

[3 seconds][Agent] : Good morning and welcome to Real Insurance. You're speaking with Cameron.
How may I help you?

[7 seconds][Customer] : Hi, Cameron. I missed a call from someone. I don't know if it was Jamie that called me.

[13 seconds][Agent] : Oh, you've been speaking with my colleague Jamie.

[16 seconds][Customer] : Yeah, I missed a call from someone and I think it might have been Jamie. He was going to be calling me back.

[22 seconds][Agent] : Yeah, sure. He's he's actually my colleague. He's just sitting right next to me. I think he's nodding that he might have tried to reach you this morning. Can you just confirm who you speak? Who I'm speaking with, please?

[33 seconds][Customer] : Even Barnett.

[34 seconds][Agent] : Yep. And Steven, can you confirm your date of birth so I can jump on your profile and hand you over to Jamie?

[39 seconds][Customer] : Yeah, 17th of 11th, 1972.

[42 seconds][Agent] : Thanks so much. Just hold on for your statement. I'm going to put you on a brief hold. I'll get you over to Jamie. Let me take. OK.

[47 seconds][Customer] : Not a problem. Thank you.

[48 seconds][Agent] : Thank you. Steven, you there? Perfect. Jamie's on the line with us. He will take over. Have a great day, guys. Take care. Cheers, Cam.

[1 minutes 42 seconds][Customer] : Yeah, mate, Thank you.

[1 minutes 49 seconds][Agent] : Hey, Steve.