

[1 seconds][Customer] : Hey John. Hey, so I got a weird one here. I got this customer from I do believe cancels team and she mentioned she was looking at funeral cover for her husband William Nichols could see here that he may have already got had a policy which relapsed recently. So we may potentially be looking at a reinstatement.

[3 seconds][Agent] : Hey, Anthony, uh, he's lost. Uh, there was the fun ones.

[29 seconds][Customer] : Are you out of the lead here for you? Oh, sorry.

[39 seconds][Agent] : OK, uh, let me know when you jump out, OK?

[45 seconds][Customer] : Yeah, yeah, I'm out now.

[57 seconds][Agent] : Reinstating, reinstating starts with an R OK rings too and I'm like looking down at the end going where is that OK when they closed last when they started last year? Umm, just for the 12 months is over. So who's on the phone?

[1 minutes 28 seconds][Customer] : And then Tasha Dixon.

[1 minutes 35 seconds][Agent] : Oh, unlock yours. We don't have yours authorized. Otherwise she she's ID which inside?

[1 minutes 48 seconds][Customer] : She's given us William's first, last name, so I searched up the details.

[1 minutes 55 seconds][Agent] : Oh, so we don't even know if it's this one that she's after.

[1 minutes 59 seconds][Customer] : Yeah. So it's weird.

[2 minutes 3 seconds][Agent] : Who did she come from here?

[2 minutes][Customer] : So she, she kind of, was it uh, a way, yeah, I'm not, I'm not sure exactly what the, the journey was for her, but umm, she didn't seem to be aware that she had a, uh, a policy or he had a policy specifically, umm, but maybe William, uh, sorry, yeah, William might be available there on the call. I'm not exactly sure.

[2 minutes 24 seconds][Agent] : That's all good. I'll try to sort it out. Thanks, Anthony.

[2 minutes 25 seconds][Customer] : Yeah, all good.

[2 minutes 28 seconds][Agent] : OK.

[2 minutes 28 seconds][Customer] : OK, I'll just count it down 321.

[2 minutes 33 seconds][Agent] : Is that Natasha?

[2 minutes 35 seconds][Customer] : Yep.

[2 minutes 36 seconds][Agent] : Hi, Natasha. My name is Jen, and I'm from the customer support team. How are you today? That's good. And just before we proceed, please. Now all our calls are recorded. Any advice for providers generally in nature may not be suitable to your situation. Umm, now. So do you have William there with you? Yeah. Can I speak to him? Because I don't have you authorized on the account.

[3 minutes 5 seconds][Customer] : What do you mean? Like I want to aim to mine.

[3 minutes 10 seconds][Agent] : Oh, your one, not Williamson. OK, let me just jump out of this one. Do you know what your policy number is, Natasha?

[3 minutes 25 seconds][Customer] : Oh no I don't.

[3 minutes 26 seconds][Agent] : OK, that's OK. We could do a name search. OK. Natasha. What was your surname and your date of birth?

[3 minutes 47 seconds][Customer] : Dixon, A RX1 six one 5th, 86 nine 6th of May 1996.

[4 minutes][Agent] : Sorry, 5th of the 8th, 86 yeah, yeah, 396. Do you know what type of insurance? Is it life or is it funeral?

[4 minutes 26 seconds][Customer] : You know.

[4 minutes 27 seconds][Agent] : Funeral. Do you know which insurance it's with, like which brand? OK, I don't have anything that's coming up. So Natasha is spelt.

[5 minutes 11 seconds][Customer] : Yep. No, it's PIXON.

[5 minutes 8 seconds][Agent] : Natasha Dixon, Sport DICKSON&O 605-1986 Oh, OK. OK, perfect. All right, so you've confirmed your full name, date of birth for me. All right. Can you confirm your address for me?

[5 minutes 38 seconds][Customer] : 1A Gibson Ave.

[5 minutes 41 seconds][Agent] : Yep. And just the post code there in my answer for me.

[5 minutes 40 seconds][Customer] : Warrington, 2747.

[5 minutes 48 seconds][Agent] : Perfect. And I've got your mobile on file is O 401-1685 to

fourandivegottashanichols15@gmail.com.

[6 minutes 1 seconds][Customer] : Yep.

[6 minutes 2 seconds][Agent] : Perfect. All right. So we were looking to add partner, OK.

[6 minutes 10 seconds][Customer] : Oh.

[6 minutes 23 seconds][Agent] : Ah, OK. So that's why you went through to sales because the policy you have we don't actually offer any more so he would need to be added onto a top up. OK, let me.

[6 minutes 39 seconds][Customer] : Mm hmm.

