

[0 seconds][Agent] : Hi, Irene, it's Rick again. I have my colleague Joseph on the line who will take over from here and help you get your beneficiaries nominated. OK. And just for the recording, we have confirmed the entire profile name, date of birth, home and postal address, contact number, e-mail and policy types. Thanks for that, Rick. OK, Irene, I'm just going into your policy, so I understand on the new cover you would like to nominate a beneficiary.

[7 seconds][Customer] : OK, Yes, yes, yeah.

[27 seconds][Agent] : So I'm just going in there now. OK done a fish free. Yep.

[30 seconds][Customer] : Never got around doing it there.

[31 seconds][Agent] : Let's go in won't be long.

[48 seconds][Customer] : I'm on the phone.

[48 seconds][Agent] : OK, yeah, yeah, I see, I see you haven't set it up on the original one.

[52 seconds][Customer] : No, no, I never.

[52 seconds][Agent] : OK, so, so let let me first do it on the older one and then I can copy and copy that through to the new policy as well. So just so you know, you can, you can add anything from one up to five people maximum, but be aware that if you've got more than one, they will each have to put in application to apply for the money. OK, So whether that takes delays, I can't answer. Umm, have a think about who is the closest to you that could respond to a, a, a delegate in a very emotional situation and umm, who lives, who actually lives the closest to you?

[1 minutes 33 seconds][Customer] : Yeah, no, I've got three children.

[1 minutes 32 seconds][Agent] : You know that, that, uh, so you're happy for them.

[1 minutes 35 seconds][Customer] : So they're adults are. Yeah, the three of them. Yeah.

[1 minutes 37 seconds][Agent] : So you're happy for them to all all us and and go through a claims? Oh, it's just each if I'm individual. OK, no problem.

[1 minutes 43 seconds][Customer] : Yeah, I'll explain it. Yeah, Yeah.

[1 minutes 46 seconds][Agent] : OK, so for me to add them on, you have to be able to supply first and last name, date of birth and current address for each of them and a contact mobile. Now what's the first one's date of birth, please? Irene.

[1 minutes 59 seconds][Customer] : Oh.

[2 minutes 5 seconds][Agent] : OK, first name.

[2 minutes][Customer] : Date of birth 16th of the 4th, 2001 Shamus. SHAMUS.

[2 minutes 11 seconds][Agent] : SHAMUS. Same.

[2 minutes 15 seconds][Customer] : Shamus. Yeah.

[2 minutes 14 seconds][Agent] : Seamus Surname. Yep.

[2 minutes 18 seconds][Customer] : Georgetown.

[2 minutes 17 seconds][Agent] : Surname George. Hang on. George Town. OK. Seamus. George.

[2 minutes 19 seconds][Customer] : Georgetown town. Now.

[2 minutes 30 seconds][Agent] : George Town. Got it. That's OK. I can skip. The phone numbers are not too urgent.

[2 minutes 31 seconds][Customer] : I haven't got their phone numbers on me at the moment now.

[2 minutes 38 seconds][Agent] : The addresses are otherwise. Otherwise I can't set them up. So which? She's a male Australian resident. Thank you. Let me have a go in there. OK. What's the post code for where he lives?

[2 minutes 44 seconds][Customer] : Yes, 465.

[2 minutes 55 seconds][Agent] : Is he living with you? OK, so I'll just leave it with your address then. 4 Barber St.

[2 minutes 58 seconds][Customer] : Yes, Sevic.

[3 minutes 4 seconds][Agent] : Cherbrook, QLD 4 Six. Yeah, 4605. OK, so that is your son. Let me just add him on and that's number one, OK.

[3 minutes 19 seconds][Customer] : Her name is Francesca FRANCESTA. Oh, sorry. 15th of the 7th, 2002.

[3 minutes 16 seconds][Agent] : The next beneficiary, what's their date of birth, Sorry, I mean, I'm actually in the date of birth area first, sorry, 2, 1002, so that's 1020 and two. Francesca. Fran.

[3 minutes 40 seconds][Customer] : CESTA.

[3 minutes 42 seconds][Agent] : Yes. DA Francesca. Yep.

[3 minutes 46 seconds][Customer] : Yeah. Fisher, the players of Manet. Yeah.

[3 minutes 45 seconds][Agent] : Surname Fisher. Yep. Female Australian residence.

[3 minutes 51 seconds][Customer] : ACR Yes.

[3 minutes 55 seconds][Agent] : Thank you. OK. Is she living with you as well or not?

[4 minutes][Customer] : Now she lives in another town, Megan.

