

[3 seconds][Agent] : Welcome to Real Insurance. My name is Andrew. How can I help you?

[7 seconds][Customer] : Hello, good. My name is Gabriel. How are you?

[9 seconds][Agent] : Yeah, very good. Thanks. How can I help you, Gabriel?

[12 seconds][Customer] : I'm ringing up at the moment. I like. I've got a funeral policy with you guys and a life insurance policy.

[18 seconds][Agent] : Mm. Hmm.

[19 seconds][Customer] : One for my wife and one for myself.

[21 seconds][Agent] : Mm. Hmm.

[23 seconds][Customer] : My wife is we I rang up the other day and I made my, my wife is my beneficiary for my for my life insurance and she needs to do the same for her funeral cover and not yeah, yeah, to do the beneficiary me, me that is the beneficiary of her husband for a funeral cover.

[40 seconds][Agent] : She needs to put a beneficiary OK.

[48 seconds][Customer] : And I also I would like to take and I would also, after all that's organized, I would like to take out a funeral cover for my mother-in-law at the age of having the two shoes. I would like, I would like to see what my options are.

[58 seconds][Agent] : OK, umm, so right, so if someone needs to put a beneficiary down, then that person have to be the one consenting and doing that. I I can't have you at yourself as a beneficiary.

[1 minutes 2 seconds][Customer] : Yes, yes, yes, no, no.

[1 minutes 13 seconds][Agent] : Is your partner available?

[1 minutes 14 seconds][Customer] : She's here with me right now. Yeah, she's here with me right now mate.

[1 minutes 16 seconds][Agent] : All right, OK, perfect.

[1 minutes 20 seconds][Customer] : Now hello.

[1 minutes 23 seconds][Agent] : Hi, that's right. Uh, hello, this is Andrew calling from real insurance. Uh, before I do continue, Please note all of our calls are recorded and any advice, your providers general in nature and that will be suitable for your situation and just like compliance purposes. Can I confirm your first name, surname and date of birth? Mm Hmm.

[1 minutes 39 seconds][Customer] : Yes, there is a McDonald and date of birth. Yes, 1st 26.

[1 minutes 46 seconds][Agent] : So what was the date of birth?

[1 minutes 49 seconds][Customer] : Oh, the eighth of the 1st 76.

[1 minutes 51 seconds][Agent] : Yep.

[1 minutes 57 seconds][Customer] : Yep.

[1 minutes 52 seconds][Agent] : So what I'll do is I'll hop into your profile now just bear with me, OK?

[2 minutes 6 seconds][Customer] : Yeah, it's a Theresa 76, dom@gmail.com.

[2 minutes 2 seconds][Agent] : And your best e-mail, OK? And what kind of policy do you have with us?

[2 minutes 16 seconds][Customer] : I think it's just funeral policy, funeral cover.

[2 minutes 19 seconds][Agent] : OK, Yep. And your address? Mm hmm.

[2 minutes 23 seconds][Customer] : Yeah, it's a #3 Santa Clara race, Upper Coomera.

[2 minutes 28 seconds][Agent] : Yep. Thank you. And your phone number is, is it O 4 double 390-1543? OK, So what I'll do is I'll pop you on hold. I'll put you through to, uh, our support team, the ones that deal with existing policies. Umm, Now what exactly would you like to do today?

[2 minutes 36 seconds][Customer] : Yeah, I'd like to put gave my beneficiary, beneficiary of my yeah, please.

[2 minutes 56 seconds][Agent] : OK. So you'd like to update the beneficiary form? Yep. I'll put you on hold and I'll put you through our support team.

[2 minutes 59 seconds][Customer] : Yeah, OK. Thank you.

[3 minutes 4 seconds][Agent] : Thank you.

[3 minutes 13 seconds][Customer] : Andrew, how's it going?

[3 minutes 14 seconds][Agent] : Hey, Michael. Good. Thanks. Uh, I've got a customer who'd like to add to a beneficiary form, uh, the first name, surname, date of birth, e-mail address and phone number. Check and she confirmed the policy was a funeral cover.

[3 minutes 29 seconds][Customer] : OK, Let me know when you're out of the lead.

[3 minutes 32 seconds][Agent] : Yep, I'm out now.

[3 minutes 34 seconds][Customer] : OK, give me one second. OK, If you want to warm transfer Teresa through, I'll give her a hand.

[3 minutes 45 seconds][Agent] : Perfect. Hi there, Teresa.

[3 minutes 49 seconds][Customer] : Hi there, Teresa.

[3 minutes 49 seconds][Agent] : Thank you for holding for me.

[3 minutes 49 seconds][Customer] : Thank you for holding for me. I've got Michael on the line after 14 and he can help us.

[3 minutes 50 seconds][Agent] : I've got Michael on the line from our support team and he can help assist you further.