016.

[2 minutes 8 seconds][Agent] : Oh, OK, So you don't.

[2 minutes 8 seconds][Customer] : So I can't remember.

[2 minutes 13 seconds][Agent] : OK.

[2 minutes 14 seconds][Customer] : I think it was a card.

[2 minutes 14 seconds][Agent] : I just, yeah. Oh, OK. If it's a car insurance, let me just get the number for you for car insurance because I actually don't have access to those details. Yeah, yeah.

[2 minutes 15 seconds][Customer] : But The thing is I cannot remember that I have this only because I didn't that number that one 300-9190 to two. And I was speaking to the lady because I always calling reinsurance and I speak to Australian people.

[2 minutes 39 seconds][Agent] : Yeah, yeah. OK.

[2 minutes 45 seconds][Customer] : I know that you know, and this lady like a like an Indian accent and then because I I write read my number. So she asked me my details blah blah, blah, and which she said regarding the car insurance policy in the country member that I have a car insurance policy to real insurance.

[3 minutes 9 seconds][Agent] : Oh, OK. Alright. Well, yeah. Name.

[3 minutes 9 seconds][Customer] : You know, so I was, I think because it's a refund and a car in London.

[3 minutes 17 seconds][Agent] : Yeah, yeah. Maybe it's not a right e-mail because yeah, I can't find a policy with your name.

[3 minutes 27 seconds][Customer] : Yeah, because I was with the Yeah, I have, I'm with real insurance. I have general insurance and and for that life insurance. That's why I thought I didn't realize that what is MOT until the lady on the other line tell me, oh, this is about Toyota Camry. I said I can't remember that. I have a car insurance and real insurance.

[3 minutes 49 seconds][Agent] : Oh, so you do have funeral insurance with us?

[3 minutes 52 seconds][Customer] : I do have general insurance with that, yeah.

[3 minutes 56 seconds][Agent] : OK. Is the funeral insurance under your name?

[3 minutes 59 seconds][Customer] : Yeah.

[4 minutes][Agent] : OK 'cause I can't.

[4 minutes 1 seconds][Customer] : Amalia Kadano.

[4 minutes 3 seconds][Agent] : I can't. Is there any other name that might be under?

[4 minutes 6 seconds][Customer] : No, it's only Amalia Kadano.

[4 minutes 9 seconds][Agent] : Oh, OK.

[4 minutes 10 seconds][Customer] : Kadano is KKAOK for Kite, not C because sometimes you could see but it was K for Kite.

[4 minutes 18 seconds][Agent] : Yeah, OK. All right. And did you receive a letter? Was the e-mail regarding OK, OK. Oh.

[4 minutes 24 seconds][Customer] : This is this is regarding yeah, I didn't know about it until I rang that number and then when the lady was telling a refund regarding the Toyota Camry that was dated 2015, 2016.

[4 minutes 39 seconds][Agent] : Oh, OK.

[4 minutes 41 seconds][Customer] : So I realized probably this is one of those, you know, scam.

[4 minutes 42 seconds][Agent] : Yeah, Yeah. Did you want me? Yeah. It might be a scam. Did you want me to check your funeral policy for you?

[4 minutes 52 seconds][Customer] : Yes, we can also. That's why I didn't use also the car because I want to reinstate again.

[5 minutes 2 seconds][Agent] : OK, perfect. Alright, So what was your date of birth? Perfect. And I'll just confirm your last name is Kad. So Dave. Yes.

[4 minutes 58 seconds][Customer] : They said to get a new life insurance policy because yeah 29965 yeah KADANR.

[5 minutes 18 seconds][Agent] : OK, perfect. Alright, bear with me one moment. And what was the e-mail address that we have on file? Alright, perfect. And I'll just confirm we have your address as four Wellesley Court, Annandale, Queensland 4814. Yes. And this is the only contact NUM, the only contact number we have is 0451812165, is that correct?

[5 minutes 29 seconds][Customer] : Amaliapadano1851@gmail.com Yes, yes, yes.

[5 minutes 52 seconds][Agent] : Perfect. Alright, OK. Perfect. I can see here you did speak with one of my colleagues earlier this week.

[6 minutes 1 seconds][Customer] : Yeah, yeah.

[6 minutes 1 seconds][Agent] : So did. Yeah.

[6 minutes 2 seconds][Customer] : But was unable to to ring back because I'm I was busy at work.

[6 minutes 7 seconds][Agent] : Yeah, that's OK. Alright. So were you wanting to? I can see you spoke with Lucy. She said that to reinstate the policy you'd need to pay \$2026.25 within the two business days.

[6 minutes 6 seconds][Customer] : So just only now I have yeah.

[6 minutes 23 seconds][Agent] : Did you want to reinstate?

[6 minutes 24 seconds][Customer] : But I said to her that I no because I cannot be able to to pay the whole amount.

[6 minutes 29 seconds][Agent] : Oh, OK.

[6 minutes 29 seconds][Customer] : So he said if I can, I just get a new one.

[6 minutes 32 seconds][Agent] : Yeah, Alright, perfect. Well, I can transfer you to sales and they can help you with the new life cover. Would that? Did you want me to pass you on now?

[6 minutes 44 seconds][Customer] : Yeah, so this this e-mail that I I received this is just coming.

[6 minutes 49 seconds][Agent] : Yeah, because the policy number that's we don't have that policy number. I can only see your. Yeah, yeah. Yeah.

[6 minutes 48 seconds][Customer] : Yeah, yeah, that's why I, yeah, I realized when the lady and then when I, when she answered the phone and noise in the background, you know, and because I think it's a lot on YouTube. And but after I realized that I already gave hold everything, my information about my name and everything like that. And then then he said car insurance. I can't remember that I have a car insurance with you guys. So I just hang up.

[7 minutes 20 seconds][Agent] : Oh, OK, yeah, alright. Yeah, yeah, maybe some. Yeah, I'm not sure about that. Yeah. I can't see the any car insurance policies. I can only see if, you know, in life cover. So I'll just pop you on a quick hold and I'll trans. I'll see if there's a sales agent available now to assist with you. OK.

[7 minutes 40 seconds][Customer] : Yep, that's fine.

[7 minutes 41 seconds][Agent] : Alright, perfect. It might be around 2 minutes. OK.

[7 minutes 45 seconds][Customer] : Yep. Thank you.

[7 minutes 44 seconds][Agent] : Thank you.