

[11 seconds][Customer] : Hello.

[12 seconds][Agent] : Hi, Lisa, it's Adam calling back from One Choice. How are you?

[15 seconds][Customer] : Oh, good.

[18 seconds][Agent] : Great to hear that I won't take too much of your time. Lisa, I've got a couple of questions I just need to ask you in regards to your life insurance. If you wouldn't mind if I could just have you confirm your full name and your date of birth, please?

[16 seconds][Customer] : Thanks Lisa Ezekiel 14771.

[27 seconds][Agent] : Lisa, thank you very much for that and I just need to let you know again, all calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances. I know it's not been too long since we last spoke, but I do need to ask, has anything changed your health or your lifestyle since the last time you went through the application? OK. Please, I won't take too much of your time at all. So the insurer, the underwriters, they have asked a couple of additional questions that I need to send back to them in order to assess your application. So in terms for the dizziness, they've asked, please confirm the frequency and severity of your dizziness symptoms. Do you experience any symptoms still at I in terms for the dizziness?

[54 seconds][Customer] : No, yeah, no.

[1 minutes 20 seconds][Agent] : OK. When would you say the last time you experienced dizziness?

[1 minutes 35 seconds][Customer] : Would have been about 3-3 weeks now 'cause it's when they were just readjusting my medication, my blood pressure medication.

[1 minutes 49 seconds][Agent] : OK.

[2 minutes][Customer] : Oh yeah, it hadn't occurred until that time when my blood pressure was out of sorts and they needed to change my medication.

[1 minutes 57 seconds][Agent] : But prior to that, had it been quite a while, right, OK. And how would you explain the severity of your dizziness symptoms? Was it quite bad or how would you explain it?

[2 minutes 16 seconds][Customer] : Sorry, no, it Washington was, it was, it wasn't severe at all.

[2 minutes 18 seconds][Agent] : They're asking the severity of that was that wasn't severe at all.

[2 minutes 24 seconds][Customer] : It's very mild.

[2 minutes 23 seconds][Agent] : OK, very mild.

[2 minutes 27 seconds][Customer] : So that's why I thought to go back to my GP and that's when they said we had to readjust my medication.

[2 minutes 27 seconds][Agent] : So that's why I thought so that's my DT and that's when they give me had to readjust my medication. Yeah, OK. And then it asked did your, uh, sorry, when did your blood pressure? I'm sorry. Give me one second. Just spit on me. There we go. When did you commence your blood pressure medication? So originally you're on a different medication, but then you changed medications.

[3 minutes 1 seconds][Customer] : Yes. So I've been on medication since 2010, yes.

[3 minutes][Agent] : So I've been on medication since 2000 and 16 for blood pressure.

[3 minutes 13 seconds][Customer] : Yeah.

[3 minutes 12 seconds][Agent] : It's 2010. Yeah.

[3 minutes 13 seconds][Customer] : And that was due to pre pregnancy.

[3 minutes 16 seconds][Agent] : And then it's due to pregnancy. OK.

[3 minutes 19 seconds][Customer] : And then, yeah, then I was told that after I gave birth I wouldn't need to be on blood pressure medication.

[3 minutes 17 seconds][Agent] : And then, yeah, I was told that after I gave food, I would need to be on for official medication. OK. But you still did continue taking it.

[3 minutes 30 seconds][Customer] : Pardon.

[3 minutes 31 seconds][Agent] : Pardon. Did you continue taking it after that, though? Yes.

[3 minutes 34 seconds][Customer] : Yes.

[3 minutes 35 seconds][Agent] : OK.

[3 minutes 35 seconds][Customer] : Yeah. Yes. Yeah. Yes. I've been on it since I gave birth in 20/20/10.

[3 minutes 35 seconds][Agent] : Yeah, yes, I've been on it since I gave to. OK and then three weeks ago they, you mentioned they were adjusting your medication. Did they just adjust the dosage or

was it a complete different type of medication? No, they just already reintroduced a new one.

[3 minutes 50 seconds][Customer] : Yes, no, they had already reintroduced a new one, but they had to adjust it. They needed to up the dosage on it and that was one of the ones that I gave you.

