

[0 seconds][Agent] : Hey, Rachel, thanks for your patience. I've got Lucy from my customer support team. She'll be able to help you out with those beneficiaries. Lucy for Rachel, I've confirmed her full details including contact details and the type of policy as well.

[6 seconds][Customer] : Alright, thanks.

[12 seconds][Agent] : All the best. Thanks, Rachel.

[14 seconds][Customer] : Alright, thanks.

[16 seconds][Agent] : Thank you. Good morning. Rachel S mention my name is Lucy. I'm from the support team and my colleague has mentioned, he has confirmed all your details for now, date of birth, address, contact e-mail and policy type. You are wanting to nominate your beneficiary, so I can certainly help you with that today over the phone. Now in terms of the policy that you set up, how much did you the benefit that you set up for OK and how often would you be paying for that?

[34 seconds][Customer] : Yep, and 1.5 fortnight.

[48 seconds][Agent] : Perfect. OK, so it's on that you're not concerned me. Look through that today. So before we update your beneficiaries, I do need to make you aware that when you nominate a beneficiary, you as a policy owner providing an instruction on who to pay the policy benefits during the event of your death. This nomination will be posted in accordance with the conditions for that in your PDS. Can you please confirm that you understand and the information you will provide is true and correct? Perfect. How many will you be nominating right now?

[1 minutes 12 seconds][Customer] : Yes, two people.

[1 minutes 18 seconds][Agent] : So what makes you get the details? It'll be the firstly if I'll get the first person's name.

[1 minutes 23 seconds][Customer] : It's Kayla. Kayla.

[1 minutes 30 seconds][Agent] : Sorry. KYL. Like Kayla.

[1 minutes 34 seconds][Customer] : Yep.

[1 minutes 35 seconds][Agent] : Yeah.

[1 minutes 37 seconds][Customer] : And the fan, same as mine.

[1 minutes 37 seconds][Agent] : And it's a sturdy OK RUTMAN. Date of birth.

[1 minutes 44 seconds][Customer] : Yes, it's 9 August 1999, Florida.

[1 minutes 55 seconds][Agent] : OK, the 9th of August 1999 and relationship to you and then address. Is it the same difference?

[2 minutes 5 seconds][Customer] : Yes, that's fine.

[2 minutes 7 seconds][Agent] : Does she go by Miss Missus or Miss Miss and same address and a contact number if you have that handy.

[2 minutes 9 seconds][Customer] : No, hang on a SEC.

[2 minutes 28 seconds][Agent] : Yep, Yep. OK 0457504452 yeah, there's 9 Uplands Court in Tellai, Queensland, 4213. OK. So that's the first one and the next one you're nominating.

[2 minutes 26 seconds][Customer] : 0457504452 Yep, it's Georgia JORJA and same surname.

[2 minutes 58 seconds][Agent] : So that's JORJA. It's with AJ. I've got AG. Sorry. Let me fix that. So JORJA and then the same BRUTMAN and date of birth 87.

[3 minutes 1 seconds][Customer] : Yep, it's 2687 no 07.

[3 minutes 23 seconds][Agent] : Sorry. Yeah, OK, 2nd of June 2007 relationship to you.

[3 minutes 30 seconds][Customer] : Daughter, miss.

[3 minutes 31 seconds][Agent] : Yep, Miss missus or miss OK and address is the same.

[3 minutes 48 seconds][Customer] : Thanks.

[3 minutes 50 seconds][Agent] : Oh, sorry, that cut out. Same address OK and contact number. Yep, Yep, sorry 22.

[3 minutes 52 seconds][Customer] : Yep, it's 0468407337 No 337.

[4 minutes 10 seconds][Agent] : Yep, seven.

[4 minutes 12 seconds][Customer] : Yes, yeah.

[4 minutes 11 seconds][Agent] : OK, 0468407337 Just confirming with the title for both Georgia and Taylor. Are they M miss Ms. or miss MI double S? Yep, George's miss Miss MI double S Oh, sorry, that cut out. So miss Miss Rachel. Sorry.

[4 minutes 24 seconds][Customer] : Umm, Tyler's name, Yes.

[4 minutes 41 seconds][Agent] : Can you hear me? That's OK. So sorry Georges.

[4 minutes 42 seconds][Customer] : Sorry, yes.

[4 minutes 45 seconds][Agent] : Miss MI double S OK. And so the same address now percentage for each of them 5050. Great. That is up to 100. OK, so Rachel, I can confirm your beneficiary has been updated and we'll be sending you a policy schedule to reflect these changes. Please before I check the information is correct. It is also important to contact us for any of your details of your beneficiaries change so we can update our records to avoid any unnecessary delay in the claims process. And they supply a proof of identity. OK, so they they have been updated. So putting that through. OK, so you will receive a change of insurance letter. So this will come separate to your put welcome documents with a change of in change of insurance with the policy all attached and that will have both your daughters listed as your beneficiary. So all done for you there. Now Rachel, is there anything else I can help you with today? You have a lovely day. Thanks for your call.

[4 minutes 54 seconds][Customer] : 50 yes, no, you too. Thank you.

[5 minutes 49 seconds][Agent] : Bye bye.

[5 minutes 50 seconds][Customer] : Bye.