

[1 seconds][Agent] : Good morning, Wheel Insurance. My name. Hi, Shanae. How are you?

[4 seconds][Customer] : I'm good, thank you. How are you, Shane?

[6 seconds][Agent] : Good. Good.

[8 seconds][Customer] : And that's good. I've just called Cecilia here. She has a cover for herself and her husband.

[13 seconds][Agent] : Yep.

[13 seconds][Customer] : She did have her two daughters on there, but because of their age, it's expired.

[18 seconds][Agent] : Yep.

[18 seconds][Customer] : I told her she's not able to add them back on. They're eligible to take out their own cover.

[23 seconds][Agent] : Yep.

[23 seconds][Customer] : She wants a quote to set one up for her daughter. She's 23.

[27 seconds][Agent] : No worries.

[27 seconds][Customer] : I can't even do it in a vault here because it's going based off her age and she's 57, so it's not working.

[31 seconds][Agent] : Yep, uh, all good.

[34 seconds][Customer] : Let me jump out, alright? And whenever you're ready. I have done all points of ID for Cecilia, by the way. I don't know if you may need to do it again anyway.

[34 seconds][Agent] : Umm, uh, are you? Have you still got the idea there? Do you mind jumping in and just transferring it straight to one of my agents who's free?

[50 seconds][Customer] : I'm so sorry. Do you have it there in front of you?

[52 seconds][Agent] : No, all good. All good.

[53 seconds][Customer] : I jumped out.

[53 seconds][Agent] : I'll trans, I'll transfer.

[54 seconds][Customer] : I'm so sorry.

[55 seconds][Agent] : All good. No worries, just transfer over. Thanks a lot, Shanae.

[58 seconds][Customer] : Do 1. Thank you. Have a good day.

[1 minutes][Agent] : You too.

[1 minutes 2 seconds][Customer] : Thanks so much for your patience there, Cecilia. I do have my colleague Shane here on the line. He'll be able to assist better. Have a good day. OK. Thanks. Thanks for your help.

[1 minutes 10 seconds][Agent] : Hi Cecilia, good morning.

[1 minutes 13 seconds][Customer] : How are you?

[1 minutes 12 seconds][Agent] : How are you?

[1 minutes 13 seconds][Customer] : Good.

[1 minutes 13 seconds][Agent] : I'm good, I'm good.

[1 minutes 15 seconds][Customer] : Thanks.

[1 minutes 14 seconds][Agent] : My name is Shannon. I'm one of the managers here. Real.

[1 minutes 21 seconds][Customer] : Yep.

[1 minutes 16 seconds][Agent] : I'll just grab one of my, uh, funeral consultants to go through and explain the cover here. Uh, it's for your daughter.

[1 minutes 24 seconds][Customer] : Yep.

[1 minutes 23 seconds][Agent] : Umm, she's just advised. Easy done. No worries. Uh, I'll place you on a sorry again. Uh, Cecilia, I'll place you on a quick hold and I'll grab, uh, someone to have this organized for you. Won't be long.

[1 minutes 33 seconds][Customer] : Thank you. OK, thank you. That's very cool.

[1 minutes 37 seconds][Agent] : Thanks again.

[1 minutes 39 seconds][Customer] : Thank you. Yes, yes, yes. So Cecilia on the line, yes.

[1 minutes 49 seconds][Agent] : Hey, Savesh, so Cecilia on the line, she has cover with us.

[1 minutes 54 seconds][Customer] : Has cover with us. Yes.

[1 minutes 55 seconds][Agent] : Uh, so don't go into that profile.

[1 minutes 55 seconds][Customer] : Uh, so don't go into that profile.

[1 minutes 57 seconds][Agent] : You'll have to just create a new profile for her daughter and uh,

she's looking at cover for her.

[1 minutes 57 seconds][Customer] : You'll have to just create a new profile for her daughter and, uh, she's looking at cover for her.

[2 minutes 2 seconds][Agent] : She's in her 20s.

[2 minutes 3 seconds][Customer] : She's in her 20s. OK for funeral insurance.

[2 minutes 5 seconds][Agent] : So just Yep.

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

[2 minutes 7 seconds][Agent] : So everything from the top on the funeral script.

[2 minutes 7 seconds][Customer] : On the top of the funeral scripts. OK. Yeah, no problem.

[2 minutes 11 seconds][Agent] : Thank you.

[2 minutes 11 seconds][Customer] : We can put that through whenever you're ready.

[2 minutes 15 seconds][Agent] : Thanks so much for holding there, Cecilia.

[2 minutes 15 seconds][Customer] : Thank you so much for holding there, Cecilia.

[2 minutes 16 seconds][Agent] : I have Savesh here and he'll help you organize the funeral cover for your daughter there.

[2 minutes 16 seconds][Customer] : I have service here, and he'll help you organize the funeral cover for you to order there.

[2 minutes 20 seconds][Agent] : Thank you.

[2 minutes 21 seconds][Customer] : Thank you. OK. Thank you. Bye.