

[1 seconds][Agent] : Thank you. OK. Thank you for your patience with me. I've got Robin on the line who'll be able to help you out further with the other policy that I appreciate all your time with myself. And just so you're aware, I've completed all the ID on that profile. So thanks again for your time. And Robin, we'll take it from here. So thank you and go ahead, please. Thank you. Thanks.

[17 seconds][Customer] : Thank you very much.

[17 seconds][Agent] : Great.

[17 seconds][Customer] : Thank you.

[18 seconds][Agent] : Hi. Good afternoon. You're speaking with Sarah?

[20 seconds][Customer] : Yes, we can.

[21 seconds][Agent] : Yeah. Hi, Sarah. Yes, my name's Rob from Insurance Support. How are you this afternoon?

[26 seconds][Customer] : I'm good. Thank you. How are you?

[27 seconds][Agent] : I'm very well. Thank you for asking. Now just need to let you know Sir that please not all our calls are recorded. Any advice we provide is generally in nature may not be suitable to your situation. I believe you just want to check see how beneficial for your life policy. Is that correct?

[44 seconds][Customer] : Yes, please. Yeah.

[43 seconds][Agent] : Let me have a look. Yes. So you've got Georgia, Joanne, Michelle and I know the Joanne so good. Joanne Woodstock and Joanne Hills. Joanne spelled differently. I see. Are are they?

[53 seconds][Customer] : Yeah, Yeah.

[57 seconds][Agent] : No. So yeah, Joanne Woodco. Yeah, she do have the four.

[1 minutes][Customer] : Yeah. Can I? So the Georgia, she's only a little child, but can I leave everything to her? Yeah.

[1 minutes 1 seconds][Agent] : OK, uh, if you wish to do so, but it umm, how old is she? Oh, yeah. OK. So in the event of your passing before she reaches 18, that we're going to umm umm, a legal guardian or trustee until she turns 18, just to let you know that that's not a problem.

[1 minutes 12 seconds][Customer] : She's 8, yeah.

[1 minutes 27 seconds][Agent] : So sorry.

[1 minutes 26 seconds][Customer] : Do I have to mention who the legal guardian would be or can I me, can I mention a legal guardian?

[1 minutes 34 seconds][Agent] : Oh, we, we, we, umm, we don't you have the capacity for the naming of it. I can make a note.

[1 minutes 34 seconds][Customer] : So that 'd be in the wheel then, would it? That'd be in the wheel something.

[1 minutes 41 seconds][Agent] : Yeah, that's right.

[1 minutes 42 seconds][Customer] : Yeah. OK.

[1 minutes 42 seconds][Agent] : Yes, I can make a note in the, in our system if you wish. So, so, so umm, so did you say want to leave everything to Georgia?

[1 minutes 46 seconds][Customer] : Yeah, yes, please.

[1 minutes 51 seconds][Agent] : Alright, just bear with me. So I just need to update that for you. Alright, So look the I can certainly help you with that today. Now before we do update your beneficiary, Sir, I do need to make you aware that when you do nominate or change a beneficiary, that you as the policy owner are providing an instruction on who to pay the policy benefit to in the event of your death. This nomination will be processed in accordance with the conditions set out on your PDS. So can you please confirm that you understand any information you provide is true and correct?

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

[2 minutes 24 seconds][Agent] : All right. So I'll be removing umm, Joanne, Michelle and the other Joanne, you're just leaving Georgia. Is that correct? So you agree then that Georgia will then receive 100% of your benefit?

[2 minutes 34 seconds][Customer] : Yes, Sir, Yes, yes.

[2 minutes 41 seconds][Agent] : OK. Just that that that for you. Just bear with me for a moment. So just updating and while there is updates and Sarah just to let you know your next scheduled

payment is due on the 22nd of this month. All right, that's all done for you now. So I said OK, so pardon me, right, just clean my throat. OK, Well Sir, now I can confirm the beneficiaries have been updated. Now we will be sending you a policy schedule to reflect these changes. So when you sorry about that?

[3 minutes 22 seconds][Customer] : Need a bit of water, please.

[3 minutes 19 seconds][Agent] : So yeah, in one of those days, yeah, I'll have something to say. Umm. So when we get that, just Please ensure you check the information is correct. And Sir, it's also important to contact us should any of the details of your beneficiary change. That's so then we can update our records to avoid any UN any unnecessary delay during the claims process when they supply their proof of identity. All right, so, so that's all done for you now. Is there anything else I can help you there at all today?

[3 minutes 36 seconds][Customer] : Yeah, yeah, that's it. Well, actually just double check my address that you've got there please.

[3 minutes 52 seconds][Agent] : Yeah, sure. Just let me go back a page. Just bear with me for a moment. So I've got unit 43134 to 138 Aberdeen St. North Bridge, WA 6 double O3.

[4 minutes 5 seconds][Customer] : Yeah, yeah, that's right.

[4 minutes 11 seconds][Agent] : OK. All good. Was there anything else at all?

[4 minutes 13 seconds][Customer] : That's it. Thank you.

[4 minutes 15 seconds][Agent] : All right. Thanks for your time, Sarah.

[4 minutes 14 seconds][Customer] : Thanks very much.

[4 minutes 16 seconds][Agent] : You take care you have the rest of your day.

[4 minutes 17 seconds][Customer] : Thank you.

[4 minutes 18 seconds][Agent] : Thank you for that.

[4 minutes 18 seconds][Customer] : Thank you. Thank you.

[4 minutes 19 seconds][Agent] : Bye now.

[4 minutes 19 seconds][Customer] : Bye.