

[0 seconds][Agent] : All right, David, thank you so much for holding. I do have my colleague Sarah on the line. She'll be able to assist with the beneficiaries. And Sarah, all ID checks have been done with contact details. Go ahead there, please. Thank you so much for that. Hi, David, once again, my name is Sarah from the customer Support department. How are you today?

[17 seconds][Customer] : Good.

[18 seconds][Agent] : That's good. My colleague has mentioned that you would like to add beneficiaries over the phone, Is that correct?

[23 seconds][Customer] : Yep.

[25 seconds][Agent] : Thank you. So when it comes to adding beneficiaries, I will have to get the information from yourself. So you and you alone. So would you be able to do that, get that information? So I know that my colleague did mention that you wanted the kids to give the information that we do have to get the information from you, if that's OK.

[42 seconds][Customer] : Right.

[43 seconds][Agent] : Yeah.

[42 seconds][Customer] : Darren William Stewart's my son.

[45 seconds][Agent] : Oh, sorry, one moment. So let me just quickly go to that section. OK, so it was the date it Washington. So what was the first name again? My apologies.

[56 seconds][Customer] : What was that, Darren?

[57 seconds][Agent] : Your son's first name, Darren and the middle name's William, was that correct?

[1 minutes 6 seconds][Customer] : Yep. Darren William Stewart.

[1 minutes 7 seconds][Agent] : Thanks, lovely. And Darren's date of birth please.

[1 minutes 17 seconds][Customer] : 22nd of the 9th, 1989.

[1 minutes 23 seconds][Agent] : Thank you so much. Just reconfirming this, you would spelt the same, same way as yourself, is that correct?

[1 minutes 29 seconds][Customer] : Beg your pardon?

[1 minutes 31 seconds][Agent] : So Darren's surname that's spelt the same way as yourself, is that

correct?

[1 minutes 35 seconds][Customer] : Yep, that's right.

[1 minutes 35 seconds][Agent] : That's spelt the same way.

[1 minutes 36 seconds][Customer] : He's my boy. Yep.

[1 minutes 38 seconds][Agent] : Oh, beautiful. Thank you so much. I would like to double check my work, so thank you so much for confirming that. Perfect.

[1 minutes 44 seconds][Customer] : It's all right. Sorry. Yeah.

[1 minutes 46 seconds][Agent] : Does Darren reside at the same address as yourself by any chance?

[1 minutes 50 seconds][Customer] : Yeah, she does at the moment.

[1 minutes 52 seconds][Agent] : Perfect. Thank you so much. And Darren is fine. Perfect. And do you have a contact number for Darren by any chance?

[2 minutes][Customer] : Hang on, I'll give you Darren.

[2 minutes 2 seconds][Agent] : Oh, no, sorry, sorry. I do apologise, David. I do have to get that information from you. I'm so sorry. I don't have to get it from yourself.

[2 minutes 1 seconds][Customer] : He can tell you the phone number, so I can't remember the number.

[2 minutes 9 seconds][Agent] : I'm no OK.

[2 minutes 10 seconds][Customer] : Hang on 0461 20461286355.

[2 minutes 26 seconds][Agent] : Thank you so much. Perfect. Thank you. Is it just Aaron we're adding as a beneficiary or we're going to be adding someone else as well?

[2 minutes 32 seconds][Customer] : My daughter do it as well.

[2 minutes 35 seconds][Agent] : Perfect. Thank you so much. What's your daughter's first name? Miranda and Miranda's surname.

[2 minutes 38 seconds][Customer] : Miranda Stuart.

[2 minutes 44 seconds][Agent] : Thank you.

[2 minutes 46 seconds][Customer] : Miranda Lennon.

[2 minutes 48 seconds][Agent] : Thank you. Do you know how to spell the net by any chance?

[2 minutes 47 seconds][Customer] : Stuart LYNE. Double T. Hang on. What's that?

[2 minutes 58 seconds][Agent] : Thank you so much, LYNE Double TA.

[3 minutes 3 seconds][Customer] : Oh L double TE yeah.

[3 minutes 11 seconds][Agent] : Thank you so much for that. And what is Miranda's date of birth please? Thank you so much, 1990. Lovely. And does Miranda live at the same address by any chance as yourself?

[3 minutes 17 seconds][Customer] : 8 the 8th 1991 Yep.

[3 minutes 31 seconds][Agent] : Thank. Thank you. And just confirming that she's your daughter. You mentioned before she's your daughter, Sir. If she is at the same address, do you have a contact number for her by any chance? No, that's OK. I'm just confirming. In the event of the claim, would you like them? What percentage would you like it to them to receive please?

[3 minutes 42 seconds][Customer] : Yeah, Beg your pardon?

[3 minutes 52 seconds][Agent] : What percentage of the fee insurance would you like each of them to receive? Do you want an even amount or would you like a, you know a certain amount to go to someone? What percentage would you like them to receive it?

[4 minutes 2 seconds][Customer] : Yeah, Amazing, man.

[4 minutes 4 seconds][Agent] : Yep. Perfect. That's 50% each. We can definitely do that for you. No issues. So let me just quickly do that. Perfect. OK, lovely. So that has been done In the next 7 to 10 working days, if not sooner, you're gonna refund. Call it an updated policy schedule and that will confirm exactly what we've done over the Today in regards to adding them as your beneficiaries. And you're gonna see you're welcome documentation too. OK, perfect. That's all been done. Is there anything else I can do while I've got you on the phone?

[4 minutes 33 seconds][Customer] : OK, that should be alright, I think.

[4 minutes 41 seconds][Agent] : Oh, lovely. Well, you have a wonderful day. Thank you so much for your time and welcome to Real Insurance.

[4 minutes 47 seconds][Customer] : What was that again?

[4 minutes 48 seconds][Agent] : I said thank you so much for your time today and welcome to Real Insurance.

[4 minutes 53 seconds][Customer] : Yep, right here. Thank you.

[4 minutes 55 seconds][Agent] : You're welcome. Bye for now.

[4 minutes 57 seconds][Customer] : Bye.