[1 seconds][Agent] : Thank you, Donna for holding the line. I have got my colleague Richard from support. He is going to help you today to finalize the beneficiary. OK. And umm, dear Richard, uh, Donna has confirmed me with her full name, date of birth, address, contact number, so you can take over and confirm the e-mail address with her as well. Thanks very much for your patience, Donna. My name is from customer support and I'll be assisting you with adding the beneficiaries. I would just ask, can you confirm the e-mail address on file, please? Thank you very much. And can you confirm the type of insurance product that you hold with us, please? Thank you. And can you confirm the frequency of payments such as fortnightly, monthly or annually, please? Thank you very much and you are correct, it is fortnightly now. I'll assist you with adding the beneficiaries. You can have up to five and we'll need the full name, date of birth, address, phone number and relationship to you.

[0 seconds][Customer] : 1 It is dylan_witt1991@hotmail.com funeral Cost time, cover It's fortnightly OK, though I only have one.

[1 minutes 14 seconds][Agent] : Did you have this already?

[1 minutes 20 seconds][Customer] : Yes, I do.

[1 minutes 22 seconds][Agent] : And can I have the 1st and surname of the individual when you're ready please?

[1 minutes 27 seconds][Customer] : It is Dylan Wick.

[1 minutes 33 seconds][Agent] : Yep, Dylan Witt is his full name.

[1 minutes 38 seconds][Customer] : Oh, Grant is his middle name.

[1 minutes 42 seconds][Agent] : So Grant, GRANT and Witt WI double T is it?

[1 minutes 45 seconds][Customer] : Yes, Correct.

[1 minutes 50 seconds][Agent] : Thank you. And can I confirm the date of birth for Dylan please? When you're ready.

[1 minutes 55 seconds][Customer] : It is the fourth of the 7th of 1991.

[2 minutes 1 seconds][Agent] : Thank you. Was that was that the 4th of the 7th, 1991? I do apologise the line broke out there.

[2 minutes 9 seconds][Customer] : Yes, it is fourth of the 7th 1991.

[2 minutes 14 seconds][Agent] : Thank you very much. And can I have Dylan's title, if you're aware of such as Mr. or Master?

[2 minutes 24 seconds][Customer] : It is Mr.

[2 minutes 26 seconds][Agent] : Thank you. And does Dylan share the same address as you or does he have a separate address?

[2 minutes 32 seconds][Customer] : No, we share the same address as myself.

[2 minutes 35 seconds][Agent] : Thank you. And can I have a phone number for Dylan when you're ready, please? Thank you very much.

[2 minutes 41 seconds][Customer] : 0437234239 Yes it is.

[2 minutes 51 seconds][Agent] : And just wanna confirm Sir, this is the only beneficiary as you said correct UN understood.

[2 minutes 57 seconds][Customer] : Yes, it's mine job.

[2 minutes 58 seconds][Agent] : So when we add beneficiaries, we need a assigned percentages to them that accumulates to 100. So in this case, there's only one it will be 100% if you'd like to proceed. So I'll read your I'll read to get your verbal confirmation. So Dylan Grant Witt has the only beneficiary today for 100% of your benefit amount. Is this correct?

[3 minutes 19 seconds][Customer] : That is correct.

[3 minutes 21 seconds][Agent] : Thank you. So I can confirm that I have added Dylan on as your only beneficiary. Now you'll get a letter in the post, which takes roughly 7 to 10 business days that reflects these changes. Of course, the beneficiary changes and it'll show on paper that given is the beneficiary. Now if there's anything incorrect on that piece of paper when you receive it, please call us and let us know to update this.

[3 minutes 20 seconds][Customer] : Yes, I will.

[3 minutes 46 seconds][Agent] : Other than that, I can confirm that's all been done. And I will ask, while I have you here today, was there anything else I can do for you on your policy?

[3 minutes 54 seconds][Customer] : No, that is it. Thank you so much.

[3 minutes 57 seconds][Agent] : That's all good, Donna. I wish you the best and thank you for your call.

[4 minutes 1 seconds][Customer] : Thank you so much. You have a good day.

[4 minutes 4 seconds][Agent] : You too. All the best. Take care.

[4 minutes 6 seconds][Customer] : Thank you. Bye. Bye.

[4 minutes 7 seconds][Agent] : Bye, bye, bye.