

[3 seconds][Agent] : Welcome to One Choice Insurance. You're speaking with Jackie. How can I help you? So it was 10? Yep.

[8 seconds][Customer] : Hi, can I please speak to Jane in regards to quote number 1501048815010488 and I believe it was Jane.

[27 seconds][Agent] : No worries, not a problem. Thank you so much for that and let me just have a quick look to see for yourself then please bear with me. And sorry, could you please confirm your first and last name and date of birth for me please?

[42 seconds][Customer] : My name's Kirsten Olsen, but we're getting it for my husband, Alistair White.

[47 seconds][Agent] : OK, no worries. What was your husband's first and last name? Date of birth? Perfect. Thank you so much for that. There. Sorry, am I speaking to Tracy?

[52 seconds][Customer] : Alistair White, 16679 Kirsten.

[58 seconds][Agent] : Was it Kirsten? Perfect.

[1 minutes 3 seconds][Customer] : Yeah.

[1 minutes 2 seconds][Agent] : Thank you so much for that, Kirsten. So let me just get, is your husband with you at the moment as well or?

[1 minutes 9 seconds][Customer] : Oh yes, he is. Yep.

[1 minutes 10 seconds][Agent] : OK. Awesome.

[1 minutes 11 seconds][Customer] : But just before you speak to him. Oh, we were just wanting the quote changed to like our 30 day waiting period to see what the premium would look like.

[1 minutes 11 seconds][Agent] : Not Yeah, Yeah, that's OK. No worries. So what I will do is I'll put you on a brief hold and I'll see if Jane is available for you.

[1 minutes 27 seconds][Customer] : Yes.

[1 minutes 27 seconds][Agent] : OK.

[1 minutes 27 seconds][Customer] : Oh, cool, awesome. Thank you.

[1 minutes 28 seconds][Agent] : Thank you so much for that one there, Kirsten. Thank you.

[1 minutes 29 seconds][Customer] : OK, OK, bye. I think it's good.

[2 minutes 59 seconds][Agent] : OK, hi Kirsten. So I've got Jane on the phone there so she'll be able to help you in regards to look in that quote once again. So, umm, Jane, I've confirmed Alice's first and last name, date of birth already. Oh, thank you Jackie. Hi, Kirsten.