

[0 seconds][Agent] : Thanks for holding. I've just got Shanae from customer support.

[9 seconds][Customer] : Sounds good.

[5 seconds][Agent] : She'll be able to add on your beneficiaries and full full name, date of birth, full address, policy type and e-mail. I've done. Thanks. Thanks so much. Hi there, Elaine. My name's Janelle from the support department. How are you going today?

[20 seconds][Customer] : Good. Thank you. How are you?

[22 seconds][Agent] : I'm very well. Thank you. My colleague advised you just wanted to nominate your beneficiaries. Is that right? Of course. I'll help you now. Just quickly, the number you're on, is that best to reach ending in 385?

[28 seconds][Customer] : Yes, yes.

[36 seconds][Agent] : Yep. Thank you. I'll leave that one as is. Now for your life insurance, we just require two additional security questions. Who's covered under the policy? Is it just you or?

[47 seconds][Customer] : Just me.

[48 seconds][Agent] : Yep. And payment frequency, if you said it's 4 nightly, monthly or annually. Thanks, Elaine. I'll just let you know. You as the policy owner are providing an instruction on who to pay the policy benefit to in the event of your death. This nomination will be processed in accordance with the conditions that are in your PBS. Can you please confirm that you understand this and that the information you will provide is true and correct?

[1 minutes 16 seconds][Customer] : Yep.

[1 minutes 17 seconds][Agent] : Thank you. Right now you can have up to five beneficiaries. How many were you thinking?

[1 minutes 24 seconds][Customer] : Can I put my grandchildren under the age of 6?

[1 minutes 30 seconds][Agent] : Yeah, I mean, they can be any ages for beneficiaries. The only thing is Touchwood that they're even a minor at the time of the claim anyway. But if that's the case, it would be paid to their legal guardian.

[1 minutes 42 seconds][Customer] : Alright, Well I have 4 grandkids too.

[1 minutes 45 seconds][Agent] : Yeah, perfect. So I can help you with that. And we just need their

full name, date of birth, address and phone numbers. Have you got all those details there?

[1 minutes 54 seconds][Customer] : Yeah, I've got the.

[1 minutes 58 seconds][Agent] : Thank.

[1 minutes 57 seconds][Customer] : Yeah, I'll give it to you. Yeah.

[1 minutes 59 seconds][Agent] : I'll start with the first one. Full name Isaiah.

[2 minutes 2 seconds][Customer] : Isaiah Tellman, ISA.

[2 minutes 6 seconds][Agent] : Is that I, I SI, yeah, perfect. And surname. Yeah, perfect. So what's I say is date of birth.

[2 minutes 11 seconds][Customer] : Isaiah Tellman, P for Peter PLMAN, 12/6. He's 5. Oh my goodness. I think it was 2010.

[2 minutes 40 seconds][Agent] : 2010 That would make us 514.

[2 minutes 44 seconds][Customer] : Oh no. So he's only 5. He just turned 5 last year, so I think it was 19/20/1940.

[2 minutes 55 seconds][Agent] : 2019, Let me have a look here. 2019, Yep. So 2019 would make him five years old. That means he'll be six this year. Yep.

[3 minutes 6 seconds][Customer] : Yeah, that's right.

[3 minutes 8 seconds][Agent] : Perfect. And you see at home with you same address. What's his? Do you have their address? Yeah. Cable. Cable for me. Is it Willigy?

[3 minutes 11 seconds][Customer] : That would be his parents #12 Cable Place, CAPLE People, Box, Eastern Creek.

[3 minutes 28 seconds][Agent] : Eastern Creek.

[3 minutes 31 seconds][Customer] : I think it's 2177.

[3 minutes 29 seconds][Agent] : Did you have the post code 2177? Ah, it's coming up Bonnie rig. Let me have a look here.

[3 minutes 43 seconds][Customer] : Yeah, sorry.

[3 minutes 38 seconds][Agent] : Eastern Creek 2766 perfect. No, you're right. It'd be hard to remember.

[3 minutes 54 seconds][Customer] : TAP for pop.

[3 minutes 47 seconds][Agent] : So it's 12 cable or is it cable cable place got it here. Is that a Thanks so much, Elaine. Is that his home and postal address? 12 Cable Place, Eastern Creek.

[3 minutes 57 seconds][Customer] : Yeah, yes.

