

[3 seconds][Agent] : Thank you for calling real insurance. You're speaking with Rick. How can I help you?

[7 seconds][Customer] : Yeah, Hi. Look, I actually have my own policy with you guys, but I need to cancel the the the beneficiary is not well and it's no longer useful to have that insurance.

[19 seconds][Agent] : OK, so you will answer your policy. Is that OK? No, no, that's fine. Just confirm for me your first name, surname and date of birth.

[24 seconds][Customer] : Yeah, Yep, Yep. Kahu, KAHU. My last name, WYNYARD, 17th of the 3rd, 1988.

[35 seconds][Agent] : Yeah, 1980, 8 middle name as well. Thank you. And sorry, what was the policy? We were CANC.

[45 seconds][Customer] : Yep, Rangi RENGR there anyone I have with you guys which is life.

[50 seconds][Agent] : You wanted to cancel the life? Yeah. Alright, just hold the line here a moment. I'll call through to our customer care team who take care of that. OK.

[56 seconds][Customer] : Yep, thank you.

[2 minutes 38 seconds][Agent] : Hi, Carl, it's Rick again.

[2 minutes 41 seconds][Customer] : Yep.

[2 minutes 40 seconds][Agent] : I have my colleague Michelle on the line. She'll take over from here.

[2 minutes 44 seconds][Customer] : Fantastic.

[2 minutes 43 seconds][Agent] : OK, umm, for the recording, we have concerns, full name, date of birth and the policy type. Perfect.

[2 minutes 48 seconds][Customer] : Yep.

[2 minutes 47 seconds][Agent] : Thanks so much, Rick.