

[2 seconds][Agent] : Welcome to Real Insurance. You're speaking with Emily. How may I help you?

[1 seconds][Customer] : How you going, Emily?

[7 seconds][Agent] : Good. Thank you. And yourself.

[9 seconds][Customer] : Yeah, it's good. We've got a bit of a situation happening at the moment.

[20 seconds][Agent] : I'm so sorry. It's really, really cutting out a lot. Did you say you wanted to find out if your dad has funeral cover? OK. Were you wanting to like claim on a policy or? OK.

[16 seconds][Customer] : I just want to find out if my dad's got the Yeah, No, no, no, no. We just want to make sure he's covered.

[34 seconds][Agent] : Mm. Hmm.

[33 seconds][Customer] : So he he's lit up with his partner a couple of years ago and he has a feeling that she cancelled his fund.

[43 seconds][Agent] : Right.

[44 seconds][Customer] : So we just need to find out if he can either restart paying that fund or if he has to start a new fund.

[50 seconds][Agent] : Sure, sure. Let me have a look. Is he with you at the moment?

[54 seconds][Customer] : Yeah, he he is. He is. I just have to go get him business here.

[55 seconds][Agent] : OK, that's alright, I'll grab your detail. I'll grab his details, umm, from you first, just to have a look. Just place that calls are recorded. What's your dad's surname and first name and 1st? Yep.

[1 minutes 6 seconds][Customer] : Rob Deacon Robert Pardon, Date of birth the 29th of July 1959.

[1 minutes 23 seconds][Agent] : OK, bear with me one moment. Sorry, I'm just having a look. OK, what I'll need to do for you? What was your name?

[1 minutes 49 seconds][Customer] : Anthony.

[1 minutes 47 seconds][Agent] : Sorry, I'm just trying to see if you've got your name down in here at all.

[1 minutes 56 seconds][Customer] : No, that wouldn't.

[1 minutes 54 seconds][Agent] : Won't be too long, but we may have to speak. OK, We may have to

get you to put Robert on the phone just so I can discuss it with him.

[2 minutes 2 seconds][Customer] : Yeah, he's just here with me now. You're on speaker.

[2 minutes 5 seconds][Agent] : Oh, beautiful. Hi, Robert. My name's Emily. I'm calling. I'm from Real Insurance. How you going?

[2 minutes 10 seconds][Customer] : Good.

[2 minutes 11 seconds][Agent] : That's good to hear. I'm also going to let you know calls are recorded. Any advice to provide is general in nature. It may not be suitable to your situation. And I'll just get you to confirm your name and date of birth for me. Beautiful. And you are of course a male Australian resident. Perfect. Thank you. Now I did just want to let you know, so I can't see in here that you've got a policy in place. What I need to do though, because I'm from sales. So I actually don't have access to anything to do with the policy.

[2 minutes 23 seconds][Customer] : Robert William Deakin 2000 July 1951 Yep, Yep.

[2 minutes 45 seconds][Agent] : So I can't see what you're covered for or paying or anything like that. So what I'm happy to do for you is put you through to our support department. They can make sure your details are up to date and just let you know how that policy is going.

[2 minutes 57 seconds][Customer] : Yeah. No worries. That'll be great. Thank you.

[2 minutes 59 seconds][Agent] : All right. Fantastic. Just so I can do that, Robert, I'll get you to confirm. What's your address? OK, so we've got a different one in here. Do you have an old address?

[3 minutes 7 seconds][Customer] : In Dayton Crescent, Murray, NSW, Fisher St. would have been Fisher St. or Hinds Ave.

[3 minutes 18 seconds][Agent] : What's the full Fisher Street address? Do you remember? Yeah, I'll just get you to like just write off the full address.

[3 minutes 18 seconds][Customer] : lost #5 far it's A5 picture Street car, 55 picture Street car in New South Wales.

[3 minutes 32 seconds][Agent] : Amazing. Thank you so, so much. Let me pop you on a quick hold and I'll put you through, OK?

[3 minutes 37 seconds][Customer] : Thank you.

[4 minutes 18 seconds][Agent] : Thank you so much for holding. I have Tracy on the phone.

[4 minutes 22 seconds][Customer] : No worries. Thank you, Emily.

[4 minutes 20 seconds][Agent] : He'll be able to assist you further and I've confirmed your full name and date of birth, the address that's on file just to the Fisher St. one, and the policy type.

[4 minutes 30 seconds][Customer] : OK, no worries. Thank you.