

[35 seconds][Agent] : Sally, thanks so much for your patience.

[37 seconds][Customer] : Thank you.

[37 seconds][Agent] : I've got Joseph here from our support team and he'll be able to organize your daughter as a beneficiary for this top up policy.

[43 seconds][Customer] : Yeah, sure.

[42 seconds][Agent] : OK, awesome. And Joseph, I've already confirmed with Sally all the details on file name, both addresses, both telephone numbers, e-mail and product types. OK, thank you. Have a great day, guys. Bye and cheers, Sally.

[58 seconds][Customer] : Thank you. Bye. Thanks, Jamie. Hey, Jamie.

[1 minutes 1 seconds][Agent] : Good morning, Sally.

[1 minutes 4 seconds][Customer] : Hi, Joseph.

[1 minutes 4 seconds][Agent] : So hi. So I'm saying he's also confirmed your date of birth too.

[1 minutes 11 seconds][Customer] : OK.

[1 minutes 8 seconds][Agent] : I didn't quite catch him say that, but yeah, he's confirmed your date of birth as well. Sally.

[1 minutes 12 seconds][Customer] : The Birth The birth date is 16th of March 1945.

[1 minutes 16 seconds][Agent] : Yep. Thank you. Alright, so I believe you wanna add your daughter on to your new policy as well as a beneficiary.

[1 minutes 22 seconds][Customer] : Yeah, a beneficiary, yeah.

[1 minutes 24 seconds][Agent] : OK, let me just go in and I'll pull up her information and the beneficiary. Hang on, let's just have a look. So that's 10084270. OK, found her. Alright, let me just go into the new policy now and beneficiary, OK? OK. OK.

[2 minutes 24 seconds][Customer] : Yes. Uh huh.

[2 minutes 22 seconds][Agent] : So that'll be Rachel Dicarlo, 24th of 7th, 1967.

[2 minutes 30 seconds][Customer] : Yes.

[2 minutes 31 seconds][Agent] : OK.

[2 minutes 36 seconds][Customer] : Oh, no.

[2 minutes 32 seconds][Agent] : Is she still at 1668 Rex Highway, Gilleton?

[2 minutes 37 seconds][Customer] : Yeah. We, we've been living together for God knows only how many years. It's still under number. O3 Sunburn, uh, her phone number. Oh, I can't.

[2 minutes 45 seconds][Agent] : OK, just so long as I know, Do you have a mobile contact for your daughter that I can put on here if you can? No, that's OK.

[2 minutes 56 seconds][Customer] : I can't remember.

[2 minutes 57 seconds][Agent] : No, that's OK. That's fine. That's OK. So add her on there. That's that's fixed up the address on the older policy as well. So that's fine.

[2 minutes 57 seconds][Customer] : Oh, yeah. The old, the old, the old address, uh, up in July is no longer there anymore. It's now.

[3 minutes 6 seconds][Agent] : Now you're happy for her to receive the That's correct.

[3 minutes 12 seconds][Customer] : It's sunburn.

[3 minutes 14 seconds][Agent] : No, no, I know that. I'm just saying it. It's updated it on the old one as well. The old policy to sundown.

[3 minutes 20 seconds][Customer] : OK. Yes.

[3 minutes 20 seconds][Agent] : OK, so it's all updated now. That's not a problem.

[3 minutes 23 seconds][Customer] : Yes. Mm. Hmm.

[3 minutes 24 seconds][Agent] : So you're happy for your daughter to receive 100% off the new policy as well.

[3 minutes 28 seconds][Customer] : That's right. Yes.

[3 minutes 29 seconds][Agent] : Alright, let me just do that, OK. And it's just updating. I can confirm. Now Rachel is your beneficiary on your new policy. Now you may get your documents come to you and there's always a very slight possibility that you may with the original documents, it may show that she's not listed as a beneficiary. But I can confirm she is over the call recording. And what will happen if if that is the issue a few days later, you should get a replacement schedule. It's only 1 sheet that you would swap out if that was necessary. OK.

[3 minutes 43 seconds][Customer] : Yes, yes, yeah. OK.

[4 minutes 7 seconds][Agent] : But yeah, it's it's all done. Anything else, Sally?

[4 minutes 10 seconds][Customer] : That's all. Just as long as Rachel Dicarlo achieves the beneficiary is all I need.

[4 minutes 16 seconds][Agent] : She is definitely OK.

[4 minutes 18 seconds][Customer] : Yeah, OK. Yeah. Thank you.

[4 minutes 20 seconds][Agent] : Alright. You're welcome. Have a good day.

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

[4 minutes 24 seconds][Agent] : Thank you. Bye.

[4 minutes 25 seconds][Customer] : OK, bye.

[4 minutes 26 seconds][Agent] : Bye. Bye.