

[0 seconds][Agent] : Thanks for holding, Mark.

[2 seconds][Customer] : Yeah.

[1 seconds][Agent] : I've got Richiker on the phone. She'll be able to assist you, uh, assist you further today due to this third party authority for your wife, umm, just for Richiker. I've done Mark's full name, date of birth, address and full phone number, e-mail and policy, office life insurance. So that's all done for you. Awesome. Thank you so much for that. Thank you so much for patiently holding there. Mark. My name is Rishika and I'm from real Insurance. How are you today? Hello. Thank you so much for patiently holding them. My name is Rishika and I'm from Real Insurance. How are you today? Lovely, good to hear that. So I do understand that you are looking at adding your wife as the authority on the policy, is that right? OK, awesome. No problem there at all. I'll get that all done there for you right now. So I'll quickly need to, uh, read some statement there to you and then we'll get the authority sorted out. OK, So there are few levels of authority. You just need to let me know what authority level set you and we can do that. I can. So just loading that one up and I'll get a couple of details there from you for that. So it won't be long. So, umm, guy did advise me that you do work overseas, Is that correct?

[1 minutes 18 seconds][Customer] : Correct.

[1 minutes 19 seconds][Agent] : Yeah, sure. All right. So just visiting your family right now.

[1 minutes 25 seconds][Customer] : Yes.

[1 minutes 26 seconds][Agent] : OK Do you come back quite often or just stay for a longer period overseas? Most of the time, Yeah. OK, awesome. We'll just start off with your wife's first name, please. Dan i.e. Double LE.

[1 minutes 34 seconds][Customer] : Yes, Danielle, Yes.

[1 minutes 48 seconds][Agent] : What's the surname please? Her date of birth.

[1 minutes 54 seconds][Customer] : Ten, 8768.

[1 minutes 58 seconds][Agent] : Thank you. So, and just confirming she is on the same address, which we have just recorded on the file. OK, that's doing that. Sorry, putting in all that information now, uh, you've got her date of birth as well. OK, just quickly confirm few details there with you and

then we'll get the authority sorted out. So with regards to the authority, umm, please confirm the type of consent you would like to provide from the following list. The first one is inquire only, second is inquire and make changes or third inquire, make changes and cancel the policy if required. So 1-2 or three two one. So just inquire only. OK, no problem. I'll do that now, putting in all that information there. All right. Now, do you, Mark, give consent to Daniel on this policy to inquire only now and in the future, yes or no?

[2 minutes 59 seconds][Customer] : 2 one sorry one yes.

[3 minutes 33 seconds][Agent] : Awesome, thank you. So that's all being added on the policy so she can call on your behalf and inquire on the policy. Umm and Yep. And then we can assist her there. Apart from that, is there anything else you would like me to assist you there today at all?

[3 minutes 50 seconds][Customer] : No, thank you.

[3 minutes 51 seconds][Agent] : OK, awesome. Thank you so much. You have a lovely rest of the day.

[3 minutes 55 seconds][Customer] : Bye.

[3 minutes 54 seconds][Agent] : OK, bye, bye bye.