[0 seconds][Agent] : Hi, Nina Graham, thank you for holding.

[3 seconds][Customer] : Sure.

[4 seconds][Agent] : Perfect. So I've got my colleague Yishita from the support team. She'll be able to assist you adding Graham as the beneficiary onto your policy.

[12 seconds][Customer] : That's fine. Thank you.

[11 seconds][Agent] : OK, beautiful. Thank you. Well, you should have confirmed these for full details of your full name, date of birth, address, phone number and policy type. OK, thank you so much, guys. Have a good day.

[23 seconds][Customer] : Thank you.

[23 seconds][Agent] : Bye.

[24 seconds][Customer] : Bye.

[26 seconds][Agent] : Good afternoon. My name is Isha. I'm from the real insurance customer support. How are you today, guys?

[31 seconds][Customer] : Fine. Good. Thank you. OK.

[33 seconds][Agent] : Great. Uh, Lynn, I'll just first of all let you know, Please note all our calls recorded. Any advice you provide is general in nature and may not be suitable to your situation. So we'll add the beneficiary, umm, just now over the phone, Uh, but just before we do that, I'll quickly confirm the e-mail address. Wehavegotlynnandgraham@yahoo.com.

[52 seconds][Customer] : That's correct.

[53 seconds][Agent] : Perfect. So let me just quickly add his details. So his first name is Graeme. Graeme.

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

[1 minutes 3 seconds][Agent] : Yeah, Surname Taylor. OK. And his date of birth, please? 12th of August 1946.

[1 minutes 5 seconds][Customer] : No Surname Proud PLOUD 12/12 8:46 That's correct.

[1 minutes 21 seconds][Agent] : Yeah. His phone number please.

[1 minutes 23 seconds][Customer] : 0429201107 MM Hmm.

[1 minutes 29 seconds][Agent] : Perfect. Thank you so much. And same address as yours. And he's your husband.

[1 minutes 37 seconds][Customer] : Yes, correct.

[1 minutes 36 seconds][Agent] : Yeah, thank you. And he's the only one you wish to add. Alright, perfect. So we are giving him 100% at the time of claim. So Lynn, I can, your beneficiary has been updated and we will be sending you a policy schedule to reflect these changes. Just make sure all the information is correct on that.

[1 minutes 42 seconds][Customer] : Yes, will do. Mm, Hmm.

[1 minutes 58 seconds][Agent] : All right, perfect. Is there anything else I can help you with?

[2 minutes 3 seconds][Customer] : Yeah, I think we're all set. Thank you so much.

[2 minutes 5 seconds][Agent] : You're welcome. Take care. Have a good afternoon.

[2 minutes 7 seconds][Customer] : You too. Bye. Bye. Bye.

[2 minutes 8 seconds][Agent] : Thanks. Bye. Bye. Thank you.