

[1 seconds][Customer] : Hi. Hi, Beck.

[2 seconds][Agent] : Hey, how are you?

[4 seconds][Customer] : Good. So we have Anna on the line. So this is his daughter now. She's confirmed her full name and date of birth and confirmed her father's full name and date of birth as well. I can only locate old policies that have lapsed since 2017, but she claims that she's being charged and she's uh, she's taking out a cover on her parents behalf with real insurance exchange on the umm, in the umm statements, it suggests that it's real life insu, a real funeral insurance. She says I've double checked with her so that it kind of doesn't make sense.

[41 seconds][Agent] : Yeah. Plus that's his hand over as well.

[38 seconds][Customer] : Umm, uh, the shoulder, there's nothing active uh, from yeah, I know that's what I was thinking. Umm, so maybe you can have a chat with her. I I really don't know what to say to her.

[43 seconds][Agent] : So it won't say that, but yeah, yeah, sure.

[50 seconds][Customer] : Umm, yeah, she's yeah, she's she she couldn't even confirm the address. It looks like that someone else has taken out this cover on on her mother's behalf a long time ago.

[1 minutes 1 seconds][Agent] : Right, OK.

[1 minutes 1 seconds][Customer] : Not, not her. But anyway, I'll let me pop out of the lead so you can jump in. There you go.

[1 minutes 7 seconds][Agent] : So she was only providing a full name and date of birth so far.

[1 minutes 10 seconds][Customer] : Yes. Name, date of birth. She couldn't provide the address or anything else. OK.

[1 minutes 15 seconds][Agent] : OK, well, and who am I speaking to? Who's the person I'm gonna talk to? I'm not.

[1 minutes 19 seconds][Customer] : A Anna I know. Yeah.

[1 minutes 21 seconds][Agent] : OK, alright, let's do it whenever you're ready.

[1 minutes 24 seconds][Customer] : OK. Thanks, Brad.

[1 minutes 26 seconds][Agent] : Thank you for holding. My name is Rebecca. Please, our calls are

recorded and advice we provide is generally in nature. May not be suitable to your situation. Uh, my colleague Alfred has advised me that you had an inquiry in relation to UMM as a bank statement or transaction on your bank statement. Is that correct?

[1 minutes 46 seconds][Customer] : Yes, my wife is just to call me. Yeah. We're just checking up on, on, on your parents good insurance. And yeah, we just want to make sure because it's been detecting everything and there's no policy in the record.

[2 minutes 2 seconds][Agent] : 22 Yeah. So I'm sorry. I was told I was speaking to an Anna. Is that who I'm? Who am I speaking with?

[2 minutes 1 seconds][Customer] : So we're just, we just want to find out.

[2 minutes 9 seconds][Agent] : Alright, so I just wanted to try and understand how, what makes you the what? Where have you found that? It's real life insurance. What are you seeing that shows you that you have a policy with us?

[2 minutes 8 seconds][Customer] : We're thinking it's. It's always discussed on my my account.

[2 minutes 28 seconds][Agent] : OK, but what does it say on the account? WH why have you come to the conclusion it's real insurance? Just so I can search?

[2 minutes 35 seconds][Customer] : Yeah, it only says on the account Real General Insurance.

[2 minutes 40 seconds][Agent] : OK, so ours doesn't say that. Is there a number next to it? Yeah.

[2 minutes 45 seconds][Customer] : Yes, there is a number next to it.

[2 minutes 47 seconds][Agent] : What's the number next to the transaction please?

[3 minutes][Customer] : Yeah, this one is 6700 196592701.

[3 minutes 14 seconds][Agent] : OK. And what name would that be under for the policy? What would that be under?

[3 minutes 19 seconds][Customer] : The name of it says Real Funeral Insurance Missus.

[3 minutes 26 seconds][Agent] : No, the name, the person's name. What name would it be under and is that you?

[3 minutes 30 seconds][Customer] : It says Missus Anna Limoso this is my name. Yes.

