

[4 seconds][Customer] : Anthony, what's going on mate?

[1 seconds][Agent] : Hey, Shannon, I'm good. Thanks, bro. How can I help you?

[9 seconds][Customer] : But I've just got a customer here.

[15 seconds][Agent] : OK. For a partner? Yep.

[10 seconds][Customer] : She's got a flexi plus, but she wants to take out another policy for a partner I'll get out of the league.

[17 seconds][Agent] : All right. Yep.

[20 seconds][Customer] : No, I'll spoke to support. They can't include the Flexi plus. They just might want to talk another about another policy.

[26 seconds][Agent] : OK, so for the new real funeral cover, Yeah.

[25 seconds][Customer] : I mean, yeah, yeah, because I've said that I'll just speak to the right departments about support.

[38 seconds][Agent] : Yeah. OK. Do we, umm, do we still have to give considerations instead of normal or no? Same policy, right?

[33 seconds][Customer] : They can't include the policy Flexi plus, but just yeah, it said, it said transfer to you brother.

[45 seconds][Agent] : Same category. Umm yeah. Awkward. Yeah, no problem.

[45 seconds][Customer] : I don't know why that that that she she wanted to add someone to the policy. That's what she mentioned.

[52 seconds][Agent] : Yeah, right. OK, got it. Cool.

[55 seconds][Customer] : She she she requested.

[57 seconds][Agent] : Yep.

[57 seconds][Customer] : No worries, ma'am. I'll won't transfer. What's her name again?

[1 minutes][Agent] : Hi, Natasha.

[1 minutes 2 seconds][Customer] : No, it's mine. One SEC. Thanks for holding the Natasha. Yep.

Oh, good. If you're on the line, it's happy to assist you from here. OK. OK. Thank you.

[1 minutes 13 seconds][Agent] : Thank you. Hi, Natasha.

[1 minutes 14 seconds][Customer] : Thank you.

[1 minutes 14 seconds][Agent] : It's me for real insurance. How are you today?

[1 minutes 18 seconds][Customer] : Yeah. Well, thanks.

[1 minutes 19 seconds][Agent] : That's good to hear. Understand that my colleague mentioned that you're interested in looking at some funeral cover for your husband. Is that correct? OK, not a problem. So when you're ready, Natasha, I'll just get you to confirm your husband's details. I just his first and last name to start with. William Nichols is spelled How? Sorry. Yep. Thank you. And Natasha, what's his date of birth? William. Perfect. Alrighty. And what was your best contact number, please? Natasha for the profile, Yeah. Yeah, well, for the profile, if you want to put your number down, no problem. Yep, Yep.

[1 minutes 26 seconds][Customer] : Yes, William Nicholls NICHOL Double LS 15th of 1st 1985 for May, So it's 0401168524.

[2 minutes 16 seconds][Agent] : 24. OK alrighty all right so please on all calls are recorded and any advice we provide is general in nature may not be suitable to your situation was his post code ever 2830 Williams I was OK no problems we'll update that and all that stuff anyway. But firstly, OK, let me see here that the Mary has been a lot. See WW, Did you previously have a cover out for him or?

[2 minutes 16 seconds][Customer] : Umm, yeah, Well, it's you, no.

[3 minutes 5 seconds][Agent] : OK, let me put you on a quick hold and we'll see what we can do here for you. With regards to William, was was this previous address 5 Rainbow Place?

[3 minutes 23 seconds][Customer] : Yes, I was.

[3 minutes 24 seconds][Agent] : OK, all right. No problem. Give me one moment. I'm just going to put you on a quick hold one second. Thank you. Hey, John. Hey, So I got a weird one here. I got this customer from, I did believe Cancel's team and she mentioned she was looking at funeral cover for a husband, William Nichols. I see here that he may have already got had a policy which relapsed recently. So we may potentially be looking at a reinstatement. So I got a lady here for you.

[4 minutes 55 seconds][Customer] : Hey, Anthony, uh, he's locked.

[5 minutes 25 seconds][Agent] : Yeah.

[5 minutes 27 seconds][Customer] : Uh, there was the fun ones.

[5 minutes 37 seconds][Agent] : Oh, sorry. Yeah.

[5 minutes 32 seconds][Customer] : OK, Uh, let me know when you jump out, OK?

[5 minutes 38 seconds][Agent] : Umm, yeah, I'm at now.

[5 minutes 50 seconds][Customer] : Reinstating, reinstating starts with an R OK. I'm like looking down at the end going where is it OK when it started last year? Umm for the 12 months is over. So who's on the phone?

[6 minutes 20 seconds][Agent] : And Natasha Dixon.

[6 minutes 28 seconds][Customer] : Unlucky we don't have you as authorized. How do I she she's ID? Which info?

[6 minutes 40 seconds][Agent] : Hmm. Umm. She's given us William's first, last name. So I searched up the details.

[6 minutes 48 seconds][Customer] : Oh, so we don't even know if it's this one that she's after.

[6 minutes 48 seconds][Agent] : Now I'm in the yeah, so it's weird.

[6 minutes 55 seconds][Customer] : How did she come from here?

[6 minutes 53 seconds][Agent] : So she, she kind of was it a way, yeah. I'm not, I'm not sure exactly what the, the journey was for her, but umm, she didn't seem to be aware that she had a, a policy or he had a policy specifically, umm, but maybe William, uh, sorry, yeah, William might be available there on the call. I'm not exactly sure.

[7 minutes 17 seconds][Customer] : That's all good. I'll try to sort it out. Thanks, Anthony.

[7 minutes 18 seconds][Agent] : Yeah, all good.

[7 minutes 21 seconds][Customer] : OK.

[7 minutes 20 seconds][Agent] : OK, I'll just count it down 321.