

[2 seconds][Customer] : Hello, Daniel speaking.

[4 seconds][Agent] : Hello, good morning there Daniel, this is Sharman. I'm calling from real Insurance.

[8 seconds][Customer] : Hi, Sarah.

[7 seconds][Agent] : In regards to the item, how are you doing today?

[9 seconds][Customer] : Hey, how you doing? Yeah, really good yourself.

[11 seconds][Agent] : I'm I'm doing really well, thank you for asking. Daniel.

[19 seconds][Customer] : Hey, that's cool.

[14 seconds][Agent] : Sorry I had a day off yesterday so I couldn't call you yesterday in regards to the policy information so we can start over today. Do you mind to re confirm me with your full name and date of birth before we proceed?

[26 seconds][Customer] : Yes, it's Daniel Dawley and it's 7th of November 1984.

[31 seconds][Agent] : Beautiful. Just a friendly reminder to you, Daniel, that all of our calls are recorded. Any advice that I do provide, it is general in nature and may not be suitable to your situation. OK, so Daniel, the last time when I spoke to you, we went through the applications, uh, with you and we had to send your applications to the underwriter for the tendon injury on the left palm and the knee pain.

[40 seconds][Customer] : Yep, Yep, Yep, Yep.

[53 seconds][Agent] : OK, in relation to the rest of the questions on the application form, has anything changed in relation to those questions?

[1 minutes][Customer] : No, everything's good.

[1 minutes 1 seconds][Agent] : OK, perfect. Thank you so much. So I'll let you know what the underwriter has responded back to me after reading your answer. OK, I'm just opening up the application form. All right. So Daniel, the good news is the underwriter did not make any changes to the referral, OK? So your application, it came back as as approved.

[1 minutes 23 seconds][Customer] : Thanks.

[1 minutes 22 seconds][Agent] : So your fortnightly payment remains exactly at \$41.32 that we say

to you on Friday, OK, and perfect and you'll be covered for \$2000 that could give your monthly benefit amount. The waiting period is 30 days and the benefit. Is five years OK? Perfect. Now, Daniel.

[1 minutes 49 seconds][Customer] : Sorry.

[1 minutes 41 seconds][Agent] : So the first given collection date, do you remember we selected on Monday today, which was yesterday because the underwriter had had come back today. I have to cha.

[1 minutes 50 seconds][Customer] : Hey, I just watched you for a second. Are you there?

[1 minutes 52 seconds][Agent] : I I am here. Can you hear me, Daniel?

[1 minutes 55 seconds][Customer] : Yeah. Hang on. I'll just take you off Bluetooth. So what a SEC?

[1 minutes 58 seconds][Agent] : All right, take your time.

[2 minutes 4 seconds][Customer] : Are you there?

[2 minutes 5 seconds][Agent] : Yes, I am here. Can you hear me? OK now.

[2 minutes 7 seconds][Customer] : Yeah. Sorry. That problem was my end. I apologise.

[2 minutes 7 seconds][Agent] : OK, No, no, don't apologize. It's completely fine. So Daniel everything is good to go.

[2 minutes 18 seconds][Customer] : Sure.

[2 minutes 14 seconds][Agent] : Only thing we need to do now is to change the first payment collection date we had selected previously, which is which is on the 11th of 11th, which was yesterday because on the right they they came back. So we do have to change the payment collection then we'll gonna accept the policy form for you.

[2 minutes 32 seconds][Customer] : I don't care. Do it today. Whatever.

[2 minutes 29 seconds][Agent] : So which day would like to make the our first payment do it today?

[2 minutes 35 seconds][Customer] : Whatever suits.

[2 minutes 35 seconds][Agent] : Actually, we can do it today as well. Not a problem. Are you happy to accept?

[2 minutes 41 seconds][Customer] : Yeah, I accept.

[2 minutes 42 seconds][Agent] : Perfect. So I'm just selecting the first payment collection there as of today's date, which is 12th of the 11th, 2024. And then every fortnightly basis from Tuesday, your premium will be deducted from your account.

[2 minutes 54 seconds][Customer] : Perfect. Thank you so much. So can I get a certificate of currency today?

[2 minutes 54 seconds][Agent] : All right, as soon as you have the first payment collection deducted from your account, you can give us a call back, OK. And then we can take you from there.

[3 minutes 8 seconds][Customer] : Can I just book in then like 'cause if it's coming out today can I just book in to have it tomorrow 'cause I've got 4 real estate waiting on this?

