[1 seconds][Customer] : Hello.

[4 seconds][Agent] : Hi.

[4 seconds][Customer] : Hello.

[6 seconds][Agent] : Hello. Hi.

[7 seconds][Customer] : Bye.

[8 seconds][Agent] : Can you hear me? That's OK. Hi, My name's Simone. I'm calling from One Choice Insurance. How are you going today?

[9 seconds][Customer] : I can, Right? Alright.

[18 seconds][Agent] : That's good to hear. I know you pro previously spoke to my colleague in regards to the life insurance there.

[25 seconds][Customer] : Yep.

[25 seconds][Agent] : So he'll reach it back out to you to let you know the results. So what I'll do is I'll just pop you on a quick hold.

[34 seconds][Customer] : OK.

[31 seconds][Agent] : I'm just gonna transfer you back to him and that way he can let you know about the life insurance. OK.

[37 seconds][Customer] : Yep. That's cool.

[38 seconds][Agent] : OK.

[38 seconds][Customer] : Thank you.

[38 seconds][Agent] : Thank you.