

[0 seconds][Agent] : Hi Samantha, thank you very much for your patience. I've got my colleague Joe here on the line, uh, from our support team. He'll be more than happy to help with, uh, getting your son nominated as the beneficiary for your new top up cover. And, uh, Joe for reference, I've confirmed all Smith's details, including top policy. OK, please proceed. Beautiful. Thanks Domics. Alright, good afternoon Samantha. Umm, just to confirm verbally, uh, Domics confirmed your full name, date of birth, address, contact e-mail and the policy type, which is funeral. Is that correct? Thank you. I'm just going into the new policy now won't be long.

[29 seconds][Customer] : Yeah, OK.

[34 seconds][Agent] : And you want to add a beneficiary. Cool.

[39 seconds][Customer] : Yeah, I just got it up before.

[43 seconds][Agent] : Yep. So you want Daniel on there as your PO, as your beneficiary, the son. OK, Yep, I'll let him on and uh, you want him to receive the full amount 100%.

[47 seconds][Customer] : Yeah, yeah, yeah.

[54 seconds][Agent] : OK, so I've got to use da is da Daniel James uh Smith with date of birth 22nd of the 12th 1991 address is 10 Azure Y3B6164 WA. Is that correct? OK, I'm I'm just updating now for you. Not a problem. Uh, I can confirm Daniel is your beneficiary on your new policy. What will more than likely happen is you'll receive your new documents. You'll probably see he's not listed, Samantha, don't worry. Umm, uh, probably a couple of days later, you'll receive an amended policy schedule, an updated schedule. All you need to do is swap that out, OK, With, with the, uh, with out of the new documents, OK. But I can definitely confirm on this call recording, Daniel is your beneficiary for the new policy and he's also your beneficiary for your old one.

[1 minutes 10 seconds][Customer] : Yeah, OK. Yeah.

[1 minutes 53 seconds][Agent] : OK, Anything else I can assist today?

[1 minutes 58 seconds][Customer] : No, that's it. Thank you.

[1 minutes 59 seconds][Agent] : You're welcome. You have a good afternoon. Thanks, Samantha.

[2 minutes 2 seconds][Customer] : Thank you. Thank you.

[2 minutes 2 seconds][Agent] : Alright, bye. Bye.

[2 minutes 4 seconds][Customer] : Bye.