[3 minutes 56 seconds][Agent] : OK, They take to adjust they needed to uh, the dosage stomach and that was one of the ones that I gave you. OK and when did that occur? Was that a few weeks ago? Was that quite a while ago now? Well I saw my GP about two, two weeks ago.

[4 minutes 15 seconds][Customer] : Well, I saw my GP about right 2-2 weeks ago, so it would have been four weeks prior to seeing who.

[4 minutes 23 seconds][Agent] : So it would be 4 weeks prior to being good and the other GP adjusted it and then I had to re get reviews.

[4 minutes 26 seconds][Customer] : That's when the other GP adjusted it and then I had to re get reviewed 2 weeks later when my GP was back. Yeah.

[4 minutes 34 seconds][Agent] : 2 weeks later I say my GP was back and then they confirmed then it was back in the normal range. Mm Hmm.

[4 minutes 37 seconds][Customer] : And but yes, yeah.

[4 minutes 42 seconds][Agent] : So it was six weeks ago then in total of when you they increased it and now went back for a check up two weeks ago and then it was all clear, it was all normal. OK, what was the reason that they needed to increase the dosage? Was it because your, umm, blood, uh, pressure was getting elevated again or?

[4 minutes 51 seconds][Customer] : Yeah, yes, yeah. It wouldn't regulate.

[5 minutes 15 seconds][Agent] : Yes, I wouldn't regulate.

[5 minutes 23 seconds][Customer] : Yeah, they just said it would, just wouldn't regulate.

[5 minutes 18 seconds][Agent] : OK, Your blood pressure wouldn't regulate, Yeah, because they just wouldn't regulate.

[5 minutes 26 seconds][Customer] : So that's why they had to do it and they don't know why.

[5 minutes 32 seconds][Agent] : So they called so and they don't know why so OK.

[5 minutes 32 seconds][Customer] : So, so all they said they could do was increase the medication

and see if that would put it back into normal range.

[5 minutes 46 seconds][Agent] : OK. And and it has as you mentioned, that's good to say. And is it controlling the dizziness symptoms OK?

[5 minutes 49 seconds][Customer] : Yep, yes, yes, yeah, it's put it right back in. She said that that's what would that was probably why I was experiencing the busyness was because my blood pressure medication wasn't right.

[6 minutes 5 seconds][Agent] : While I was experiencing this, doesn't you know? OK, OK, not a worry. So I've got that all jotted down now. Umm, thank you so much for your patience with that also. I'll go ahead and get that sent across to them. I'm not too sure if I would be getting it back tonight. I think I would be getting it back Monday. Umm, so I'll get back in touch funeral.

[6 minutes 23 seconds][Customer] : Yeah, that's fine because I'm away at a funeral.

[6 minutes 27 seconds][Agent] : Oh OK.

[6 minutes 27 seconds][Customer] : That's fine. I'm away at a funeral at the moment.

[6 minutes 27 seconds][Agent] : I'm a way at a funeral at the moment.

[6 minutes 29 seconds][Customer] : Yeah. So that's fine.

[6 minutes 29 seconds][Agent] : Yes, I understand.

[6 minutes 30 seconds][Customer] : I'll be back.

[6 minutes 30 seconds][Agent] : I'm sorry for your loss.

[6 minutes 31 seconds][Customer] : I'll be back.

[6 minutes 31 seconds][Agent] : That later. Yeah.

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

[6 minutes 34 seconds][Agent] : Yeah. 7 lost. Really.

[6 minutes 33 seconds][Customer] : Sudden loss, but yeah, I'm accepted. Yeah. So that's fine.

[6 minutes 38 seconds][Agent] : So that's fine.

[6 minutes 37 seconds][Customer] : I'll be back at work on Monday anyway, so it's fine. Perfect timing.

[6 minutes 40 seconds][Agent] : I'll be back at work on Monday anyway. Yeah. OK. So later then.

[6 minutes 42 seconds][Customer] : All right.

[6 minutes 42 seconds][Agent] : All good then. I'll let you get back to it then. Really appreciate your time.

[6 minutes 46 seconds][Customer] : Thank you.

[6 minutes 46 seconds][Agent] : Thank you.

[6 minutes 47 seconds][Customer] : OK, bye.

[6 minutes 47 seconds][Agent] : Have a good night. Bye.