[4 minutes 7 seconds][Agent] : Perfect. Got that here in NSW. And contact. I know he's only young. Do you want me to put yours or his parents? Yeah. When you're ready, I'll get the contact number. Yeah. Yeah, I'll just read it back. It's 0431130984. Thanks so much. I've got your grandson here. First beneficiary. What was the next one's full name? Yeah, Yeah, KA.

[4 minutes 13 seconds][Customer] : Is that is current 0431 130984 Yep Kavikum KAVIKA same last name.

[4 minutes 50 seconds][Agent] : Perfect. And that's PELMAN. And what's Kazuka's date of birth? 20-19 would make her five also, she'll be six this year. Oh sorry she's 5 now, 6 next. Oh this year in October.

[4 minutes 57 seconds][Customer] : 16 of October 2019 It's it's 5 splashes the cake.

[5 minutes 15 seconds][Agent] : Oh so sorry, that's your grandson.

[5 minutes 12 seconds][Customer] : Kavika is a boy alright. Yeah.

[5 minutes 18 seconds][Agent] : So 16th of October 2019.

[5 minutes 18 seconds][Customer] : Is that they 2019? Yeah.

[5 minutes 22 seconds][Agent] : Yeah, Perfect. And it is a lovely name. It's different, unique.

[5 minutes 27 seconds][Customer] : It's it's David. He's dad's name, but he prefers the that name.

[5 minutes 26 seconds][Agent] : I haven't seen that before The.

[5 minutes 34 seconds][Customer] : The island name.

[5 minutes 36 seconds][Agent] : Yeah, no, it's lovely. I'll just reconfirm that I have the right spelling for Kavika. So it's KAVIKA.

[5 minutes 43 seconds][Customer] : Yeah. Correct.

[5 minutes 44 seconds][Agent] : Perfect. And is Kavika the same address, the label plain.

[5 minutes 48 seconds][Customer] : No, put my address.

[5 minutes 52 seconds][Agent] : Oh, your one.

[5 minutes 52 seconds][Customer] : No, put my address. Yeah.

[5 minutes 54 seconds][Agent] : Perfect. I'll put that here. Whatever. Oh, you're right.

[5 minutes 54 seconds][Customer] : I can't remember the the dad's address, no.

[5 minutes 59 seconds][Agent] : I'll put yours anyway for 18 Raleigh St. Seven Hills.

[6 minutes 2 seconds][Customer] : Yep.

[6 minutes 2 seconds][Agent] : What about a contact for Quebeco? What one should I put here?
And when you're ready, I'll get that one from you.

[6 minutes 6 seconds][Customer] : On his dad's number, Yep.

[6 minutes 10 seconds][Agent] : Yeah, yeah, That was 0452132616.

[6 minutes 12 seconds][Customer] : 0452132616 Yep.

[6 minutes 26 seconds][Agent] : Thanks, Elaine. So I've got two of your grandsons there. What's the next one's full name?

[6 minutes 31 seconds][Customer] : My granddaughter Sienna, correct?

[6 minutes 35 seconds][Agent] : Is it SIE Double NA and is it Pellman?

[6 minutes 41 seconds][Customer] : Yes.

[6 minutes 40 seconds][Agent] : Also, what's the next date of birth? 2020? That will make four years.

[6 minutes 45 seconds][Customer] : 22/08/2020 Yeah she's 5 this year.

[6 minutes 56 seconds][Agent] : Oh, perfect. So I'll put this one and child as well. What?

[7 minutes 1 seconds][Customer] : The same as Isaiah?

[6 minutes 59 seconds][Agent] : It was her home address that was 12 Cable Place. I'm just going to get so Eastern Creek 2766 and that'll be home and postal for Sienna. 12 cable place. There we are.
So I've got the address sorted. What about the contact number for Sienna?

[7 minutes 13 seconds][Customer] : Yes, the same as Isaiah, the dad's number.

[7 minutes 25 seconds][Agent] : Ah, OK, I'm just going to get that one as well. Ah, yeah, got it here.
So 0431130984. There we go. So that's added to the file for Sienna. So now I've got three of your grandchildren here. And what was the next beneficiary's full name? Levi. Is it L EV perfect. And tell

men? Also, what's Levi's date of birth?

