

[2 seconds][Agent] : Hello. Welcome to Real Insurance. You're speaking with Kayla. How can I help you today?

[7 seconds][Customer] : Hi, how are you?

[9 seconds][Agent] : Good. Thanks. How are you?

[8 seconds][Customer] : I'm good, thank you. Thanks for asking.

[10 seconds][Agent] : That's good.

[12 seconds][Customer] : I just got the call and I sorry, just missed the call and I'm just trying to just activate the insurance.

[24 seconds][Agent] : Yeah.

[21 seconds][Customer] : I just got the call last week and I'm just trying to like activate it but it's showing the session is expired. His last time the same happened with me and right now again, because it's the person, he told me that it's ready for 30 days.

[38 seconds][Agent] : All right, OK, let's have a look for you in that case and see what's going on. Can I just get you to confirm just your full name and your date of birth there, please? Thank you so much, Mohammed. Let's have a look for you to see what's going on there. Umm, yeah. It's gonna be umm. It's fine. What I'll do. It was Andrew. I'm gonna get Andrew to speak with you because he can even, umm, so if you can activate it on his end as well, do you mind if I just pop you on a quick hold?

[46 seconds][Customer] : Mohammed the man has some 15/1/1998 Sure.

[1 minutes 10 seconds][Agent] : Yeah. Thank you. Hi there, Mohammed.