

[0 seconds][Agent] : Thank you for holding this. I've got here Peter on the line. He'll be happy to help you. Just wanna confirm for the call recording that Ali has confirmed all his details and go ahead. Thank you.

[8 seconds][Customer] : Thanks to yourself.

[9 seconds][Agent] : Thank you so much. Thank you so much.

[11 seconds][Customer] : Thanks.

[10 seconds][Agent] : OK, yeah, good afternoon Ali. My name is Peter from the customer support team here at Real Insurance. How are you today?

[15 seconds][Customer] : OK, I'm very well. How are you?

[18 seconds][Agent] : Doing very well, Sir. Thank you for asking. Doing very well. And, uh, IJ advised the reason for the transfers that you wanted due nomination of beneficiaries straight away for your policy, was that correct?

[19 seconds][Customer] : OK, that's great. Yeah.

[30 seconds][Agent] : Fantastic. I can help with that. Now, just to confirm, you wanna provide name, date of birth and address details for who, for who you wish to have listed? Do you have all that information currently available?

[40 seconds][Customer] : I don't know.

[42 seconds][Agent] : You don't. OK, OK, that's right.

[43 seconds][Customer] : No, I can give you.

[45 seconds][Agent] : Umm.

[45 seconds][Customer] : I can give you. I can give you one person, date of birth and name. Is that what you want?

[51 seconds][Agent] : OK, yeah, so we can list up to five beneficiaries.

[54 seconds][Customer] : Yeah.

[54 seconds][Agent] : Umm, you would need to get percentage back down and so forth as well.

[1 minutes 2 seconds][Customer] : Yeah.

[57 seconds][Agent] : If you have the details for one person, we can list the one person for 100% for

now, and then you can do the change later once you have 100% details if you'd like. Is that what you'd like to do today or would you rather wait until you have all the information doing the motion or at once?

[1 minutes 12 seconds][Customer] : I'll wait till I have all the information, if you don't mind.

[1 minutes 14 seconds][Agent] : Fantastic.

[1 minutes 15 seconds][Customer] : OK.

[1 minutes 14 seconds][Agent] : OK, sure.

[1 minutes 15 seconds][Customer] : Yeah, yeah.

[1 minutes 15 seconds][Agent] : So we are open either 8:00 PM Monday or Friday.

[1 minutes 19 seconds][Customer] : Yeah.

[1 minutes 19 seconds][Agent] : So once you have those details, give us a call and we can do that for you.

[1 minutes 30 seconds][Customer] : Yeah.

[1 minutes 23 seconds][Agent] : The alternative, umm, when you receive the welcome pack, it will include a nomination of beneficiary form that you could complete and then returned to us.

[1 minutes 31 seconds][Customer] : OK. Yeah, yeah. Yeah.

[1 minutes 31 seconds][Agent] : Umm, in the meantime, Malcolm would umm, if something, if the claim of the event was to happen, the money wouldn't pay, but they thought we'll get paid out to your state. If there's no, uh, that'll beneficiary on file.

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

[1 minutes 43 seconds][Agent] : OK, but that's our back up.

[1 minutes 45 seconds][Customer] : OK. OK. OK. Alright. Thanks then.

[1 minutes 45 seconds][Agent] : OK, OK, umm, fantastic. And then once it is, once you do call us and we do get that updated, uh, we'll then send out the documentation confirming the change as well for you.

[1 minutes 58 seconds][Customer] : OK. OK.

[1 minutes 57 seconds][Agent] : OK, Alright.

[2 minutes][Customer] : That's excellent.

[2 minutes][Agent] : Do you have any other questions at the moment that I can help you with?

[2 minutes 2 seconds][Customer] : No, thanks very much. You guys have been very helpful.  
Excellent.

[2 minutes 5 seconds][Agent] : Nicely, Pleasure. Thank you so much for your time. Enjoy your day.

[2 minutes 7 seconds][Customer] : Have a great day.

[2 minutes 8 seconds][Agent] : Take care.

[2 minutes 8 seconds][Customer] : Thanks. Bye. Bye.

[2 minutes 8 seconds][Agent] : Bye bye.