

[2 seconds][Agent] : Welcome to One Choice. You're speaking with Theresa. How can I help you?

[7 seconds][Customer] : Hi Theresa, it's Stu Chapman here from Ymaki in the South Island.

[10 seconds][Agent] : Hi there.

[11 seconds][Customer] : I rang, how are you? I I rang a few weeks ago and and enquired about getting a new life insurance with you guys. So I was talking to a guy, Zach or Zachary.

[24 seconds][Agent] : OK.

[25 seconds][Customer] : He, I'd, I'd had an operation on my face and I didn't know what the, what it was called. So I found it out and he rang me about 2 1/2 weeks ago and he was giving that information to your underwriters. And he was going to ring me back Wednesday, 2 weeks ago. And I, I haven't heard from him.

[48 seconds][Agent] : Oh, I see.

[48 seconds][Customer] : So I'm just wanting to follow up and find out what's going on.

[51 seconds][Agent] : OK.

[51 seconds][Customer] : He he was going to ring me back or I could give him bank account details and all that, but he said it had to be approved by the underwriters first.

[59 seconds][Agent] : OK. Through Chapman. And can I have your telephone number as well? All right. Thank you.

[1 minutes 2 seconds][Customer] : Yep, 0275566517 Me no.

[1 minutes 19 seconds][Agent] : Jumps wrong one. OK. I'm just going to see if he's available. I won't be too long.

[1 minutes 32 seconds][Customer] : OK. Thank you.

[1 minutes 33 seconds][Agent] : You're welcome.

[2 minutes 24 seconds][Customer] : Hey, Teresa, we split the Commission on this one or what? Whoa. Now, do you say anything or did he Did he mention me?

[2 minutes 24 seconds][Agent] : Hey, we should've did with \$230, he said he was waiting for a call back from you.

[2 minutes 34 seconds][Customer] : Must have mentioned me. Alright, OK. Whenever you're ready.

[2 minutes 35 seconds][Agent] : Yep, you've taken them 3 underwriting.

[2 minutes 38 seconds][Customer] : Oh, that's good. Alright. Let me know when you're ready. Now have a chat with him. Stewie.

[2 minutes 43 seconds][Agent] : OK, 321.