

[0 seconds][Agent] : So holding there, Christine, I've got Isabella from the support department. I'll assist you with nominating your son as your beneficiary for your policy here. And Isabella, I'll just let you know that full ID as well as your contact details have all been confirmed.

[11 seconds][Customer] : Thank you.

[11 seconds][Agent] : Wonderful, Thank you so much. Hello. Good morning, Christine. My name is Isabella. I'm from the customer support department. How are you going today?

[17 seconds][Customer] : No, I'm good. Thank you. How are you?

[18 seconds][Agent] : That's good to hear. I'm well, thank you. So you're wanting to nominate your son as your beneficiary today, is that correct?

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

[25 seconds][Agent] : No worries. I'll just get that organized for you. How's your day going so far?

[30 seconds][Customer] : Not bad. Yeah, it's a day.

[31 seconds][Agent] : Yeah, no. Alright, I'll just get that organised. And was it just the one beneficiary you're wanting to nominate today?

[41 seconds][Customer] : Yes, it is. Yeah.

[42 seconds][Agent] : No worries. So there's a small process for us to go through. And do you happen to have your son's full name, date of birth, address and phone number?

[51 seconds][Customer] : Yes, I do.

[52 seconds][Agent] : Wonderful. What was his first name, please?

[54 seconds][Customer] : Yes. First name is Nicholas.

[57 seconds][Agent] : Is that NICLA? Yep.

[1 minutes][Customer] : Yeah, Nicholas. Yeah.

[1 minutes 3 seconds][Agent] : Yep. Was there a middle name?

[1 minutes 5 seconds][Customer] : Ross.

[1 minutes 6 seconds][Agent] : Ross. Yep. Thank you. And then Nicholas's date of birth, please.

[1 minutes 8 seconds][Customer] : Yep, and surname Kerr, K, Double R, 23rd of May 1991.

[1 minutes 16 seconds][Agent] : 1991. OK. OK. And what was the post code for his address? Thank

you. And what suburb was that? Thank you. And then just the address. Fine, please.

[1 minutes 32 seconds][Customer] : 7018 Mornington in Tasmania it's 2 Solandra Court, which is SOLANDRA and then court.

[1 minutes 50 seconds][Agent] : Thank you. All right. I'll just read that out to make sure I've got it correct. 2 Solandra Court, Mornington, TAS 7018.

[1 minutes 59 seconds][Customer] : That's correct.

[2 minutes][Agent] : And is that the same as the postal address? Thank you. Just updating that now. And just this contact number, please. Yep.

[2 minutes 2 seconds][Customer] : Yes, 0447118635. Let me just check that. Hang on.

[2 minutes 17 seconds][Agent] : Yeah, of course. Yep.

[2 minutes 22 seconds][Customer] : Yeah, 0447118635.

[2 minutes 28 seconds][Agent] : Perfect that. We're just updating that now. And you're happy for Nicholas to receive 100% of the benefit amount?

[2 minutes 35 seconds][Customer] : Yes, I am.

[2 minutes 36 seconds][Agent] : No worries. Just updating that now, OK Right. That has all been completed for you, Christine. So what I'll do is I'll send you a change of insurance letter just to confirm the update. If you could please confirm that all the information is correct, that would be greatly appreciated. And is there anything else I can assist you with today, Christine?

[2 minutes 55 seconds][Customer] : That's alright. What if, What if Nicholas was to predecease me? Then I'd do I. Is it, is it an idea to put a second beneficiary on there for that reason?

[3 minutes 4 seconds][Agent] : Yeah, sorry, just confirming your question.

[3 minutes 14 seconds][Customer] : Yeah, that's it. Yeah.

[3 minutes 10 seconds][Agent] : So are you asking if he passed away before yourself in the in that case it would go to the estate? Yeah. Or unless you nominate another beneficiary, then it would go to the other beneficiary you nominate. Yeah, no worries.

[3 minutes 19 seconds][Customer] : Oh, OK, OK, OK, alright, we'll leave that for now and stick our fingers crossed nothing happens to him. And alright, thanks sweetie. So yeah.

[3 minutes 30 seconds][Agent] : No, that's OK.

[3 minutes 32 seconds][Customer] : So that'll all come to me by e-mail today.

[3 minutes 36 seconds][Agent] : It won't come today. So it'll take about 5 to 10 business days.

[3 minutes 39 seconds][Customer] : Oh, that's fine. Yeah.

[3 minutes 39 seconds][Agent] : But to end your insurance letter.

[3 minutes 41 seconds][Customer] : Yeah.

[3 minutes 40 seconds][Agent] : But you should receive that. I believe sometime next week. You should receive that.

[3 minutes 45 seconds][Customer] : No worries.

[3 minutes 46 seconds][Agent] : No worries.

[3 minutes 46 seconds][Customer] : No worries at all.

[3 minutes 46 seconds][Agent] : That's all done. I hope you have a lovely rest of your day. You take care.

[3 minutes 49 seconds][Customer] : Yes, you too. Thank you very much.

[3 minutes 51 seconds][Agent] : Thank you.

[3 minutes 52 seconds][Customer] : Thank you.

[3 minutes 52 seconds][Agent] : Bye.

[3 minutes 53 seconds][Customer] : Bye. Bye.

[3 minutes 53 seconds][Agent] : Bye. Bye.