[4 minutes 3 seconds][Agent] : OK. What's? That's OK.

[4 minutes 5 seconds][Customer] : But I I I don't even know the address. Sorry.

[4 minutes 9 seconds][Agent] : Oh, see, I need the address. I can't.

[4 minutes 10 seconds][Customer] : I know it's oh now.

[4 minutes 11 seconds][Agent] : Yeah, can't add her on unless you give the address.

[4 minutes 16 seconds][Customer] : I'm sure it's yes, it is delayed and I don't understand.

[4 minutes 26 seconds][Agent] : Look, do you want me to put yours on at the moment? But you're gonna have to update it.

[4 minutes 29 seconds][Customer] : Yeah, we'll look.

[4 minutes 30 seconds][Agent] : You can't leave it.

[4 minutes 30 seconds][Customer] : Yeah, up.

[4 minutes 34 seconds][Agent] : Alright, I'll do that.

[4 minutes 32 seconds][Customer] : Look my understanding it's like 7 miles away. That's all.

[4 minutes 37 seconds][Agent] : That's OK, But you're gonna have to get the correct information because it's only gonna cause problems at time of claim.

[4 minutes 36 seconds][Customer] : Yeah, OK.

[4 minutes 42 seconds][Agent] : Call back Irene when you've got when you've got the mobile numbers as well. OK. And we'll and we need to update all that. So that's Francesca. OK, next one's date of birth, please. OK. 30 of the 5th, 2004. OK. OK. That makes them 20. Their first name?

[4 minutes 54 seconds][Customer] : 30th of the 5th, 2004 No. Yes. Georgetown.

[5 minutes 10 seconds][Agent] : Noel and Yep, George. Georgetown male Australian residents.

[5 minutes 24 seconds][Customer] : Yes.

[5 minutes 26 seconds][Agent] : Thank you. Post code for where he lives or does he live with you?

[5 minutes 30 seconds][Customer] : No. Same address. Yeah.

[5 minutes 32 seconds][Agent] : Alright son, same address. OK, OK, 4 Barber St. OK, I'm just adding null there as well. Alright, so with we OK, so it the amount has to equal 100% in total now because it depends on whether you want equal distribution. The best that I can do it if you want close to equal 1 would have to get 33.34% and the other two would have to get 33.33%. So one of them will get that extra 01 percent.

[6 minutes 8 seconds][Customer] : Yeah, well, I'll probably get my my eldest child to get the extra.

[6 minutes 8 seconds][Agent] : That's the only which is Seamus. OK, it's only .01% anyway.

[6 minutes 15 seconds][Customer] : Yeah, yeah, yeah. You sold that up to the 100%.

[6 minutes 19 seconds][Agent] : So 33.34, Francesca 33.33 and Knoll Yep, 33.33 Yep, that all equals out to 100%. Just updating, and I can confirm now on this call recording that that your three children are your beneficiary on your old policy. And now I'm also going to go into the new one that you just set up and you want them to be the beneficiary for that as well, Is that correct? Alright, beautiful. I'm going to set that. I'm going to set that up too. It's already in the system, so it'll be easy to Add all of them in there.

[6 minutes 49 seconds][Customer] : Yes, yes, yeah.

[6 minutes 57 seconds][Agent] : So, Seamus, yeah, no, it's fine. Better late than never, as they say So.

[6 minutes 58 seconds][Customer] : No, I need to try and do this year, yeah.

[7 minutes 4 seconds][Agent] : So you've done the right thing. Alright, Irene, I'm just adding him up and same thing. Seamus 33.34 Thanks. Francesca 33.3% and null 33.33% adding that in there and dating and I can confirm on the new policy as well. Your three children are your beneficiary. Now you'll get updated policy schedules for both of them individually sent out to you Irene, which will show you beneficiaries now listed. Now with the new policy, you will more than likely get your original documents and it will not go beneficiaries. Don't worry, a a few days later you'll get an amended policy schedule and that's the only page you have to swap out. It's all done now for you,

for both policies.

[7 minutes 52 seconds][Customer] : Oh, thanks for that one.

[7 minutes 55 seconds][Agent] : All good. Anything else I can assist today?

[7 minutes 53 seconds][Customer] : Yeah, No, that was it. Thank you.

[8 minutes][Agent] : Alright, you have a good weekend. All the best. Thanks, Irene.

[8 minutes 3 seconds][Customer] : OK. Yeah, thank you. Bye.

[8 minutes 5 seconds][Agent] : You're welcome. Bye.