

[3 seconds][Agent] : Hi, I'm calling you back from Australian Insurance. How are you today?

[2 seconds][Customer] : Hello this evening.

[10 seconds][Agent] : Yeah, its Kim here.

[12 seconds][Customer] : Hi Kim.

[13 seconds][Agent] : Hi now just before I jump in.

[14 seconds][Customer] : I was waiting for the e-mail. I think you got my wrong e-mail.

[20 seconds][Agent] : Oh OK, well let's have a look at this for you. Can I just get you to confirm your address for, sorry, your full name please. Thank you. And what's your date of birth and I'll confirm I've got you here as a male Australian resident. Thank you. So Please note all our calls are recorded. Any advice or providers general in nature and may not be suitable to your situation. So if you said let me have a look and I'll see if, umm, I'll double check that e-mail with you. So I've got your e-mail hereasofisal410@gmail.com, is that correct?

[29 seconds][Customer] : O Official hotel 26 O 9/19/75 Yes, yes, that's my that's my old e-mail.

[1 minutes 14 seconds][Agent] : Oh, OK, what's your new e-mail there?

[1 minutes 17 seconds][Customer] : OK, I'm gonna say yes, I just came through it. Umm.

[1 minutes 24 seconds][Agent] : That's alright. Let me know once you've got it there.

[1 minutes 30 seconds][Customer] : I just give it to my phone to read it out because I've got I'm just standing in the kitchen at the moment.

[1 minutes 34 seconds][Agent] : Good, that's OK. What's your son's name?

[1 minutes 39 seconds][Customer] : His name is Ronaldinho.

[1 minutes 41 seconds][Agent] : Perfect. If you want to pass your son on, I'll grab that e-mail address from him. Hi, it's Kim here from Australian Seniors Insurance. How are you today?

[1 minutes 46 seconds][Customer] : Hello, you're good yourself.

[1 minutes 52 seconds][Agent] : Good. Your dad was just telling me he wanted you to read out his e-mail address just so I've got the right one on file for him.

[2 minutes 1 seconds][Customer] : Oh, yes, it's it's all FISA. La Pitelli. Yeah, they can't be helpful04@gmail.com.

[2 minutes 7 seconds][Agent] : Yeah, one second, Yeah, sorry. Was there any numbers or anything there #4@gmail.com?

[2 minutes 21 seconds][Customer] : Yeah #4 sorry you.

[2 minutes 26 seconds][Agent] : So as you said, lafatella4@gmail.com, is that right?

[2 minutes 32 seconds][Customer] : Yep, that's right.

[2 minutes 33 seconds][Agent] : Perfect. Thank you so much for that. If you want to pop your dad back on, that would be great. Thank you. Thanks, Asisa. So I'm going to send that e-mail back through to you now, to your e-mail. Mm Hmm.

[2 minutes 41 seconds][Customer] : A yes, thank you and I and I and I'll get through with my so I'll give you or you can you give me a call right time tomorrow or when you are next?

[3 minutes 4 seconds][Agent] : Yeah, I can call you at lunchtime tomorrow. That's fine.

[3 minutes 7 seconds][Customer] : Yes.

[3 minutes 10 seconds][Agent] : Per Yep, easy done. All right, so that's that'll be setting for 12:00 tomorrow for you. Excellent.

[3 minutes 8 seconds][Customer] : So we yeah, yeah, yeah, yeah.

[3 minutes 20 seconds][Agent] : And we can I can answer any questions you may have in regards to that cover there. Then also, as I mentioned, you and your daughter can actually set that up online as well if you want to by just clicking the Buy Now button and you'll be able to set that up for yourself on online.

[3 minutes 36 seconds][Customer] : Yes, no, no, this one, you see the e-mail and I couldn't, I didn't and I couldn't try. I mean, I tried to keep hold of you. I couldn't.

[3 minutes 57 seconds][Agent] : Perfect.

[3 minutes 49 seconds][Customer] : And until today, I just went out online and and got the phone number or, you know, Yeah. Yeah.

[3 minutes 58 seconds][Agent] : Well thank you so much for calling me back through and letting me know that that didn't come through.

[4 minutes 4 seconds][Customer] : We we go through about the 10 minutes tomorrow when you go.

[4 minutes 8 seconds][Agent] : Yep, perfect. We'll set that all up tomorrow when I call. If you don't receive that e-mail by this afternoon, give me a call. I'm working till 8:00 tonight Sydney time so I can try and send that off again if it doesn't come through.

[4 minutes 21 seconds][Customer] : OK. OK. Thank you.

[4 minutes 21 seconds][Agent] : OK, perfect, thanks for your time.

[4 minutes 23 seconds][Customer] : Thank you.

[4 minutes 25 seconds][Agent] : As you said, I'll talk to you tomorrow.

[4 minutes 27 seconds][Customer] : Thank you very much.

[4 minutes 28 seconds][Agent] : Thanks.

[4 minutes 28 seconds][Customer] : Have a good afternoon.

[4 minutes 29 seconds][Agent] : Same to you. Bye.

[4 minutes 31 seconds][Customer] : Bye. Bye.