

[2 seconds][Agent] : Hi there. Welcome to Real Insurance. You're speaking with AJ. How can I help you?

[6 seconds][Customer] : Hi AJ, this is Khalil. I was taking your call.

[11 seconds][Agent] : You're attending a call. OK. Thank you, Sir.

[12 seconds][Customer] : Yes Sir. I missed your call in the morning.

[15 seconds][Agent] : Oh, OK.

[17 seconds][Customer] : I had a busy day today.

[16 seconds][Agent] : Yeah, yeah, yeah, that's OK. Thank you for calling us back. So it might have been from an inquiry that you made online. I'll just find your profile to help you. Can I get you to confirm your first and last name and date of birth?

[29 seconds][Customer] : Yep, this is Khalil KHALILI.

[32 seconds][Agent] : Yep. OK, I'll, I'll have to check your profile. What's your surname please? Yeah, and your date of birth please. OK, thank you. So I've got your profile. Give me one second. I'll just hop into it and OK, not a problem. Umm. Alright, 1 moment. I can see you're speaking to one of the agents, Dom. I'll just see if he's available for you. Would you mind if I pop you in a quick hold for a moment?

[32 seconds][Customer] : Think the is took a few weeks ago is that is that yeah, the DNAJRI uh, the 1st of January 1988, Yeah, yeah, no problem.

[1 minutes 3 seconds][Agent] : OK, thank you. One second won't be long. Like, hello, it's Tom.