

[0 seconds][Agent] : Thank you so much for holding. I have Tracy on the phone. He'll be able to assist you further.

[4 seconds][Customer] : No worries. Thank you, Emily.

[4 seconds][Agent] : And I've confirmed your full name, date of birth, the address that's on file just for the Fisher St. one and the policy type.

[13 seconds][Customer] : OK. No worries. Thank you.

[15 seconds][Agent] : Hi, Robert, you're speaking with Tracy from the customer support department?

[19 seconds][Customer] : Yep.

[20 seconds][Agent] : Yep. How are you going today?

[22 seconds][Customer] : Yep. Yeah.

[23 seconds][Agent] : OK.

[24 seconds][Customer] : He's he's alright. I'm his son. I'll be speaking on his behalf if that's OK.

[29 seconds][Agent] : OK, so I'm not actually speaking to Robert.

[31 seconds][Customer] : Yeah, yeah, yeah. He's sitting right beside me. I'm sitting here.

[33 seconds][Agent] : I I'm sending you right beside you. OK? So there's just a few things that I just need to confirm with Robert and then I can, I can see if you're authorised on here if you don't mind.

[41 seconds][Customer] : Yeah.

[44 seconds][Agent] : OK Am I speaking to Robert now?

[47 seconds][Customer] : Yes.

[48 seconds][Agent] : Yeah. Hi, Robert, Can you just confirm what e-mail address we'd have on file?

[53 seconds][Customer] : I don't do much.

[54 seconds][Agent] : OK, You don't need to. OK Umm, are you able to confirm your Old Street address?

[1 minutes][Customer] : 5 Fisher St. Parry, NSW.

[1 minutes 3 seconds][Agent] : Oh, all right. Excellent. OK. And, umm, and who am I speaking to? Who's there with you?

[1 minutes 9 seconds][Customer] : I'm trying. Anthony. Anthony.

[1 minutes 10 seconds][Agent] : Yeah, Anthony. OK, no problem. So just, you're gonna have to open up, uh, just your policy here. OK? So just bear with me.

[1 minutes 24 seconds][Customer] : Yes, thanks.

[1 minutes 20 seconds][Agent] : And did you say, Robert, you wanted to update your address though, OK, So do you want to do that with me first?

[1 minutes 28 seconds][Customer] : Yep.

[1 minutes 29 seconds][Agent] : OK, All right. And just to double check as well, we've got a mobile number here of 0432744907. Is that still no? OK. So what mobile number do you want on there, Robert?

[1 minutes 40 seconds][Customer] : No, no, no, no, just a SEC. You just get that put Anthony, then why not?

[1 minutes 52 seconds][Agent] : OK. So, Robert, I'll just need to get it off you directly, OK?

[1 minutes 52 seconds][Customer] : You can put Yep. What's your number there? I'm just gonna get my phone.

[2 minutes 31 seconds][Agent] : Yep, Yep, Yep, excellent.

[2 minutes 29 seconds][Customer] : My phone number is, it's Robert here, 0493398722.

[2 minutes 35 seconds][Agent] : Yep, Yep, excellent. And we've got a home number here as well of 02.

[2 minutes 48 seconds][Customer] : Nah, Nah, Nah. I got it.

[2 minutes 49 seconds][Agent] : Is that OK?

[2 minutes 54 seconds][Customer] : Yeah. Hang on. I'll just give you Anthony isn't giving yours. Yeah. You there?

[2 minutes 51 seconds][Agent] : We'll just we'll just add the both the mobile numbers on there or Yep, Yep.

[3 minutes][Customer] : Yeah, mine's 04.

[3 minutes 2 seconds][Agent] : OK. So again, Robert, like Robert will have to give it to me because unfortunately I'm just looking at the authorisation on here and he's got no authorised people.

[3 minutes 11 seconds][Customer] : Alright, so it's ***** stupid that you're gonna have to repeat the number to her.

[3 minutes 9 seconds][Agent] : That's all 0422, 644. OK, excellent. H OK, alright. Alright, so just update that then I'll update your address. OK, Robert, And then we can go through anything that you would like in the policy as well. OK, so I'm just doing that for you now. OK, What would be your new street address?

[3 minutes 17 seconds][Customer] : It's 0404222222, 6644444666688 Yep Yep #10 Deaton Crescent, Larry, NSW.

[3 minutes 57 seconds][Agent] : Yep. OK. And that was post code 2430 again. That was 10 Deacon Crescent, Correct.

[4 minutes 5 seconds][Customer] : Yep, Yep.

[4 minutes 23 seconds][Agent] : All right. Excellent. So I'm just updating that now. And that's your new postal address. You, Robert. Yep. OK. Thank you so much. So we've got that all updated now for you. OK. Yep. And do you know what frequency you pay your premium as well? Do you pay it annually, monthly, fortnightly?

[4 minutes 29 seconds][Customer] : Yeah, no, that's why we're calling darling his, his ex partner can.

[4 minutes 50 seconds][Agent] : Yeah, No, that's OK.

