

[1 seconds][Agent] : Thank you for holding the line, Daniel. I appreciate your patience there.

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

[5 seconds][Agent] : So I got my colleague Vidya 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. Good morning, Daniel. Vidya here from real insurance support team. How are you?

[26 seconds][Customer] : Good morning, Vivian. Is it?

[28 seconds][Agent] : Good. Yeah, thank you.

[29 seconds][Customer] : Yep. Yeah. Hey, how you going?

[31 seconds][Agent] : Good. Thank you. And Daniel, just confirming quickly your address and your phone number, please. Uh huh.

[38 seconds][Customer] : Phone number is 0407419691, and the address is 18 Sanderson Road, NSW 2530.

[51 seconds][Agent] : Beautiful. Thank you so much. And I can confirm that the income protection policy has just been set up. Thank you for choosing US. So what I'll do is I'll just go through this information with you and I'll pay the beneficiary for your final expense as part of the income protection cover. OK? So just give me one moment, please. My the page is loading a bit slow today, so just kindly bear with me.

[1 minutes 23 seconds][Customer] : Yeah, sure. No, it's fine.

[1 minutes 25 seconds][Agent] : Thank you very much. Alrighty, So what I will do go through this with you. I do need to make you aware that many nominated beneficiary, you as the policy owner are providing an instruction on who to pay the policy benefit to in the end of your debt and this nomination will be processed in accordance with the conditions set out in your PBS. Can you please confirm that you understand and the information you provide is true and correct? Correct. What's the first name for the beneficiary please?

[2 minutes 23 seconds][Customer] : Yep, Jason and his surname is Dawling, same as mine.

[2 minutes 33 seconds][Agent] : Thank you. That's spelled Jason, last name Dor.

[2 minutes 37 seconds][Customer] : Yep Yep. It is 25th of October 1985.

[2 minutes 42 seconds][Agent] : Was it RLING and date of birthday Jason, 25th of October 85. And is this the same address as yours?

[3 minutes][Customer] : No, it's my brother. It's not a gay relationship.

[3 minutes 4 seconds][Agent] : Apologies.

[3 minutes 8 seconds][Customer] : It's it's 55 Bridge Ave. Oak Platt.

[3 minutes 12 seconds][Agent] : 55 Bridge Ave. and that was Oak Flats.

[3 minutes 20 seconds][Customer] : Yeah, 2529.

[3 minutes 19 seconds][Agent] : Did you say 2/5, 3529? Thank you very much. And have you got his mobile please?

[3 minutes 36 seconds][Customer] : Yeah, I'll just get that on my phone.

[3 minutes 37 seconds][Agent] : Sure. Thank you, Daniel.

[3 minutes 45 seconds][Customer] : Alright. 0438, 425, 574. Yeah, that's the one.

[3 minutes 47 seconds][Agent] : 0438 425 574 four +12345 OK, got that right. Thank you. This can't be the number of digits, so that one was missing. Alrighty. So would you like the 100% go to your brother Jason. Wonderful.

[4 minutes 13 seconds][Customer] : Yeah, yeah, it's kinda 10 grand, isn't it? It's only \$10,000, isn't it?

[4 minutes 15 seconds][Agent] : So Jason, sorry, umm, just double checking if I can just double check that information.

[4 minutes 20 seconds][Customer] : Uh, I'm kinda tired out of this one, yeah.

[4 minutes 28 seconds][Agent] : Yep, that you can change it at any time if you wish, right? And umm, yeah, Daniel, I can confirm your beneficiary has been updated and we'll be sending you a policy for to look like these changes. Please ensure each of the information is correct. It's also important to contact us should any of the details of your beneficiary change so we can update our records to avoid any unnecessary delay during the claims process. Or they supplied the proof of

item today. Right.

[4 minutes 53 seconds][Customer] : Mm, hmm.

[4 minutes 54 seconds][Agent] : Just so I'll just double check the details. Jason Do Bowling bond 25th of October, 8555 Bridge Ave. Oak Flats 2529 Mobile, 043842557400 percent.

[5 minutes 10 seconds][Customer] : Mm, hmm. Yep.

[5 minutes 11 seconds][Agent] : OK, just quickly confirm the benefit amount as well. Give me one moment. Sorry. Includes a 10,000 payment in the event of 10.

[5 minutes 35 seconds][Customer] : Yeah, cool.

[5 minutes 33 seconds][Agent] : Yes, it's \$10,000. OK, Now Please note a welcome letter will be sent out automatically, umm, soon after the policy is set up. So in the welcome letter, you will not see the beneficiary listed on the policy schedule included, but you'll have a second letter, uh, with the updated policy schedule, uh, with the names of the beneficiary listed. OK?

[6 minutes 1 seconds][Customer] : OK.

[5 minutes 57 seconds][Agent] : So don't, don't get confused, OK? Any other concerns or questions?

[6 minutes 5 seconds][Customer] : No, it is great.

[6 minutes 7 seconds][Agent] : Fantastic. Thank you so much for your call today and you take care and have a fantastic rest of the day.

[6 minutes 13 seconds][Customer] : You too. Cheers. Bye.

[6 minutes 14 seconds][Agent] : Thank you. Thank you. Bye bye.