

[0 seconds][Agent] : Thanks for holding there.

[4 seconds][Customer] : Thank you.

[1 seconds][Agent] : Michelle, it's Dolla here to help you out and for our days being confirmed. Thanks. Thank you so much.

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

[6 seconds][Agent] : Hello, Good afternoon, Michelle. My name is Isabella. I'm from the customer support team for Real Insurance. How are you doing today?

[12 seconds][Customer] : Yeah, thank you.

[13 seconds][Agent] : That's good to hear.

[14 seconds][Customer] : The ficiary.

[16 seconds][Agent] : Of course. How many were you wanting to nominate today?

[21 seconds][Customer] : Just my daughter.

[22 seconds][Agent] : Just your daughter. No worries. I'll just get that process up before we do begin. I'll just want to. Sorry. Just wanted to confirm that you have your beneficiary's full name, date of birth, address and phone number, by any chance? No worries. All right. I'll just get my system ready. Wonderful. And what was your daughter's name, please?

[35 seconds][Customer] : Yep, tiara.

[45 seconds][Agent] : Yeah.

[43 seconds][Customer] : That's TIARNA.

[48 seconds][Agent] : RNA. Yeah. And does she have a middle name? So that was the middle name Ashley with EE? Yep.

[49 seconds][Customer] : Yes Mum Ashley ASHL EE Yep Yep.

[58 seconds][Agent] : And then surname, please.

[59 seconds][Customer] : Mum MU double NS.

[1 minutes 2 seconds][Agent] : Thank you.

[1 minutes 5 seconds][Customer] : It's the first of the 12th 93.

[1 minutes 2 seconds][Agent] : And then her date of birth, 1993. I'll just confirm the name. So I've got

Tiana TIARNA Ashley ASHL EE as a middle name and then Muns MU, Double NS as a surname.
Date of birth, first of the 12th, 1993. Wonderful. OK, just updating that now. And what's her title?
Miss or misses?

[1 minutes 14 seconds][Customer] : Yep, Yep, Yep, Yep. No Ms.

[1 minutes 35 seconds][Agent] : Miss? Yep, no worries. And this is your daughter. And do you happen to have her address?

[1 minutes 41 seconds][Customer] : One let's play.

[1 minutes 44 seconds][Agent] : LE double TS? Yeah. Wonderful. OK, and sorry, what's the post code for that one?

[1 minutes 42 seconds][Customer] : So LE double TSS play in East Bunbury 6230.

[1 minutes 56 seconds][Agent] : 6230? Yep, I'll just read that out to make sure I've got it correct.

[1 minutes 55 seconds][Customer] : Yep, Yep, Yep.

[2 minutes 3 seconds][Agent] : So one Letts Place, Banbury, WA 6230 and is that Oh, sorry, what was that?

[2 minutes 10 seconds][Customer] : Can you put East Bun, East Bunbury?

[2 minutes 15 seconds][Agent] : Oh, E Bunbury. My apologies.

[2 minutes 16 seconds][Customer] : Yeah, yeah. Thank you.

[2 minutes 16 seconds][Agent] : I'll just fix that up. My apologies. My system has just had an error.
What was the address line again? I'm so sorry. Yeah, yeah.

[2 minutes 32 seconds][Customer] : One let's place LE Double T place East Bumbury.

[2 minutes 36 seconds][Agent] : OK, wonderful one. Let's place E Bunbury, WA 6230. Wonderful.
And is that the same as the postal address? Thank you. OK, and just her contact number please.

[2 minutes 46 seconds][Customer] : Yep, that's it. Yeah. Let me just put the phone.

[2 minutes 54 seconds][Agent] : That's OK. Take your time 27.

[2 minutes 55 seconds][Customer] : It's 542-7346, 288.

[3 minutes 1 seconds][Agent] : Yep, 2880427346288.

[3 minutes 9 seconds][Customer] : That's correct.

[3 minutes 10 seconds][Agent] : Wonderful. OK. And you're happy for Tiana to receive 100% of the benefit amount? No worries. Just updating that into my system. Beautiful. I can confirm that your beneficiary has been updated. What I'll do, Michelle, is I'll send you a change of insurance letter to confirm the update of your beneficiary. If you could please have a read through and make sure all the details are correct.

[3 minutes 16 seconds][Customer] : Yep, Yep, Yep.

[3 minutes 34 seconds][Agent] : And you should receive that in the next 5 to 10 business days. So that's all been done for you. Is there anything else I can assist you with today?

[3 minutes 40 seconds][Customer] : That's all. That's great. Thank you.

[3 minutes 42 seconds][Agent] : No worries. That's OK. I hope you have a wonderful rest of your day. You take care.

[3 minutes 42 seconds][Customer] : Bye, Bye. Bye.

[3 minutes 47 seconds][Agent] : Thank you. Bye bye.