[3 minutes 36 seconds][Agent] : OK, What's your date of birth please? Thank you. And your address

including post code.

[3 minutes 38 seconds][Customer] : 10/12/1979 13 Bristol Street, Maryland W 2160.

[3 minutes 52 seconds][Agent] : OK, thank you. I have a telephone number and a 0400375075 and a landline 0296811584 and an e-mail TETATOURSTONGASALE s@gmail.com so far. Does that sound like you, Anna? OK, so it looks like you have a guaranteed funeral insurance policy with us, and that's been in place since 2019. What was your inquiry in relation to the policy?

[4 minutes 18 seconds][Customer] : Yes, no, I thought, I thought I I made it for my parents Cos I want yeah. Oh, that's what that's what I wanted to do. I I asked the that guy before, like when I set it up, I want it for my parents. And sorry, I I didn't know that they he did it for myself, not my parents.

[4 minutes 38 seconds][Agent] : No, there's a policy on your name right now. This is a policy that's set up in your name for yourself.

[5 minutes 9 seconds][Customer] : Oh, OK. Yeah. OK. So can we can, can I get back to the customer service and set up one for my but I can get I can get one for my parents. Is it right?

[5 minutes 22 seconds][Agent] : Yeah, you can be like a purchaser payer for mum and dad for sure. Would you like me to put you back through to the team that sets up the new policies? Alright, just give me one second.

[5 minutes 29 seconds][Customer] : Yes, please. Yes.

[5 minutes 31 seconds][Agent] : Anna, I'm just going to place you on a brief hold to call their queue, OK?

[5 minutes 35 seconds][Customer] : OK, sorry, but but that one's still going. The one on the line.

[5 minutes 38 seconds][Agent] : Yeah, your yours is still active. Do you want me to send you out a policy schedule just so you have a bit of information about your own policy?

[5 minutes 44 seconds][Customer] : Yes, please.

[5 minutes 45 seconds][Agent] : OK, All right, leave that with me. I'll get that mailed out for you, and then I will, uh, put you through to the sales team. OK, Umm, just gonna place you on a brief hold because I need to call that queue now. All right?

[5 minutes 56 seconds][Customer] : OK.

[5 minutes 57 seconds][Agent] : Thanks.

[6 minutes 30 seconds][Customer] : Hi.

[6 minutes 31 seconds][Agent] : Hi, it's me. I found her.

[6 minutes 33 seconds][Customer] : OK.

[6 minutes 33 seconds][Agent] : I've explained what it is. She has her own policy, not for her parents, but she now wants to set up one for her parents.

[6 minutes 39 seconds][Customer] : Oh, OK. That makes sense. Makes a lot of sense now. Thanks. What's that, Rebecca?

[6 minutes 40 seconds][Agent] : OK, so I was. I was actually.

[6 minutes 46 seconds][Customer] : So confused.

[6 minutes 45 seconds][Agent] : I wonder if I'm going to get you, but there you go.

[6 minutes 48 seconds][Customer] : Thank you.

[6 minutes 47 seconds][Agent] : I am welcome to my world. So I'm going to. She's going to be the purchase a pair for mum and Dad.

[6 minutes 49 seconds][Customer] : Yeah, sure. No problem.

[6 minutes 53 seconds][Agent] : OK, so her profile's come through, but that's not for her.

[6 minutes 57 seconds][Customer] : Yeah.

[6 minutes 57 seconds][Agent] : And I've jumped out now, so you tell me when you're ready.

[7 minutes][Customer] : All right. Now I'm ready. I'll pop it through.

[7 minutes 2 seconds][Agent] : Alright. I won't transfer. Thanks.

[7 minutes 4 seconds][Customer] : Thank you.

[7 minutes 6 seconds][Agent] : Thank you for holding. And now I have Alfred on the line. He'll assist further. Please go ahead.

[7 minutes 11 seconds][Customer] : Good morning.