[3 minutes 8 seconds][Agent] : All right, Yeah. OK. So the The thing is, we don't know when the bank is, when they're they're gonna line up with the payment. So it could be mid date, could be later in the afternoon. So as soon as you see the payment is deducted from your account, you can give us a call back on the customer support number. Then you can issue the currency of certificate as well.

[3 minutes 36 seconds][Customer] : Understood. No problem.

[3 minutes 36 seconds][Agent] : All right, OK, perfect. So Daniel, so with the previous information, I did go through with you as well. So just give me one second. Yeah, All right. Just making sure everything is done. So that was the exclusions. I did read that out to you in the right line for line and last call. So should be fine. There were two exclusions. Just give me one second. So Daniel, I have your policy number ready. Would you like to write that down?

[4 minutes 10 seconds][Customer] : Oh, any chance I can get a text or an e-mail? Sorry, I'm sort of working this.

[4 minutes 15 seconds][Agent] : Yeah, No, that's OK. That's fine. Or we can e-mail you.

[4 minutes 19 seconds][Customer] : Yeah, that'd be awesome.

[4 minutes 18 seconds][Agent] : I'll be. You should receive the e-mail in next 15 minutes to half an hour. It takes about that time.

[4 minutes 29 seconds][Customer] : Yeah, I no ALR dot roof plumbing.

[4 minutes 26 seconds][Agent] : The e-mail address remainsthesameasitwasbeforecorrectwhichisalrroofplumbing@outlook.com at Outlook.com.

[4 minutes 37 seconds][Customer] : Yeahalr.roofplumbing@outlook.com.

[4 minutes 40 seconds][Agent] : That's the one I have. My sincere apologies. I think you're my first client for the day. I think I just need to have another coffee.

[4 minutes 49 seconds][Customer] : Are you alright? That's cool.

[4 minutes 47 seconds][Agent] : Maybe I just missed a thought. Alright, that's done. So, Daniel, one thing, one last thing to do, help you with the beneficiary process.

[4 minutes 59 seconds][Customer] : Yep.

[4 minutes 56 seconds][Agent] : For the final expenses benefit, you can nominate up to five people. If you have anyone in your mind, I can transfer you over to our support team and they will help you with the beneficiary.

[5 minutes 9 seconds][Customer] : Yes.

[5 minutes 8 seconds][Agent] : OK, OK, alright, just give me one second, just making sure everything is done correctly. Alright, perfect. So I have sent you the e-mail, so you should be receiving that shortly. And in that e-mail, Daniel, there is a customer Sup support number written as well. So when you want to know and receive the currency, then you can call that number back.

[5 minutes 41 seconds][Customer] : Awesome.

[5 minutes 40 seconds][Agent] : OK, Certificate of currency. My apologies. So what I'm gonna do now, Daniel, I'm gonna place you on a brief hold and transfer you over to your support team. But is there anything else I can do for you today before I let you go?

[5 minutes 51 seconds][Customer] : No. So, yeah, that policy number's just come through this, has it?

[5 minutes 55 seconds][Agent] : Did it come through to you already?

[5 minutes 58 seconds][Customer] : No, that's what I was asking yet. So you've sent it? I haven't checked my e-mail yet.

[6 minutes 1 seconds][Agent] : OK, now I have sent it.

[6 minutes 3 seconds][Customer] : Perfect.

[6 minutes 3 seconds][Agent] : It should be receiving in the next 15 minutes to half an hour in the e-mail address. Sometimes it.

[6 minutes 7 seconds][Customer] : Thank you so much.

[6 minutes 8 seconds][Agent] : You're welcome. Sometimes it can also go to the junk folder.

[6 minutes 13 seconds][Customer] : Yeah, I'll check that.

[6 minutes 12 seconds][Agent] : So keep an eye just just in case. OK, Perfect. All right, Daniel, please hold the line for me. I'll transfer you over to a support team. OK, please hold.

[6 minutes 20 seconds][Customer] : Thank you.

[6 minutes 21 seconds][Agent] : Thanks. Thank you for holding the line, Daniel. I appreciate your patience there.

[8 minutes 5 seconds][Customer] : That's fine.

[8 minutes 5 seconds][Agent] : So I got my colleague CPR from support team. So he she's going to help you with the beneficiary for the final expenses benefit and to be there. You have confirmed Daniel's full name, date of birth and e-mail address. So you can confirm the address and the contact number. Sure, thank you very much. Just check over. Sure. Thank you, Shamin.