[6 minutes 45 seconds][Agent] : OK. I'm so sorry to do this Natasha, but I will need to place you on hold, umm, because the person he transferred you through is the right department, but he had your husband's or partner's file open, which is why it came through to me. So I'll just place you on hold and I'll just umm, try and get that sorted for you.

[7 minutes 6 seconds][Customer] : Yeah, thanks.

[7 minutes 5 seconds][Agent] : OK, so.

[11 minutes 13 seconds][Customer] : Hey, Shannon.

[11 minutes 15 seconds][Agent] : Hi, how are you?

[11 minutes 16 seconds][Customer] : Oh, sorry, sorry. Shannon came up.

[11 minutes 18 seconds][Agent] : Oh, huh.

[11 minutes 20 seconds][Customer] : Did Shannon originally transfer that to you?

[11 minutes 23 seconds][Agent] : So I went from Shannon to Anthony G to me because Anthony brought up the wrong file so he thought it was a support call.

[11 minutes 23 seconds][Customer] : They went from Shannon to Anthony.

[11 minutes 32 seconds][Agent] : But so let me let me put 2 notes.

[11 minutes 37 seconds][Customer] : OK. So that's Natasha.

[11 minutes 36 seconds][Agent] : Hold on, Dixon.

[11 minutes 39 seconds][Customer] : Yeah, William department. They want to add also William.

[11 minutes 40 seconds][Agent] : So he bought through William, which is the partner they want to add after they spoke to him. Yeah, William, uh, Nick Nichols.

[11 minutes 47 seconds][Customer] : Yeah, William, uh, Nichol. So he wants cover for himself.

[11 minutes 53 seconds][Agent] : So he wants to be added under her.

[11 minutes 52 seconds][Customer] : So he wants to be added under her. So I said to her that she can't add him because we don't offer this one so that she could do a top up and then add him.

[11 minutes 55 seconds][Agent] : So I said to her that she can't add him because we don't offer this one, but she could do a top up and then add him and add him to it as well.

[12 minutes 1 seconds][Customer] : Oh, so she's one that extra cover for yourself and then, umm, and add him and add him to that policy.

[12 minutes 5 seconds][Agent] : Yeah.

[12 minutes 5 seconds][Customer] : OK, No, that's fine.

[12 minutes 6 seconds][Agent] : Does that make sense? Yeah.

[12 minutes 7 seconds][Customer] : No, that makes sense. Yeah, did she mention like how much she was after or No, That's all good.

[12 minutes 13 seconds][Agent] : No, she may have to Anthony to appointment I.

[12 minutes 24 seconds][Customer] : Which afternoon was you speak to the F and EG? Hi, I'll just just before you jump out the lead, I'll just umm, confirm that.

[12 minutes 36 seconds][Agent] : Just say if she has any questions regarding the current policy.

[12 minutes 35 seconds][Customer] : Just say if she has any questions regarding the current policies that saves us from transferred back to you guys. Umm, one second, how much is she currently for insured for under that policy?

[12 minutes 45 seconds][Agent] : How much is she something? I didn't know if she could have another one. This one's on pending lamps.

[12 minutes 47 seconds][Customer] : Oh, so you can still organize a new policy? That's fine, it'll just have to be a separate one, 15,000 Yep. How much is she paying for that one? 32?

[12 minutes 55 seconds][Agent] : Oh, so this one's 15,000 for guaranteed funeral insurance, \$32.58 a fortnight.

[13 minutes 13 seconds][Customer] : Cool, cool. Good. That's that should be it because she's she's

just recovered under that what? That policy at the moment.

[13 minutes 9 seconds][Agent] : She's she's just her covenant that that policy at the moment. Yeah. OK.

[13 minutes 21 seconds][Customer] : Yeah. OK. No, that's fine.

[13 minutes 22 seconds][Agent] : No, that's fine. Well, good. I'll just transfer her through.

[13 minutes 25 seconds][Customer] : Thanks. Just put it through when you're ready.

[13 minutes 31 seconds][Agent] : Thank you so much for your patience then, Natasha.

[13 minutes 26 seconds][Customer] : Thank you so much for your patience. Yeah.

[13 minutes 35 seconds][Agent] : All right, so I've got DJ on the line and he'll be, I've explained to him what you're after and he'll be able to assist with that. OK.

[13 minutes 37 seconds][Customer] : All right, so let's go see Jay on the line and he'll be able to explain to him what you're asking. OK.

[13 minutes 43 seconds][Agent] : Thank you.

[13 minutes 43 seconds][Customer] : Thank you.