[4 minutes 47 seconds][Customer] : We thought that she cancelled his policy, so that's why we're calling.

[4 minutes 52 seconds][Agent] : Yeah. No, no, like he's answered that for me. So it is fortnightly correct. Yeah. OK. So if he just wanted to know if his policy is all up to date, is that right or?

[4 minutes 56 seconds][Customer] : Yeah, yeah, yeah. Make sure that regular payments have been happening.

[5 minutes 4 seconds][Agent] : OK, so just put me back on to Robert and I'll I'll tell him. OK.

[5 minutes 3 seconds][Customer] : Yeah, yeah, I'm certainly right regarding.

[5 minutes 9 seconds][Agent] : Yeah, OK, excellent. Sorry, I just, I'm just not sure is it like this phone passing or if I was on speaker? OK, so Robert, all your payments are up to date. OK. Now your last

payment was on the 31st December, the \$29.25 and your next payment is due on the 14th of January. That's the same amount.

[5 minutes 32 seconds][Customer] : Yeah. So you've been taken down.

[5 minutes 29 seconds][Agent] : But it's all up to date and it is in force, so.

[5 minutes 34 seconds][Customer] : Ask her what you covered for. Now what am I covered for you? Can you tell me, please?

[5 minutes 34 seconds][Agent] : OK, Yeah, alright, So just to let you know, like you have got a direct debit set up as well.

[5 minutes 45 seconds][Customer] : Yeah.

[5 minutes 43 seconds][Agent] : OK, alright, so I'm just bringing all that up for you now. Just. OK, So what would I'm just going to place you on a quick hold, alright? I'm just going to have a look at a couple of things and I'll be right back, alright?

[6 minutes 18 seconds][Customer] : OK, Yeah.

[8 minutes 42 seconds][Agent] : Thank you so much for holding there for me, Robert.

[8 minutes 50 seconds][Customer] : No, no, we've separated.

[8 minutes 44 seconds][Agent] : Now, sorry, I just had a quick look into the policy and OK, is Cheryl in there at all or you separated?

[8 minutes 54 seconds][Customer] : I did that long time ago now.

[8 minutes 53 seconds][Agent] : OK, Alright. So I've had a oh, I was just have to, yeah, I actually have a further look into this one, OK, because it was a joint policy. So I'll be right back. OK. And I'll, I'll give you as much information as I possibly can. Thank you so much for holding for, for me, Robert. OK, so I'm gonna have to back pedal a little bit only because I've just uh, found some more information on the policy. OK, so unfortunately Sherlyn is the owner of the policy. OK, did have a look at the authority that was on there. OK, so you would need to get get her to give us a call. OK. Unfortunately I can't, I can't tell you anything further in regards to the policy because she is the policy.

[14 minutes 28 seconds][Customer] : Yeah, yeah, but I wouldn't know where she is. I don't, I don't

ring her.

[14 minutes 54 seconds][Agent] : Yeah, yeah. So like she is the policy owner, OK. And like you are not authorised on the on her policy.

[15 minutes 2 seconds][Customer] : Well, I had one before she got near me. So can you start him a new policy because he he needs to cover?

[15 minutes 12 seconds][Agent] : OK, so do you want, does he want to purchase his own policy? Is that right?

[15 minutes 16 seconds][Customer] : Well, that'd be the only way that he's going to get around it because he doesn't know where Charlene is.

[15 minutes 20 seconds][Agent] : OK, alright, so like like she like, I'll just confirm. Like like he's like, that's a policy. OK, like like she's the owner. So he would be looking to maybe purchase his own policy. Is this correct?

[15 minutes 32 seconds][Customer] : Well, leave it with me. Leave it with me and I'll ring you back tomorrow. I'll see if I can get in contact with her to get in contact with you. What happens? What happens if she does get in contact with you? This releasing part of the.

[15 minutes 42 seconds][Agent] : Li Li Li like she can, she can authorize him, OK or let him know like what's going on with the policy directly herself, OK, but like she can authorize him and then we can advise anything further regarding the policy. But that would hardly up to her in regards to the authorization level as well.

[16 minutes][Customer] : You're better off. He's better off to start on his own.

[16 minutes 2 seconds][Agent] : OK, so he just wants to start off his own then.

[16 minutes 2 seconds][Customer] : Yeah, yeah, yeah.

[16 minutes 6 seconds][Agent] : OK, no problem. OK, so I can, I can help you with that. OK, Now Robert, I am going to just place you on a quick hold again, or you know, if it is longer than two minutes, I do apologize. OK, I can transfer you through to our sales team. OK, And they can look at umm, like setting up a policy, uh, just for you.

[16 minutes 22 seconds][Customer] : Yeah.

[16 minutes 21 seconds][Agent] : OK, alright, excellent. Thank you so much for holding there for me, Robert. OK, so I have our sales team that can help you. Umm, she's looking to purchase your own cover. OK, All right, so I'm just going to pop them through now.

[20 minutes 3 seconds][Customer] : Yeah, yeah, I got.

[20 minutes 11 seconds][Agent] : OK, Thank you. All right, thank you, Tracy. Bye.