

[0 seconds][Agent] : Thank you for waiting, Mark. I've got video from our customer support team. She'll be able to assist you.

[2 seconds][Customer] : Yep, Yep.

[7 seconds][Agent] : Umm, and I've let her know I've confirmed your full name, date of birth, full address, e-mail and policy type.

[14 seconds][Customer] : Yep.

[14 seconds][Agent] : Thanks.

[14 seconds][Customer] : No problems.

[15 seconds][Agent] : Thank you so much. Good morning, Mark. Video here from Australian Senior Insurance Agency and thank you for choosing Australian Senior Insurance Agency.

[24 seconds][Customer] : Yep.

[24 seconds][Agent] : And I understand you've just set up a life insurance policy with us in the same call. And may I get you to confirm just your phone number for me, please. Perfect. And would you like to update the beneficiary today to your life policy? Fantastic. Have you got the name, date of birth address for the beneficiary?

[28 seconds][Customer] : Yes, yeah, 0452127721, Yeah, yeah.

[55 seconds][Agent] : Yeah, yeah, yeah. Thank you.

[46 seconds][Customer] : It's name is Avon A/B ON Marie Mountain and then that so.

[1 minutes 9 seconds][Agent] : I just before that I do need, I do need to make you aware that when you nominate a beneficiary, you as a policy earner are providing an instruction on who to pay the policy benefit to in the event of your death. This nomination will be processed in accordance with the conditions set out in your PDS. Can you please confirm that you understand and the information we provide is true and correct? OK. What's the date of birth for airborne?

[1 minutes 33 seconds][Customer] : Yes, the 12th of February 1990.

[1 minutes 43 seconds][Agent] : That's a BONMARIE. Martin. Martin. Beautiful.

[1 minutes 47 seconds][Customer] : Yes, yes #4 McCoy McKay Ave., Moorebank.

[1 minutes 54 seconds][Agent] : What's his address, please, 2170?

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

[2 minutes 6 seconds][Agent] : Thank you, Mark. And what was the phone number?

[2 minutes 9 seconds][Customer] : 045210.

[2 minutes 18 seconds][Agent] : Mm hmm 04378867 thank you.

[2 minutes 11 seconds][Customer] : Her phone number 0437, 88886719 19 41.

[2 minutes 29 seconds][Agent] : And that's your your wife. Would you like to give her the 100% three 100% right? I'll just read back a BONMARIEMARTIN on 4th of Feb, 9T same address, phone number 0437886719. That's your wife at 100%.

[2 minutes 44 seconds][Customer] : Yeah, yeah, yes.

[3 minutes 3 seconds][Agent] : Wonderful. Thank you. Mark. I can confirm your beneficiary have been updated and will be sending you a policy schedule to reflect these changes. So Please ensure your checked information is correct. And it's also important to contact us should any of the details of the beneficiary change so we can update our records to avoid any unnecessary delay during the claims process when they supply the proof of identity. Is that alright? OK. And Please note the welcome kit will not have the beneficiary listed, but there will be a following letter that will have the beneficiary listed.

[3 minutes 26 seconds][Customer] : Yep, Yep, Yep. No worries.

[3 minutes 35 seconds][Agent] : OK, just give me one moment. Thank you so much there for once again choosing Australian Insurance Agency. Thank you.

[3 minutes 57 seconds][Customer] : No, no, that's fine.

[3 minutes 56 seconds][Agent] : Anything else that's done for you, Mark? OK then.

[3 minutes 59 seconds][Customer] : No, that's your point.

[3 minutes 59 seconds][Agent] : Take care. Take care.

[4 minutes 1 seconds][Customer] : You too.

[4 minutes 1 seconds][Agent] : Bye bye.

[4 minutes 1 seconds][Customer] : Thank you. Bye. Bye.

[4 minutes 2 seconds][Agent] : Bye bye.