[1 seconds][Customer] : I don't know where I have to breakfast. Did any family member accept the tax charge? I can't answer this or that. Not the next time anyway. Money coverage worth $1000 a month for six months and and that's a three month waiting. E-mail. Oh, what the Why is my phone doing this? Yeah, I'm sure it. Oh, there it is.

[1 minutes 17 seconds][Agent] : Music.

[1 minutes 16 seconds][Customer] : So it's $5.42 a fortnight. My public liability is 7982 and that comes out between the 2nd and 4th of the month.

[1 minutes 30 seconds][Agent] : Dave, sorry. David, thank you so much for holding. I have it set on the phone for my support team and he'll be able to speak to you about this would be good currency from here.

[1 minutes 31 seconds][Customer] : Yep, excellent.

[1 minutes 39 seconds][Agent] : They said we've confirmed all details as well. No problem. Thank you. Welcome to the customer support department. David, you're speaking with Sir, how are you today?

[1 minutes 49 seconds][Customer] : I'm good.

[1 minutes 51 seconds][Agent] : Alright, OK. And uh, you had some questions about that certificate of currency, is that right?

[1 minutes 57 seconds][Customer] : Not a question, I'll just need a certificate of the currency.

[1 minutes 58 seconds][Agent] : No, I see we have a OK, so, so you just set up the policy. We have a payment set up for today. Alright, so even with us the certificate of currency, we would have to wait for the payment to go through first before we can process the certificate of currency.

[2 minutes 17 seconds][Customer] : Can you process this claim?

[2 minutes 19 seconds][Agent] : Let me see if we will allow me to add to payment now. OK, so when it comes to the first payment, we do have to wait for the system to automatically request that, which would be done I believe at midnight uh, so we would be able to get that off the Today request the payment.

[2 minutes 42 seconds][Customer] : Oh really?

[2 minutes 43 seconds][Agent] : Yeah, alright.

[2 minutes 43 seconds][Customer] : I'm only trying to get all my paperwork sorted out for Monday and being Friday. I can't wait.

[2 minutes 50 seconds][Agent] : Oh, I see. I do apologize. We do have to wait uh, the payment to be requested from the system today and then, uh, we'll be able to do it then.

[3 minutes 13 seconds][Customer] : He's open tomorrow.

[3 minutes 13 seconds][Agent] : But what I can to do, uh, so we only open Monday to Friday, but what I can do is get a policy schedule emailed to you, if that might help.

[3 minutes 27 seconds][Customer] : Yeah, that's not stupid, Karishi. That's just.

[3 minutes 26 seconds][Agent] : Uh, up until yeah. For the certificate of country, we would have to wait up until, uh, most likely the Mondays when, uh, it will be available.

[3 minutes 41 seconds][Customer] : I don't know, if I just gave you a credit card number, couldn't you just process it then? Alright.

[3 minutes 46 seconds][Agent] : I won't be able to, not for the first payment. So the certificate will be able to get that emailed out to you on the Monday.

[4 minutes 4 seconds][Customer] : Oh is what it is.

[4 minutes 7 seconds][Agent] : Did you have any other questions there, David?

[4 minutes 9 seconds][Customer] : Umm, do I have to ring up on Monday or is it going to be automatically done?

[4 minutes 15 seconds][Agent] : What I'll do, I'll alright, let me have a little see. OK, OK, what I'll do, I'll keep an eye on this, uh, policies on Monday when I'm in, I'll open it up and I'll organize that to be emailed out to you.

[4 minutes 33 seconds][Customer] : Alright, alright.

[4 minutes 36 seconds][Agent] : Alright, so we'll get that, uh, e-mail done on the Monday, OK, OK. Is there any other questions?

[4 minutes 44 seconds][Customer] : No, that's it.

[4 minutes 45 seconds][Agent] : All good. That's all. Thank you for your time today, David, and I

hope you have a great rest of your day.

[4 minutes 50 seconds][Customer] : Alright, bye.

[4 minutes 49 seconds][Agent] : OK, bye.