

[6 seconds][Customer] : Hello.

[7 seconds][Agent] : Hello, hi, uh, it's I'm calling from Australian seniors. I just earlier spoke to your mom.

[16 seconds][Customer] : Yes, Yeah, we're trying to get. Yeah, I left a message on Sunday. Yeah. So I'm her son, elder son Gary. So I had a text message come through that there was a letter sent to mum but would have been returned and for her to update her details. Yeah, yeah, yeah.

[13 seconds][Agent] : Uh, she just give me and told me to give you a call because, umm, yes, OK, so she's currently with seniors, umm, seniors ostriches is it?

[41 seconds][Customer] : Say that again. Sorry.

[42 seconds][Agent] : Is she currently with ostriches?

[45 seconds][Customer] : I think so. Yes. Yeah, I think she had must ha. She must have like a life insurance or something with you guys. I'm not sure.

[51 seconds][Agent] : OK, just give me a second.

[52 seconds][Customer] : No, no one would. No one would really tell me.

[55 seconds][Agent] : Oh, OK, umm, just give me a second. I just have to let someone else to look up and umm, what department she may be because this is life insurance but it just says that you made an enquire online in regards to our term life insurance. So you don't you don't want to quote anything, right? You just want to get the information sorted, OK?

[1 minutes 15 seconds][Customer] : Yeah, just update, OB obviously update her contact details because she was living in Tormeena, but because she actually been diagnosed with vascular dementia, she's now, yeah, she's now residing in the aged care facility at Kilpatrick Court at Toronto. So all of her mail and everything else has all been redirected to me.

[1 minutes 41 seconds][Agent] : OK, So what I'll do? Yeah, I think, yeah, just give me a minute. I'll just put you on a quick hold and we'll kind of look for like, you know which because I is it funeral insurance or is it term life or life insurance?

[1 minutes 46 seconds][Customer] : Yeah, I'm, I'm not sure.

[1 minutes 55 seconds][Agent] : All right, no worries at all. I'll just have a look and I just need to

confirm her first name and last name with you. Yep. And also her date of birth.

[1 minutes 58 seconds][Customer] : Yep, yes, that is Bridget Ortru Henderson, 3rd of the 12th 47.

[2 minutes 11 seconds][Agent] : OK, on the file, it doesn't have her middle name on it, but I guess we'll edit. I'll just edit Ortred. How do you spell Ortred?

[2 minutes 19 seconds][Customer] : Yeah, if you want ORTRUD. Yeah, Alright. Thank you.

[2 minutes 27 seconds][Agent] : ORT ORTRUD All right, I'm just going to put you on a quick hold and umm, I won't be too long, no worries. Hi. Are you still there? Thank you for being on hold. So what I'll do is I'll put you through our support team. I do just need to confirm your first name and last name.

[4 minutes 53 seconds][Customer] : Yeah, yeah, yeah. Gary Henderson.

[5 minutes 5 seconds][Agent] : Oh, pardon. Is it carried?

[5 minutes 7 seconds][Customer] : Gary Henderson.

[5 minutes 9 seconds][Agent] : Oh, sorry. Gary Henderson. And your date of birth.

[5 minutes 11 seconds][Customer] : Yeah, It's 27th of the 3rd 73.

[5 minutes 19 seconds][Agent] : OK. So I'll just put a quick hold and I'll transfer you to our support team.

[5 minutes 24 seconds][Customer] : Awesome. Thank you.

[5 minutes 23 seconds][Agent] : OK, won't be too long. Thanks. Hey Christian, how are you?

[6 minutes 13 seconds][Customer] : Hey, good. Thanks. How are you?

[6 minutes 14 seconds][Agent] : That's good, Very, very good. I'm just, it's just Jaron, I'm on some of those heads at the moment. That's maybe why there's a bit of confusion there. So we've got a bit of a tricky 1 the it's an after hours call back for sales, even though it's not, that wasn't the case at all. We've got Gary on the line and he's just ringing up in regards to his mum's policy.

[6 minutes 20 seconds][Customer] : OK, Yeah, Yeah, OK.

[6 minutes 38 seconds][Agent] : So there's no like no profiles actually showing up about, you know, her active pulse, anything like that. So I just thought it's probably best just to bring him through the support. That way you can do a search.

[6 minutes 47 seconds][Customer] : Yeah, no problem.

[6 minutes 48 seconds][Agent] : He wanted to update some details because she has dementia that. Yeah. So she's got dementia, I think, and he just wanted to update some details. I'll just check on it. But I don't know if he's got TPA. So that's why, yeah, look, it's very, very vague information. We've at least confirmed her name is Bridget Henderson and her date of birth. I'll just actually hopped out of the lead for you now. I'll actually just close it, sorry, and then hop out of it. You'll be able to jump in that, I hope.

[6 minutes 59 seconds][Customer] : OK, yeah, yeah, yeah.

[7 minutes 22 seconds][Agent] : Yeah.

[7 minutes 17 seconds][Customer] : It's just ringing up as a like a quote back at then if I forgot the policy from my end, I'm SH.

[7 minutes 24 seconds][Agent] : OK.

[7 minutes 25 seconds][Customer] : I'm just having a look. I'm just gonna search your details. OK, Yeah, I've found the other one. That's fine.

[7 minutes 29 seconds][Agent] : Oh, beautiful. OK. Yeah. So his name. Yeah. Gary. We've confirmed his name is Gary Henderson. His date of birth as well. But I I don't know how we can transfer if I just tell you or.

[7 minutes 36 seconds][Customer] : Yep, Yeah, that's fine. Just transfer the call and I'll assist him.

[7 minutes 43 seconds][Agent] : OK. Thank you so much for passing.

[7 minutes 44 seconds][Customer] : That's OK. Oh, yeah, of course. No, no, that's OK.

[7 minutes 44 seconds][Agent] : It's just, yeah, bit of a bit of a diff difficult one that Sam didn't know how to handle because she's not on inbounds.

[7 minutes 49 seconds][Customer] : Oh, OK.

[7 minutes 51 seconds][Agent] : Yeah. And because it.

[7 minutes 51 seconds][Customer] : Now that makes sense.

[7 minutes 52 seconds][Agent] : Yeah. Because it came back as a call back. Yeah. Anyway, you get the picture.

[7 minutes 54 seconds][Customer] : Yeah, that's confusing. Yeah. Yeah, that's OK. No problem.

Thank you so much.

[7 minutes 57 seconds][Agent] : Awesome, nice.

[7 minutes 59 seconds][Customer] : Thank you.

[7 minutes 57 seconds][Agent] : I'll just drop him in just so he doesn't get confused.

[8 minutes][Customer] : Yeah, no problem.

[8 minutes][Agent] : I'll drop that in 3-1.

[8 minutes 5 seconds][Customer] : Welcome to customer support. My name is Kirsten.