

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

[6 seconds][Customer] : Oh, hello, AJ, this is Samantha Smith. I've got funeral cover with you.

[13 seconds][Agent] : Yes, Samantha. Mm. Hmm. How can I help you with that?

[14 seconds][Customer] : I I've lost, I don't know where all my paperwork is for it.

[19 seconds][Agent] : OK.

[21 seconds][Customer] : I've had those. I don't think I've ever had a certificate or anything, or I don't know whether I've got I've got the wrong address. So.

[30 seconds][Agent] : Alright, that's alright. Let me just find your profile so I can pop you into the correct department. They can help you with that. What's your first and last name and date of birth please? 1st of March.

[38 seconds][Customer] : So it's Samantha Smith and it's first of the 3rd, 67, yeah, 1967.

[49 seconds][Agent] : OK, thank you.

[51 seconds][Customer] : I think my account number is that's going out. The bank is 670.

[57 seconds][Agent] : One moment, 1 moment, Samantha. So I'll start to confirm your contact details. First, I can transfer you to customer support. So give me one second.

[1 minutes 4 seconds][Customer] : OK, Sammy Lloyd Smith.

[1 minutes 3 seconds][Agent] : What is your e-mail address please, 1622? OK, thank you. And what is your best contact number? And what is your post code and which suburb do you reside in? OK, I've got another, another suburb here. What's your address?

[1 minutes 7 seconds][Customer] : So it's SA double nie lordalawad.smith1622@gmail.com yeah@gmail.com 0406954144 6164 freebie WY can as the right way.

[1 minutes 45 seconds][Agent] : OK, I have another address here, so we need to update your address. What was your previous address on here?

[1 minutes 44 seconds][Customer] : Freebie Was it 37 flourish loop?

[1 minutes 49 seconds][Agent] : Uh, yeah. Can you confirm that one in full for me, please?

[1 minutes 52 seconds][Customer] : Is that 37 flourish loop? Atwell 6164?

[2 minutes 2 seconds][Agent] : Uh, it's come up with a unit. Do you know what the unit address is?

[2 minutes 6 seconds][Customer] : Oh God.

[2 minutes 7 seconds][Agent] : It's correct. But uh, it's giving me another. It's giving me unit 37 slash something.

[2 minutes 13 seconds][Customer] : Is it fixed?

[2 minutes 14 seconds][Agent] : That's the one. Yep. So unit 30/7/60 florist loop at well, WA 6164, is that right? Yeah, yeah, that's the one we have here. So we need to update your address. So you've moved from there. OK, not a problem. We can do that. And already just please don't call is recorded. I'll put you in a quick hold. I'll transfer you to the correct department now. OK. One SEC won't be long.

[2 minutes 22 seconds][Customer] : Yeah, yeah, alright.

[2 minutes 36 seconds][Agent] : Thank you. Thank you for holding the Tracy on the line should be happy to help you. Just want to confirm for the call with the class, confirm all details and go ahead. Thank you. Alright, excellent.