

[2 seconds][Agent] : Welcome to the customer support department. My name is Sarah. How can I help you?

[7 seconds][Customer] : Hello. Good afternoon. Can you hear me?

[10 seconds][Agent] : I can hear you. Yeah.

[12 seconds][Customer] : Oh, lovely.

[20 seconds][Agent] : Oh, OK.

[14 seconds][Customer] : Because the officer I spoke to a few minutes ago couldn't hear me. