

[7 seconds][Agent] : Insurance. My name is Sarah. How can I help you?

[11 seconds][Customer] : I wanted to get my funeral, my reinsurance funeral fund.

[21 seconds][Agent] : OK. Have you got your policy number there by any chance?

[20 seconds][Customer] : Yeah, yes, it's 3800 10271.

[34 seconds][Agent] : Thank you so much and your full name and your date of birth please thank you.

[38 seconds][Customer] : R Linda Fisher, 16th of January 1972, r.lindafish16@gmail.com.

[43 seconds][Agent] : Your e-mail address please thank you. And we can have an address here. 4 Barber St.

[56 seconds][Customer] : That's it.

[53 seconds][Agent] : in Cheruboo, Queensland, 4605 and there is 2 S 2 Mobile First.

[56 seconds][Customer] : Yeah, yeah, no, that's my old number. So I'm ringing from my new number now. That's what I wanted to update now.

[59 seconds][Agent] : I mean 0498655931, OK, of course. So that new number, that's 046732967.

[1 minutes 16 seconds][Customer] : That was 6-7. Yeah, that's it. Yeah.

[1 minutes 18 seconds][Agent] : Fantastic. That's actually the second number that we have on the system. So I've updated that for you right now. Yeah. Hey. And whatever, sorry, I mean mentioned, did you wanna, how else can I assist you regarding your policy, please?

[1 minutes 21 seconds][Customer] : Oh, yeah, yeah. I need to put my beneficiary down. I never got around to that.

[1 minutes 37 seconds][Agent] : Yeah, of course we can definitely do that for you. How many beneficiaries would you like to add on your policy, please?

[1 minutes 43 seconds][Customer] : I've got 3 three children.

[1 minutes 45 seconds][Agent] : Yeah, of course we can definitely Add all three. We'll let you know that if we have more than one beneficiary listed. We just need to know what percentage each of them are to receive.

[1 minutes 54 seconds][Customer] : So I'll probably give it more like I wanted to change my ring. I

see.

[1 minutes 57 seconds][Agent] : Yeah, that's correct.

[2 minutes][Customer] : I'd pay 4529 a month and I wanted to put it up. Would I be able to put it up to 15,000?

[2 minutes 10 seconds][Agent] : Yeah, of course. We can definitely do that for you.

[2 minutes 18 seconds][Customer] : Yeah. Because.

[2 minutes 13 seconds][Agent] : What I'm going to do, I'm just going to quickly get my calculator for you one moment and let's find out how much it would be. Sorry.

[2 minutes 20 seconds][Customer] : Yeah.

[2 minutes 21 seconds][Agent] : Interrupt. Yep.

[2 minutes 21 seconds][Customer] : Because I had a funeral last year with Nephew and B Enough.

[2 minutes 27 seconds][Agent] : Oh gosh.

[2 minutes 27 seconds][Customer] : There's a lot of money.

[2 minutes 29 seconds][Agent] : Oh, I'm so sorry to hear that.

[2 minutes 28 seconds][Customer] : Yeah, yeah, yeah. So I wanted to make sure, you know, I'll be covered enough. Yeah.

[2 minutes 34 seconds][Agent] : Yeah, of course. Let me do a quick quote to see how much it would be for an additional 5000 for you per month. Won't be too much longer while I load those quotes. OK, so for an additional 5000, making it a total of 15,000 in total, it is an additional \$24.04 per month, making it \$69.33 per month. How does that sound?

[3 minutes 4 seconds][Customer] : Oh, Nah, I don't really get back in the fold.

[3 minutes 8 seconds][Agent] : OK, that's OK.

[3 minutes 7 seconds][Customer] : That's it. Like I can just do fifty a month, you know?

[3 minutes 13 seconds][Agent] : OK, let me what I can do. OK, so 4-5 point, what was it for? Let me just see what I can do. Sorry about the delay. 2914 points. I've got a quote here of \$59.71 per month, and that's for 13,000 in total of funeral insurance. That's \$59.71 per month, but that's for a total of 13,000 of funeral insurance. Yeah, George, 5971 per month. We can definitely go ahead and

do something like that if you'd like.

[4 minutes 6 seconds][Customer] : Yeah, 5950 nine, yeah, might do that on, wouldn't they? Thanks.

[4 minutes 21 seconds][Agent] : Yeah, of course.

[4 minutes 21 seconds][Customer] : 5971 yesterday.

[4 minutes 24 seconds][Agent] : That's correct. Let me place you on a short hold. If I'm more than two minutes, I do apologise. Best class I can. Let me transfer you through one of my colleagues and they'll be able to set that up for you. And then we can definitely go back and add the beneficiaries for you. No issue at all.

[4 minutes 36 seconds][Customer] : Well, yes. OK then.

[4 minutes 36 seconds][Agent] : Let me place you on hold. Perfect. Once again, if I'm more than two minutes, I do apologise for best class I can. 1 moment. Thank you.