

[1 seconds][Agent] : Matt, thank you so much for holding. I do have my colleague Robin on the line. He'll be able to assist you with the beneficiaries and Robin also found with contact details. Go ahead there please. Thanks, Anna.

[8 seconds][Customer] : No, thank you.

[11 seconds][Agent] : Hi, good afternoon.

[13 seconds][Customer] : You are. How are you, mate?

[11 seconds][Agent] : Speaking with Matthew, Not good. Thanks. How are you today?

[16 seconds][Customer] : Yeah, very well.

[16 seconds][Agent] : So call you Matt or Matthew.

[18 seconds][Customer] : Yeah, that's fine, mate.

[19 seconds][Agent] : That's good.

[19 seconds][Customer] : No dramas.

[20 seconds][Agent] : OK. Alright. So just to let you know that yeah, my name is Rob from Real Insurance Support. And just to Please note to all our calls are recorded and any advice we provide is general in nature, may not be suitable to your situation. I believe you just wish to add beneficial, beneficial to policy that you've just taken out.

[37 seconds][Customer] : Yes, four, please. Yes, please.

[40 seconds][Agent] : OK, How many is it that you wish to add?

[42 seconds][Customer] : Four please.

[43 seconds][Agent] : Four. OK, alright, so I can certainly help you with that today Matt. Now before we do update your beneficiaries, I do need to make you aware that when you do nominate your beneficiary that use the policy owner providing an instruction on who to pay the policy benefit to in the event of your death. And this nomination will be processed in accordance with the conditions set out in your PDS. So Matt, can you then please confirm that you understand and the information you provide is true and correct and you have all the details, names, dates of birth, home address and contact details.

[1 minutes 12 seconds][Customer] : Yes, I certainly do.

[1 minutes 19 seconds][Agent] : OK, all good. What's the first name of the first person you wish to add? Uh, NA double NA and NA surname.

[1 minutes 23 seconds][Customer] : Anna a double NA Hoskin, that is correct.

[1 minutes 31 seconds][Agent] : So HOSKENHISKEN.

[1 minutes 52 seconds][Customer] : 12th of the 1st 1986.

[1 minutes 38 seconds][Agent] : Oops, so I just got 2H S that's no good just take out one of those OK HRSKE and then and his date of birth please 12/01/1986 this is good birthday next week.

[2 minutes 1 seconds][Customer] : Yes she does.

[2 minutes 1 seconds][Agent] : All right, so Anahoskin 12186 And is Anna female Australian resident. All right, so the details and her title, Mrs.

[2 minutes 6 seconds][Customer] : She is missus.

[2 minutes 12 seconds][Agent] : Miss, Miss Doctor, Mrs.

[2 minutes 14 seconds][Customer] : Yep, missus.

[2 minutes 15 seconds][Agent] : OK, so Mrs. And.

[2 minutes 17 seconds][Customer] : Oh I wish she was a doctor. I wou I would be giving her the beneficiary. I'd be spending a lot of money giving my way.

[2 minutes 23 seconds][Agent] : OK, fair enough. Fair enough. And that's, umm her home address the same as yours or different?

[2 minutes 29 seconds][Customer] : Yes, same address.

[2 minutes 29 seconds][Agent] : Same as yours.

[2 minutes 31 seconds][Customer] : All four will be.

[2 minutes 31 seconds][Agent] : OK, Yeah. Oh, so just I have this 161 Jeep St. Greenup, Washington 6210.

[2 minutes 42 seconds][Customer] : That is correct.

[2 minutes 42 seconds][Agent] : Yep, yeah, OK. And contact number for Anna 0448.

[2 minutes 47 seconds][Customer] : It's 0448454155.

[2 minutes 50 seconds][Agent] : Yep, 4541. Whoops. One sorry, 0448454155 and that doesn't have

an e-mail address at all.

[3 minutes 4 seconds][Customer] : Yes, she does. It's Maple. Maple family. Yep, Yep, Yep.

[3 minutes 8 seconds][Agent] : So MATLE oh, Maple is it so P for Peter P as as in Maple as in the tree Maple tree, yeah, and so that was after Maple S AM ILY Yep, 01 at outlook.

[3 minutes 20 seconds][Customer] : Family yep01@outlook.com Correct Wife.

[3 minutes 33 seconds][Agent] : So just to confirm, maplemaplethenfamilyfamily01@outlook.com all good and her relationship to yourself wife, OK, just say for her details, All right. And the second person's first name P APTRI surname Hoskin Yep.

[3 minutes 56 seconds][Customer] : Pedro Pedro same Hoskins HOSKN date of birth is the second of the 8th 05. That is correct. He is.

[4 minutes 6 seconds][Agent] : Date of birth 2005 S Pedro Hoskin 02/08/2000 and five And is Pedro Mal Australian resident and his title is that just Mr.

[4 minutes 29 seconds][Customer] : Yeah. Mr. Yes, it is.

[4 minutes 31 seconds][Agent] : and home address same as yours or different same again and contact number for Pedro.

[4 minutes 37 seconds][Customer] : One moment I will. I don't know that off the top of my head. He'll kill me.

[4 minutes 41 seconds][Agent] : That's OK, no problem. If we all know them off the top of our head, we'd have a lot of ink up there wouldn't we?

