

[14 seconds][Customer] : Hello.

[14 seconds][Agent] : Hi, Ronil.

[16 seconds][Customer] : Hi.

[17 seconds][Agent] : Hi.

[16 seconds][Customer] : How are you?

[18 seconds][Agent] : I'm good. It's Tracy. Call me back from one choice. I'm good. How are you good to hear that one now right now I do need to let you you know once again that the call is being recorded. Any advice I provide is limited to the products we offer assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances now we're now as confirm you you well have multiple times. We do require cancellation request in writing now renewal for the call recording.

[1 minutes][Customer] : OK Name Ronnie Ravine Spen, date of birth 2/3/1982 and e-mail address chanronnie2ze2005@gmail.com.

[49 seconds][Agent] : I do need to ask you please one more time to confirm for me your full name, your date of birth and your e-mail address again please beautiful contact number Ron hasn't changed and the home address just one last time.

[1 minutes 16 seconds][Customer] : No2, about 36 Vermont Ave., Tierra 2 S 0610.

[1 minutes 13 seconds][Agent] : If I can get you just confirm that again and the post code there 0610 beautiful and nothing's changed there. We've contact number, e-mail address since we last spoke. We're Neil with regards to the policy. Let me just jump back in and open up the file. Now we have spoke at length with regards to the insurance with the decision, definitely your decision. What you do wish to do with regards to the policy? We've looked at the top up for 200 and \$100,000 with the policy. Have you made your decision?

[2 minutes][Customer] : I am, I am still thinking like my wife and I, we were both discussing. I think I will just go ahead with the policy at the moment, whatever, whatever amount is there. Yeah, I think so.

[1 minutes 57 seconds][Agent] : Yeah, I think I will go ahead with the policy at the moment,

whatever, whatever amount is there, which I said when you say go ahead with the policy, as in keep the policy as it is and make no changes to it, oh, well, renew. All I need to do then is ask you the following. Can I please bear with me one second? All right, I've just got the policy open and I do need to confirm you are not happy to keep the policy in place going forward and the next payment will be \$24.18 and will be debited on the 7th of February. Is this correct? Yes or no? All right, well, no, we haven't made any changes to the policy. I'm leaving the policy fully enforced for you. Now moving forward, we're open from 8:00 in the morning till 8:00 at night. If you do have any further questions there at all, please do not hesitate to give us a call. All right, you can I any favors I'm here.

[2 minutes 50 seconds][Customer] : Yes, I I need a favor now can I get a quote for my wife?

[3 minutes 16 seconds][Agent] : Well, OK, with regards to policies, what I can do, I can transfer you on down to our sales department issues. She's looking for quotes and she wants to look at a life insurance policy as in to set one up. I don't actually with regards to myself do that.

[3 minutes 30 seconds][Customer] : Yeah, OK. Yeah.

[3 minutes 34 seconds][Agent] : She would need to speak to someone, but I can definitely get put you through to someone if you'd like to do that all right.

[3 minutes 42 seconds][Customer] : Because I will see in a way whichever suits us best. And if like if one choice is like in our favour, then we will cancel the other one.

[3 minutes 50 seconds][Agent] : Yeah, then we will cancel the other one. All right. Well, let me do you want me? I can pop you on hold.

[3 minutes 54 seconds][Customer] : Yeah, OK.

[3 minutes 56 seconds][Agent] : I would need to ask for a grace period of two minutes or more while I pop you on hold and transfer you to through to sales. Alternatively, I can get someone to give you a call back on the mobile number. What would be most?

[4 minutes 9 seconds][Customer] : Just put me online and see if I can get somebody. If not, then somebody can call me then.

[4 minutes 17 seconds][Agent] : All right, sounds like a plan renewal for me to you. I'm going to ask you now, please for that grace period of two minutes or more while I try to connect you through to

the sales department.

[4 minutes 26 seconds][Customer] : Thank you.

[4 minutes 27 seconds][Agent] : All right, For me, to you. I'm leaving your policy as is. No changes.

Renew also there for me. To you. I thank you for your time. Please hold the line. Hold on.

[4 minutes 36 seconds][Customer] : Yeah.

[4 minutes 35 seconds][Agent] : Thank you.

[7 minutes 4 seconds][Customer] : Welcome to One Choice Insurance. You're speaking with Danielle.

[7 minutes 6 seconds][Agent] : I'm speaking with Danielle. How can I help?

[7 minutes 7 seconds][Customer] : How can I help?

[7 minutes 8 seconds][Agent] : Hi, Danielle, it's Tracy from Customer Care. How are you?

[7 minutes 11 seconds][Customer] : Good. Thank you yourself. Yeah. All right.

[7 minutes 13 seconds][Agent] : I'm good, thanks. Thanks for asking. Now, Danielle, I have a lead. I don't know if you can see renewal trend all right with this lead.

[7 minutes 12 seconds][Customer] : This is actually a customer that I've been dealing with.

[7 minutes 21 seconds][Agent] : This is actually a customer that I've been dealing with and I've actually the customers keeping the policy with us. He now wants to talk to someone and get quotes. I think he's wise with him to look at life insurance for his wife with us. Will you be able to help him?

[7 minutes 28 seconds][Customer] : Would you be able to help us? I don't know if you're going to that lead. MMM. Oh, how it works.

[7 minutes 36 seconds][Agent] : I don't know if you go into that lead or or how it works for you guys. That's OK.

[7 minutes 41 seconds][Customer] : No, that's OK. I'll collect some of his life's details off him, but you can transfer him sorry whenever you're ready.

[7 minutes 46 seconds][Agent] : I'll pull it. All right. Well, I'm going to.

[7 minutes 46 seconds][Customer] : All right, well, I'm gonna Sorry. One second.

[7 minutes 49 seconds][Agent] : Sorry, one second. I I'm just going to make sure I write this down.

What I'm going to do, Danielle, I'm going to pop out of his lead and I'll let you jump in. That's OK.

[7 minutes 53 seconds][Customer] : What I'm going to do is Danielle, I'm going to pop out his lead and I'll let you jump. That's OK. I won't write about going into his late.

[8 minutes][Agent] : I won't worry about going into his lead. You won't.

[8 minutes 1 seconds][Customer] : Just transfer through whenever you're ready.

[8 minutes 3 seconds][Agent] : All right, come in now.

[8 minutes 3 seconds][Customer] : All right, come in now. All right.

[8 minutes 4 seconds][Agent] : All right, I'll do a warm transfer.

[8 minutes 5 seconds][Customer] : I'll do a warm transfer. Not a problem.

[8 minutes 8 seconds][Agent] : Oh, all right, hold on, Renew.

[8 minutes 8 seconds][Customer] : All right, hold on.

[8 minutes 12 seconds][Agent] : I do sincerely apologize for keeping you there so long. Renew, I do have the lovely Danielle on the telephone with us. She will be out to assist you with your enquiries. Danielle, thank you so much for helping him and both of you. Have a lovely afternoon.

[8 minutes 22 seconds][Customer] : Thank you so much for helping me and both of you have a lovely afternoon.

[8 minutes 26 seconds][Agent] : Thank you.

[8 minutes 26 seconds][Customer] : Thank you.

[8 minutes 26 seconds][Agent] : Bye. All right.

[8 minutes 30 seconds][Customer] : Bye.