

[36 seconds][Agent] : Sandra, thank you so much for your patience there. I've got Lucy on the line. She's gonna be able to assist further. Lucy, I've just confirmed that we've confirmed the client's full name, date of birth, address, phone number and e-mail on this call as well. Thanks again for your time, Sandra. Have a great day, guys. Thank you. Good morning, Sandra. As mentioned, my name is Lucy. I am from the support team and welcome aboard. You've just taken out a cover with us. Just confirming all details were confirmed, full name, date of birth, address, contact e-mail, just confirming the type of insurance you've set up with us. OK, we're going to go to the beneficiaries. Just a couple of questions then. How much did you set them up for? OK And how often would you be paying for that?

[48 seconds][Customer] : Thank you life insurance 30 fortnightly.

[1 minutes 19 seconds][Agent] : Perfect. OK, so certainly I can help with that today. So before we update your beneficiaries, I do need to make a whether when you nominate a beneficiary, you as the policy owner of providing an instruction on who to pay the policy benefit to in the event of your death. This nomination will be processed in accordance with the conditions set out in your PPD. Can you please confirm that you understand and the information we provide is true and correct?

[1 minutes 44 seconds][Customer] : Yes.

[1 minutes 45 seconds][Agent] : Perfect. Now, how many beneficiaries will you be nominating? OK, So what we'll do is we'll get their details 1st and then we'll do the percentages at the end. The first person you're nominating, the name, I'll get you to spell that for me just so we've got the right spelling. Yes, yeah.

[1 minutes 49 seconds][Customer] : 2 Tangi Tanani TANGITUNGANE.

[2 minutes 13 seconds][Agent] : OK, but TUNGANE, that's the surname.

[2 minutes 18 seconds][Customer] : No, no, that's the whole name.

[2 minutes 21 seconds][Agent] : OK, so it does. OK, so Tangier, is that the first name? Is your name OK? Yeah, the surname.

[2 minutes 27 seconds][Customer] : No, no, Tani Tanani is the whole name McGregor.

[2 minutes 31 seconds][Agent] : So McGregor. OK, so Tangier.

[2 minutes 41 seconds][Customer] : Yes, no, no.

[2 minutes 43 seconds][Agent] : And is there a space and then the other name all together? OK, perfect.

[2 minutes 47 seconds][Customer] : All together, yes, 22/10/97.

[2 minutes 49 seconds][Agent] : So TANGITUNGANE perfect date of birth 22nd of October 97 relationship to you daughter the address, is it the same or different?

[3 minutes 5 seconds][Customer] : Daughter Fourty a Hadowini St.

[3 minutes 20 seconds][Agent] : Do you the suburb or post code?

[3 minutes 23 seconds][Customer] : Titae Bay.

[3 minutes 28 seconds][Agent] : OK did you get a post code?

[3 minutes 32 seconds][Customer] : No, I don't. I don't.

[3 minutes 33 seconds][Agent] : How do I see if I can find it? How do I spell TH the suburb name?

[3 minutes 33 seconds][Customer] : I don't have the oh TITAH I TAH I.

[3 minutes 42 seconds][Agent] : See ITHIA Oh GAHI, there is. Let's see, this one is 524-2502 to let me just double check. So you said it was 40 A and that's H?

[4 minutes 3 seconds][Customer] : 48 Edwini St., EREWINI.

[4 minutes 28 seconds][Agent] : OK SO40A Herewini St. Cherry Bay 502 two OK so I did that and do you have a contact number there for your daughter?

[4 minutes 42 seconds][Customer] : Yes, that's 0272215336. Yep, MI double S.

[4 minutes 44 seconds][Agent] : Yes, Yep, 0272215336 and she go by misses or miss Miss M Perfect. OK, OK, so that's your daughter and the next person pH.

[5 minutes 9 seconds][Customer] : Remix yes.

[5 minutes 21 seconds][Agent] : So pH is an E OENIN. Yeah, you know it's an OE, but I thought dust. OK, so I've got to check that. So. PHOENIX. Yeah. And is that McGregor as well?

[5 minutes 24 seconds][Customer] : PHOENNIX, yes.

[5 minutes 41 seconds][Agent] : McGregor. McGregor, date of birth, 4th of July 2006. In relationship to you? Yeah.

[5 minutes 48 seconds][Customer] : Four seven, 2006 done.

[6 minutes 1 seconds][Agent] : Same address or different and con?

[6 minutes 4 seconds][Customer] : Same address as mine.

[6 minutes 6 seconds][Agent] : Yep, 319 Bolona place. And is there a contact number? Yep, Yep.

[6 minutes 10 seconds][Customer] : Yes, it's 0226978579.

[6 minutes 19 seconds][Agent] : So 0226978579.

[6 minutes 23 seconds][Customer] : Yes.

[6 minutes 25 seconds][Agent] : OK. Now what percentage for each of them has set up to 100% 5050? OK, so Sandra, I can confirm your beneficiaries have been updated. We'll be sending you a policy schedule to reflect these changes. Please ensure you check the information is correct. It is also important to contact us should any of the details of your beneficiaries change so we can update our records to avoid any unnecessary delay during the claims process when they supply their proof of identity.

[6 minutes 36 seconds][Customer] : 50H Sweet.

[7 minutes][Agent] : So all done for you now. We will send you out a new policy schedule, OK? It will be a change of insurance for that and that will have both your children as the beneficiary. So all done for you now. Is there anything else I can help you with today?

[7 minutes 17 seconds][Customer] : No, that was it.

[7 minutes 19 seconds][Agent] : Perfect. You have a lovely day. Thanks for your call.

[7 minutes 22 seconds][Customer] : Thank you. Thank you.

[7 minutes 23 seconds][Agent] : Bye.

[7 minutes 24 seconds][Customer] : Bye.