

[6 seconds][Agent] : Hello, good afternoon. Thank you for calling real insurance. This is Maggie.
How may I help you? Yep, thank you. Yep.

[12 seconds][Customer] : I'm just ringing up about my life insurance so my mum was in hospital so I had to.

[18 seconds][Agent] : I'm so sorry. That's OK. Let me get you through to my support team before I do that. All calls are recorded. Any advice I'm providing is generally nature and may not be suitable to your situation. What is your full name please? Thank you, Robert. And your date of birth please.

[31 seconds][Customer] : Robert Thomas Barr, the 7th 1968.

[38 seconds][Agent] : OK, let me have a look here for you. And what sort of policy was it? Thanks.

[42 seconds][Customer] : Family Life.

[43 seconds][Agent] : OK. And what's the e-mail address we have on file for you, please? OK, let me just see if I can get through now. Won't be a moment. Then hold please.

[48 seconds][Customer] : Rrbr-68@live.com dot AU thank. Thank you.

[1 minutes 45 seconds][Agent] : Thank you for waiting. I've got a shooter on the phone that can speak to you now. Go ahead, please. Thank you.

[1 minutes 50 seconds][Customer] : Thank you.

[1 minutes 50 seconds][Agent] : Good afternoon, Robert. My name is.