

[7 seconds][Agent] : Thank you for calling One Choice. Thank you for calling One Choice. You're speaking with Gaz. How can I help you? Sorry, your phone's cutting out quite a bit there. I'm trying to hear what you're saying. What was that?

[7 seconds][Customer] : Hello hi I just got a missed call. I got a missed call. I think I was need to I just come on fire from outside. I missed a call.

[32 seconds][Agent] : Oh, OK. No. Thank you for giving us a call back here. So I do see a profile here associated with this number.

[39 seconds][Customer] : Yeah.

[39 seconds][Agent] : So can I ask you really quickly confirm your first name, surname and date of birth there for me and I'll have a look.

[45 seconds][Customer] : So forward temperature to six of the 369.

[51 seconds][Agent] : Wonderful. Let me have a look here. OK, so I do see here you're speaking with a colleague of mine, Zach, in regards to your life insurance. So he was just reaching out to you just to continue with the application and go through some of those questions there as well. So I do see yesterday you had to go to the doctor, correct?

[1 minutes 12 seconds][Customer] : Yep, Yeah.

[1 minutes 22 seconds][Agent] : So you couldn't, Yeah. Complete a phone call. Yeah. So what I'll do is I'll pop you on a quick hold. I'm going to have a quick walk over to Zach's table just to make sure he's available. If he is free, I'll transfer you straight over to him and then he can pick up from where he left off. OK?

[1 minutes 23 seconds][Customer] : Yep, Yep. Cool. OK.

[1 minutes 37 seconds][Agent] : So give me give me about 30 seconds, OK?