[4 minutes 43 seconds][Customer] : Where am I 0438 433531? That is correct. No.

[4 minutes 52 seconds][Agent] : 0438 yes 433531 So just to confirm again 0438433531 we're good and e-mail address at all for Pedro, all right and his relationship to you.

[5 minutes 9 seconds][Customer] : All good, son.

[5 minutes 13 seconds][Agent] : So OK.

[5 minutes 22 seconds][Customer] : Luis. Luis. Yes, please.

[5 minutes 15 seconds][Agent] : Service details is Pedro and next person's first name please L Lewis Luis, surname Hoskin date of birth of Lewis?

[5 minutes 33 seconds][Customer] : 2112. Yeah, 211213. Louise, isn't it 13?

[5 minutes 37 seconds][Agent] : Yep, 2000, 2013 So Louis Hoskin, 21st of the 12th 2013 then Lewis, male Australian resident and his title Mr. or Master?

[5 minutes 44 seconds][Customer] : Yes, Yes, he is just master. Yep.

[5 minutes 59 seconds][Agent] : Master. OK, have it just the same as yours.

[6 minutes 1 seconds][Customer] : Yes, it is mine. My phone number's.

[6 minutes 3 seconds][Agent] : Contact number 2 for the rest same as yours. That ends in 1160.

[6 minutes 7 seconds][Customer] : Yep, that's it.

[6 minutes 9 seconds][Agent] : Uh, e-mail address same as yours then.

[6 minutes 12 seconds][Customer] : Yeah, same as mine mate.

[6 minutes 14 seconds][Agent] : OK Relationship to yourself, son. OK, so his details. OK, all right. And contestant #4's first name. Thanks.

[6 minutes 16 seconds][Customer] : Some Emilia M Sorry Emilia i.e. NILIS.

[6 minutes 32 seconds][Agent] : EMELIA AM AM OEMIL.

[6 minutes 38 seconds][Customer] : Yep, Yep.

[6 minutes 39 seconds][Agent] : Is it Emilia? Surname Hoskin Hoskin. Date of birth?

[6 minutes 40 seconds][Customer] : ILI A 10th 1st.

[6 minutes 50 seconds][Agent] : Yep.

[6 minutes 52 seconds][Customer] : What are you BA15?

[6 minutes 59 seconds][Agent] : So what year is that 02/15 So Amelia Hoskin 10th of the 1st 2015.

[6 minutes 55 seconds][Customer] : That's all I thought making sure 2015 Uh huh.

[7 minutes 7 seconds][Agent] : Umm So is Amelia a male or female?

[7 minutes 10 seconds][Customer] : e-mail please.

[7 minutes 11 seconds][Agent] : Female. She's a female Australian resident.

[7 minutes 13 seconds][Customer] : She is.

[7 minutes 13 seconds][Agent] : Nice search and her title. Would that be Miss or Miss? Miss and my double S? How much is the same as yours?

[7 minutes 20 seconds][Customer] : Hey miss, yes it is same as mine.

[7 minutes 26 seconds][Agent] : OK, contact number same as and e-mail address the same.

[7 minutes 30 seconds][Customer] : Same as mine as well. Thanks.

[7 minutes 32 seconds][Agent] : And would I be writing assuming that Amelia is your daughter?

[7 minutes 36 seconds][Customer] : That is correct.

[7 minutes 37 seconds][Agent] : OK, let's save all those details. Just heading here to the list. OK, so then with the four of them. Oops. So I just missed out last one. Just bear with me for a SEC, Amelia. So with the four of them, then what percentage, uh, Matt, would you like each one to have them must all let up to 100%.

[8 minutes 4 seconds][Customer] : Yeah, I think, I think I would think 25% each would be good.

[8 minutes][Agent] : So do you want to to 25 percentage or more to one person or OK, Right. You can't change that at any stage.

[8 minutes 11 seconds][Customer] : Yeah, no worries.

[8 minutes 10 seconds][Agent] : If you wish to do so, let me just do that for you. 252525 and 25. Just save all those details. Just updating, just updating now. OK, All right now Matt, that has been done. I can confirm the beneficiaries have been updated. Now we will be sending you a policy schedule to reflect these changes and these additions. So can you please when you get that just to ensure you do check all the information is correct. Now it's also, it's also important as well, Matt, to contact us should any of the details of the benefits issue has changed. So that's so then. Yeah. So then, so then we can then update our records. And that's to avoid any, any unnecessary delay during the claims process. That's when they supply their proof of identity.

[8 minutes 47 seconds][Customer] : OK bro, no worries, not a problem.

[9 minutes 6 seconds][Agent] : All right, so that's all done for you. Is there anything else I can help with there at all today?

[9 minutes 10 seconds][Customer] : Good on you all. Thanks very much for your help buddy.

[9 minutes 12 seconds][Agent] : All right, you take care. Enjoy the rest of your day. All the best you.

[9 minutes 15 seconds][Customer] : You too.

[9 minutes 15 seconds][Agent] : Thanks, Matt.

[9 minutes 15 seconds][Customer] : See you. Bye.

[9 minutes 16 seconds][Agent] : Thank.

[9 minutes 16 seconds][Customer] : Bye bye.

[9 minutes 16 seconds][Agent] : Thank you. Bye now.