

[1 seconds][Agent] : Welcome to Real Insurance. You're speaking with Carol. How can I help you?

[5 seconds][Customer] : Oh, yes, hi, Carol. So I'm just calling in there to find out, get information.

[15 seconds][Agent] : Of course.

[10 seconds][Customer] : It's just that I want to do a, a funeral plan and that's for my mum, if that's OK.

[16 seconds][Agent] : Yeah, of course. Let me just pop.

[17 seconds][Customer] : But coming up. Yeah. Oh, OK. Sorry.

[19 seconds][Agent] : Sorry.

[20 seconds][Customer] : Sorry.

[20 seconds][Agent] : What were you saying? I'm S I'm so sorry.

[20 seconds][Customer] : Oh, no, no, that's OK. Sorry. I was just saying that 'cause I'm 'cause I'm, I'll be paying for it.

[28 seconds][Agent] : Yep. Perfect.

[29 seconds][Customer] : Is that right?

[29 seconds][Agent] : Let.

[30 seconds][Customer] : Yeah.

[30 seconds][Agent] : Yeah, of course. Let me pop you through to that right department.

[34 seconds][Customer] : Thank you.

[33 seconds][Agent] : Sorry, I'm just in the middle of Transbury. Can you speak, James?

[52 seconds][Customer] : Thank you.

[50 seconds][Agent] : OK, just putting you through now and your name.

[52 seconds][Customer] : TOT 0A.

[55 seconds][Agent] : Thank you. So I won't be a moment.

[58 seconds][Customer] : Thank you.

[1 minutes 9 seconds][Agent] : Ready. Sorry, I was just finalizing transferring.

[1 minutes 18 seconds][Customer] : That's OK.

[1 minutes 19 seconds][Agent] : How's your morning been?

[1 minutes 22 seconds][Customer] : Uh, not too bad actually. I'm actually at work, so I'm just calling.  
Hey Carol.

[1 minutes 24 seconds][Agent] : Oh OK, I'll put you through now wants to take out funeral for her  
parents.

[1 minutes 31 seconds][Customer] : OK, that's perfect.

[1 minutes 32 seconds][Agent] : OK for I know go for.

[1 minutes 34 seconds][Customer] : OK, Thank you. Thanks.

[1 minutes 36 seconds][Agent] : OK, hang on.

[1 minutes 41 seconds][Customer] : It's.