

[1 seconds][Customer] : Hello, Shrine speaking.

[2 seconds][Agent] : Hi Shereen, it's Tyler calling from Australian. Sorry Tyler calling from Real Insurance. Just following up a point request you popped through on our website for our life cover.

[11 seconds][Customer] : Yes, I am in the policy, but I want to include like my husband wants to take up a life insurance as well. OK.

[19 seconds][Agent] : OK, not a problem. I can definitely assist you with that. So what I'll do there quickly. Shereen, if I can quickly confirm your first and last name there please.

[27 seconds][Customer] : Yeah. Shrine Rosario.

[29 seconds][Agent] : Perfect, thank you for that, Shereen. And can you just confirm your date of birth for me too, please?

[33 seconds][Customer] : Yeah, ninth of the 2nd, 1983.

[36 seconds][Agent] : Perfect, Thank you, Shereen.

[38 seconds][Customer] : That's OK.

[38 seconds][Agent] : Please note all our calls are recorded. So any advice? The providers general in nature and may not be suitable to your situation. And of course, Shereen, can I confirm that you are a female Australian resident, is that correct? Perfect, thank you for that, Shereen.

[49 seconds][Customer] : Yes, that's OK.

[52 seconds][Agent] : I'm just gonna pop you on a quick hold and then I'm gonna transfer you over to a colleague of mine that will be able to assist you further.

[58 seconds][Customer] : OK. No worries. Thanks.

[59 seconds][Agent] : No worries. Thanks, Shereen. Have a lovely day.

[1 minutes 1 seconds][Customer] : Thank you. You too.

[2 minutes 16 seconds][Agent] : Hi, Sherine, Are you there?

[2 minutes 18 seconds][Customer] : Yeah, sure. That's OK.

[2 minutes 19 seconds][Agent] : Sorry, I just wanted to let you know just so that you're aware, it's just taking a little bit longer than expected, but it won't be too long and I'll get you transferred through.

[2 minutes 27 seconds][Customer] : Yep, no worries.

[2 minutes 28 seconds][Agent] : No worries, Sherine. Thank you.

[2 minutes 30 seconds][Customer] : OK.

[3 minutes 9 seconds][Agent] : How many did you have? Hi, Shereen, are you there?

[3 minutes 42 seconds][Customer] : Yes.

[3 minutes 43 seconds][Agent] : Thank you for holding. So I've got my colleague on the line, Cameron, that's going to assist you further with your inquiry today.

[3 minutes 49 seconds][Customer] : OK.

[3 minutes 49 seconds][Agent] : Thanks God.

[3 minutes 49 seconds][Customer] : No worries. Thank you.

[3 minutes 50 seconds][Agent] : No worries. Happy New Years, guys.

[3 minutes 53 seconds][Customer] : Bye.

[3 minutes 52 seconds][Agent] : Hi, Shereen.