

[3 seconds][Agent] : Walk through insurance. You're speaking with Marvin. How can I help you today?

[8 seconds][Customer] : Morning Marvin. I wanted to update my phone number with you guys.

[15 seconds][Agent] : Yeah. So just to confirm, you want to update your phone number, is that correct?

[20 seconds][Customer] : Correct.

[21 seconds][Agent] : Alright, can I just start off by confirming your policy number please, 7519? Yep.

[28 seconds][Customer] : Yep, 7519, 926 9/6.

[45 seconds][Agent] : Alrighty, I'll just confirm the name of the account please.

[51 seconds][Customer] : Yep, Nicolita. Follow.

[54 seconds][Agent] : And I believe I can confirm date of birth on the account please. The e-mail address on the account please.

[59 seconds][Customer] : Yep, 16th of the 8th 1984 nicolita84@yahoo.com.

[1 minutes 20 seconds][Agent] : What payment frequencies do you make towards policy? So is it fortnightly, is it monthly, is it annually?

[1 minutes 16 seconds][Customer] : Oh life insurance fortnightly.

[1 minutes 29 seconds][Agent] : Perfect, thank you so much for that. Let me just double check this for you. All right.

[1 minutes 52 seconds][Customer] : Correct.

[1 minutes 43 seconds][Agent] : So just to confirm, the mobile phone number that we currently have on file is 0402166599 and the address that we currently have on file is 6 Nicole Place, Crestmead, Queensland, 4132.

[2 minutes 2 seconds][Customer] : Correct.

[2 minutes 3 seconds][Agent] : So the address is correct. You just want to change the phone number, is that correct?

[2 minutes 8 seconds][Customer] : Yes, please.

[2 minutes 10 seconds][Agent] : And would you like to change the phone number to the number that you're currently calling from 0412919308?

[2 minutes 18 seconds][Customer] : Right.

[2 minutes 20 seconds][Agent] : Yeah, I'll do that for you. Yeah. Is there any other number that you both have on file or this is the only number that you want to have on file?

[2 minutes 29 seconds][Customer] : No, that's, yeah, that's the only number.

[2 minutes 33 seconds][Agent] : Alrighty, alrighty. So just confirm once again, my mobile phone number is 041291930 Mykolito, That's all done for you. Is there anything else I can help you over in the meantime, or is that all you needed?

[2 minutes 57 seconds][Customer] : Yeah, no, there is a couple of things. Can I login online?

[3 minutes 6 seconds][Agent] : Let me double check that for you. I'm not 100% sure that you can. I'll double check to you and I'll get back to you. Is that alright? So I'll pop you on hold for about two minutes. I'll just find out for you and I'll get back to you.

[3 minutes 14 seconds][Customer] : Sure, sure.

[3 minutes 18 seconds][Agent] : What exactly do you want to do online? Sorry.

[3 minutes 22 seconds][Customer] : Just so I can access online, have access online.

[3 minutes 26 seconds][Agent] : Alright, just hold the line, I'll double check for you. Thank you Macalita. So Macalita, so our self-service portal allows you to update your contact information, payment details, make the outstanding payment and view your policy information. Uh, you can visit my account on our real website and all you all you require is mobile number and date of birth. We have recorded on file for your policy to sign in, so I've currently updated your mobile phone number and your date of birth is the correct 1. So all you need is those serial prompts you on how to log in.

[6 minutes 25 seconds][Customer] : Oh, OK, OK, wonderful. Also, just while I've got you on the phone, I wanted to speak to you about possibly opening a final expenses insurance for my mother-in-law and my father.

[6 minutes 50 seconds][Agent] : That I'll have to transfer you to sales who'll be able to assist you with that. Alright, so if you don't just hold like me, I'll see if some of themselves are available and I'll

get back to you.

[6 minutes 58 seconds][Customer] : OK, great. Thank you.

[7 minutes 7 seconds][Agent] : Hold on please.