

[4 seconds][Agent] : Hi Salila Wadi, it's Ed. I'm calling you from Australian Insurance. Just giving you a follow up call in regards to our previous conversation on the 6th of December regarding your interest into life insurance. Just so I can help you further, can you confirm your full name and date of birth please? Yep. And your full name please.

[1 seconds][Customer] : Hello, hello, hello May 19, 78.

[32 seconds][Agent] : Perfect. Thank you so much for verifying this information. Please note all our calls are recorded. Any advice I provide you is general in nature and may not be suitable to your situation. Can I confirm that you are a female Australian resident?

[49 seconds][Customer] : Female. Female. I'm citizen.

[53 seconds][Agent] : Yeah, sure. So I'm confirming that yes, you are a female Australian resident. Just a yes or no answer is required. OK, Thank you for that. Now, Salila would be. I do recall here that on our previous conversation, we were awaiting to speak with a translator. Correct?

[1 minutes 2 seconds][Customer] : Yes, Yes.

[1 minutes 18 seconds][Agent] : Akai Orlao.

[1 minutes 21 seconds][Customer] : Hi.

[1 minutes 21 seconds][Agent] : Yeah, sure. What I'm going to do is I'm just going to place you on a brief hold and I'm going to see the translator that's available to enter our call. Is that OK?

[1 minutes 30 seconds][Customer] : OK. Thank you.

[1 minutes 31 seconds][Agent] : OK, sure. Thank you. Patient hold. Thank you so much for waiting. So Luna will be, I do still am on hold. It might take another 4 or 5 minutes. Is that OK?

[8 minutes 17 seconds][Customer] : Yes.

[8 minutes 18 seconds][Agent] : OK, thank you. I'll place you back on hold. Thank you so much for waiting. I appreciate your patience. Yeah, unfortunately, they don't actually have any time to report as available at the moment.

[13 minutes 44 seconds][Customer] : Yeah, when, when you have, when you can have that, you can call me again and that's OK. I can wait. That's OK.

[13 minutes 59 seconds][Agent] : Yeah, sorry. I will. I will speak to a team higher. Yeah.

[14 minutes 3 seconds][Customer] : In in in 1145 something 1453 in in the company and they have many I'm not sure you can buy that in a in a program.

[14 minutes 20 seconds][Agent] : Yes. So we do need to go through what what's called a Teeth national, which is a transferred interpretive service that's certified.

[14 minutes 28 seconds][Customer] : When when you're ready, you can call me.

[14 minutes 31 seconds][Agent] : Yeah. So what I'll do is I'll actually arrange to book 1. So therefore the next time I do contact you, we do have one available. I do apologise for the the misunderstanding.

[14 minutes 42 seconds][Customer] : OK, thank you very much.

[14 minutes 43 seconds][Agent] : No, Sure, that's fine. I'll arrange a call back for you. I'll end by the end of this week, which will be Friday the 13th. Are you OK for me to call you around this time?

[14 minutes 57 seconds][Customer] : That's OK. Yeah.

[14 minutes 58 seconds][Agent] : OK, Perfect.

[14 minutes 58 seconds][Customer] : Do you, you need to have ready, have into the ready.

[15 minutes 2 seconds][Agent] : Yeah, yeah, no, sure, I'll do that and I'll have that ready for the next time. I'll contact you always so I'll have one on on the line.

[15 minutes 3 seconds][Customer] : Yeah, OK. Thank you.

[15 minutes 11 seconds][Agent] : OK, Sure. Thank you so much for contacting Sheldon's insurance. Have a great day.

[15 minutes 11 seconds][Customer] : You too. Thank you. Bye.

[15 minutes 17 seconds][Agent] : Thanks. Bye now.