[4 seconds][Customer] : Richard, how are you? I've just got a customer and she's got a policy. She just wants to add another her partner. Is that you or sales? No, no, no for cover.

[1 seconds][Agent] : How can I help add a part as a beneficiary or like it's the flexi Plus I don't think she could uh, add someone let me just double check that life insurance. Take out another policy is uh sales. Uh, let's see.

[46 seconds][Customer] : Oh, she's an existing house so she wants to a take out another policy was that you or sales, but to add to her current one that we can't.

[1 minutes 2 seconds][Agent] : Yeah, I'm just having a look. I think, uh add joint life to it. Joint life would be able to add joint life for existing policies. So with the flexi plus policies, you can't increase them or add people to it.

[1 minutes 16 seconds][Customer] : Mm, hmm.

[1 minutes 16 seconds][Agent] : So if you want to add her husband, she would have to set up a new cover.

[1 minutes 22 seconds][Customer] : OK.

[1 minutes 22 seconds][Agent] : So that will be sales I believe.

[1 minutes 23 seconds][Customer] : So just transfer to OK, we'll all speak to sales then. No worries.

[1 minutes 28 seconds][Agent] : Well, good. Thanks mate.

[1 minutes 29 seconds][Customer] : Thank you, TA.