

[1 seconds][Agent] : Andrew, thank you so much for your patience. Then I've got Brookley on the line. She's going to be able to help you out further. Brookley, just to advise that we've confirmed the client's full name, date of birth, address, phone number, e-mail or this call as well. Have a great day guys. Thank you so much.

[13 seconds][Customer] : OK, thank you. Bye.

[13 seconds][Agent] : Benjamin hope to on insurance customer support. How are you today? Andrew?

[18 seconds][Customer] : Bye. Good. Thank you.

[19 seconds][Agent] : That's good. I believe you just wanted to add your, was it your wife as your beneficiary?

[24 seconds][Customer] : Yes, correct.

[26 seconds][Agent] : Perfect. Let's go into there for you. Normally I ask if you've got all the details such as phone number, address, etcetera, but I'm sure you do. It's just good.

[35 seconds][Customer] : Sure. I do. I know regress. It's a bear with mind.

[40 seconds][Agent] : All right, let's jump in there for you and I'll confirm that you, as the policy owner, are providing an instruction on who to pay the policy benefits to any event of your death. This nomination will be processed according to the conditions that are in your PD. Can you please confirm that you understand and the information you provide is true and correct? Perfect. And what was your wife's name?

[49 seconds][Customer] : Yes, yes, Lee Dawson LEEDAWSON.

[1 minutes 6 seconds][Agent] : Ellie Dawson. And date of birth for Lee. Yeah.

[1 minutes 10 seconds][Customer] : Oh Jesus, why do you ask me the high question struck the bet.

[1 minutes 14 seconds][Agent] : So you get in trouble if you don't know. So was that 25 August or 26th? 26th. 26th of August, 53.

[1 minutes 15 seconds][Customer] : 26th of August 26th of August 1973, 2626 Sydney Tree.

[1 minutes 29 seconds][Agent] : I'm not 53, 73.

[1 minutes 31 seconds][Customer] : Sydney Tree.

[1 minutes 31 seconds][Agent] : I'm like, what that is? That is a little crap. There we go. You said she was at the same address. She was your wife. And best contact number for Lee. You're right. Take your time.

[1 minutes 47 seconds][Customer] : Hang on a SEC No.

[2 minutes 18 seconds][Agent] : Yeah, yeah, right. And you'd like Lee to receive 100% of the benefit amount?

[2 minutes 1 seconds][Customer] : It is 0272401679, yes, correct.

[2 minutes 36 seconds][Agent] : OK, so I can confirm your beneficiary has been updated and you'll receive an additional policy schedule to reflect that change and just make sure the information is correct. And it's also important to contact us should any of the details of your beneficiary change. This will avoid any unnecessary delay during the claims process when they supply the proof of identity. So that's all done for you. Lovely.

[2 minutes 56 seconds][Customer] : Lovely. Awesome.

[2 minutes 57 seconds][Agent] : Alright, perfect. So was there anything else I can help you with this morning? I wish I did. I wouldn't be here.

[3 minutes][Customer] : I don't think so, unless you've got winning Lotto numbers for this weekend, thankfully. Alright, thank you very much.

[3 minutes 9 seconds][Agent] : You enjoy the rest of your day. Thanks, Andrew.

[3 minutes 12 seconds][Customer] : Yeah, bye. Bye.

[3 minutes 13 seconds][Agent] : Bye.