

[1 seconds][Agent] : Good morning. Welcome to One Choice Insurance. You're speaking with Helen. How can I help you?

[8 seconds][Customer] : Hi he, Hi Helen, I'm just inquiring. I run early on about my insurance, but it's been left so it's been cantered.

[19 seconds][Agent] : OK, so how can we help you with Sir?

[21 seconds][Customer] : So that means I have to because I wanted to, I wanted to.

[24 seconds][Agent] : Are you wanting to take out a new policy?

[28 seconds][Customer] : Well I have to. I was trying to get a reinstated but I can't get a reinstated.

[32 seconds][Agent] : OK, Alright. And your full name. Alright. Beautiful. And Jonathan, your date of birth and your e-mail.

[38 seconds][Customer] : Jonathan Nikki MIKI 26th July 1974 e-mail is nikki.jonathan911974@gmail.com.

[1 minutes][Agent] : Fantastic. And what type of policy is it that you had in place?

[1 minutes 5 seconds][Customer] : Yeah, life insurance. I'm sure there's a life.

[1 minutes 7 seconds][Agent] : OK. Yeah.

[1 minutes 7 seconds][Customer] : It might be a female, I can't remember.

[1 minutes 9 seconds][Agent] : OK Which one is it? A life or a funeral?

[1 minutes 13 seconds][Customer] : I think it's a life, Life insurance.

[1 minutes 15 seconds][Agent] : OK, alright, not a problem.

[1 minutes 29 seconds][Customer] : Yes.

[1 minutes 18 seconds][Agent] : Now contact number 0211242498, followed by 02108930577 and you're residing at 10 Tallymore Drive in Flatbush, Auckland.

[1 minutes 34 seconds][Customer] : Yep. So the, the first NUM, the second number is the number I'm reading on, which is my, my number.

[1 minutes 40 seconds][Agent] : OK, beautiful.

[1 minutes 41 seconds][Customer] : But that's great.

[1 minutes 40 seconds][Agent] : But both numbers are both correct, and you're happy to have them

both on file.

[1 minutes 45 seconds][Customer] : Well, we, we can't do away with the first number because that's my son's number.

[1 minutes 49 seconds][Agent] : OK, so you wanna delete 0211242498? Do you wanna remove that number?

[1 minutes 56 seconds][Customer] : Exactly.

[1 minutes 57 seconds][Agent] : OK, so that one's gone and we're just keeping 02108930577.

[2 minutes 5 seconds][Customer] : Yes, thank you.

[2 minutes 6 seconds][Agent] : OK, beautiful. All right, so you wanted to set up a new apply for a new life insurance. Is that right?

[2 minutes 20 seconds][Customer] : Yes, I just I Yeah, OK.

[2 minutes 24 seconds][Agent] : All right, what I'll do for you is I'll place you on hold and I'm gonna pop you through to our life department, and they'll be able to go through that for you. OK?

[2 minutes 34 seconds][Customer] : Thank you so much.

[2 minutes 35 seconds][Agent] : Not a problem. Please hold the line, Jonathan. Thank you so much for your patience there. And I have Ashton on the line. He'll be able to assist you. Ashton, I'm confirming I've done the client's full name, date of birth, address, contact e-mail and policy type. Thank you. Thanks for that.