[7 minutes 48 seconds][Customer] : Levi LEVIVI, yes, he's 3 changing for this year, so it's on the eighth of the 3rd, 2021.

[8 minutes 9 seconds][Agent] : 21.

[8 minutes 10 seconds][Customer] : Double check that.

[8 minutes 11 seconds][Agent] : There we are. So he's three now.

[8 minutes 11 seconds][Customer] : Is that four?

[8 minutes 13 seconds][Agent] : He'll be four in March.

[8 minutes 14 seconds][Customer] : Yeah.

[8 minutes 15 seconds][Agent] : Yep, got that here. So it's your grandson. What's his home address?

[8 minutes 21 seconds][Customer] : Same as the calico.

[8 minutes 20 seconds][Agent] : Same as Isaiah. OK, I'll get that one here.

[8 minutes 23 seconds][Customer] : Two brothers, So Sienna, Isaiah. Sienna, Sister, brother.

[8 minutes 30 seconds][Agent] : Lovely. And I'll say it was 12 cable place for Levi.

[8 minutes 29 seconds][Customer] : No, no, no. Put my address too.

[8 minutes 38 seconds][Agent] : Oh, your one. Sorry. And then what about contact for Levi? What one should I put here?

[8 minutes 42 seconds][Customer] : The same as Calico.

[8 minutes 45 seconds][Agent] : Let me just go into that file. Yeah, I've got it here. I'm just going to copy this.

[9 minutes][Customer] : Bye. Bye. Yeah.

[8 minutes 53 seconds][Agent] : It was 0452132616 that I've got for Quebec, so I'm going to put the same one for Levi and your address as well. There we are. So now I've got your 4 grandchildren here as the beneficiaries. The percentage needs to equal to 100%. How do you want to allocate that between them, Alain?

[9 minutes 2 seconds][Customer] : Yes, the same.

[9 minutes 18 seconds][Agent] : You want them equal?

[9 minutes 19 seconds][Customer] : Yeah.

[9 minutes 20 seconds][Agent] : Yeah. What we can do is 25% each. That works out to be 100.

[9 minutes 24 seconds][Customer] : Oh, yeah. Yeah, that's fine.

[9 minutes 25 seconds][Agent] : Are you happy with that?

[9 minutes 26 seconds][Customer] : That's fine. I'm happy with that.

[9 minutes 27 seconds][Agent] : No worries.

[9 minutes 29 seconds][Customer] : I was gonna think you something else.

[9 minutes 29 seconds][Agent] : I'm just gonna finalize. No.

[9 minutes 34 seconds][Customer] : Oh, no, no, I'm fine.

[9 minutes 32 seconds][Agent] : If you do want to change the percentages, you let us know because it can be done anytime.

[9 minutes 36 seconds][Customer] : No, I'm fine with that.

[9 minutes 37 seconds][Agent] : So happy 25 percentage.

[9 minutes 40 seconds][Customer] : Yeah.

[9 minutes 41 seconds][Agent] : Thank you. I'm just finalizing it now. Here we are so I can confirm your beneficiaries have been updated. We will send you a policy schedule to confirm the changes. Please ensure that you checked the information is correct. Now I know it's in here lane.

[10 minutes 5 seconds][Customer] : Yeah, it's fine.

[9 minutes 56 seconds][Agent] : It's important to contact us should any of the details of your beneficiary change just so we can update our record to avoid any unnecessary delay at claim time when supplying proof of identity.

[10 minutes 7 seconds][Customer] : Yeah, it's fine.

[10 minutes 9 seconds][Agent] : OK or done? Anything else I can help with?

[10 minutes 11 seconds][Customer] : I think that's all. I'm happy with the the policy. That's good.

[10 minutes 16 seconds][Agent] : Alright, if you need anything, call them.

[10 minutes 17 seconds][Customer] : I always wanted to pull my package in anything.

[10 minutes 20 seconds][Agent] : Aw, I hope you've been able to help. If you need anything else, just call back in.

[10 minutes 26 seconds][Customer] : Sure do. Sure do.

[10 minutes 26 seconds][Agent] : OK, have a great day.

[10 minutes 29 seconds][Customer] : Thank you. Happy New Year. Have a good weekend.

[10 minutes 31 seconds][Agent] : You too. Thanks Celine, you as well. Bye.

[10 minutes 33 seconds][Customer] : Bye bye.