[0 seconds][Agent] : Thank you for holding there, Ravi. I've got Marie from our customer support team here to assist you with updating the banking details. So Marie for the call recording, the type of policies, full name, date of birth, address, mobile and emails all been confirmed. Thank you. You're welcome. Thank you. OK.

[15 seconds][Customer] : Alright, thank you.

[18 seconds][Agent] : Thank you very much for your patience. Sarah's mentioned my name is Marie. How are you today?

[23 seconds][Customer] : Good morning, Mary. Fine, I'm with you.

[25 seconds][Agent] : Pretty good. Thank you. So just to clarify, you're just wanting to update the payment details for your life insurance, is that correct?

[27 seconds][Customer] : Yeah, yeah, yeah.

[33 seconds][Agent] : Easy done. Let's make that happen. OK, To another card or to a bank account instead?

[43 seconds][Customer] : Oh, you want to go ahead?

[46 seconds][Agent] : Sorry.

[46 seconds][Customer] : Bank account. Bank account?

[48 seconds][Agent] : Bank account. OK. Would that be a check or savings account? I have cheque or savings as options. Out of those, what would you prefer?

[52 seconds][Customer] : Oh, it's a business account for seven.

[59 seconds][Agent] : Thank you and the BSB. Thank you and the account number please.

[1 minutes 4 seconds][Customer] : Just a moment, it's 062401 10325749.

[1 minutes 20 seconds][Agent] : And you can't hold your name.

[1 minutes 22 seconds][Customer] : Oh yeah, it's Ravi Kumar and my company number, they are group of complete.

[1 minutes 28 seconds][Agent] : I'm sorry. I'm really struggling to hear you.

[1 minutes 29 seconds][Customer] : Oh, it's on my name.

[1 minutes 29 seconds][Agent] : Can you just repeat the hold your name? OK, Ravi, did you say

Kumar?

[1 minutes 30 seconds][Customer] : Ravi Kumar Memory Kumar. Yeah. Ravi Kumar Memory.

[1 minutes 40 seconds][Agent] : Thank you.

[1 minutes 48 seconds][Customer] : Yeah, yes.

[1 minutes 41 seconds][Agent] : Alright, quickly confirming that is a savings account with the Commonwealth Bank under your name Ravi Kumar Mamori, the DSP number 062401, account number 10325749. Perfect. Thank you for providing us with your updated banking details.

[2 minutes][Customer] : Yes, yes. How much money are you getting, Liberty? Yes. Alright, fair enough.

[2 minutes 5 seconds][Agent] : Please confirm that you've verbally agreed for your monthly premium to be requested from your updated bank account through our bulk electronic requiring system perfect UH-6865 on the 15th of January, which will be now be requested from this new bank account and once every two weeks thereafter, once every month rather thereafter. All right, that is all done unless there's anything else I can help you out with.

[2 minutes 26 seconds][Customer] : Yeah, that's fine. Thank you very much for that.

[2 minutes 33 seconds][Agent] : No, my pleasure. Thank you and please enjoy your day. Thank you. Bye. Bye.

[2 minutes 36 seconds][Customer] : Bye, bye, bye bye.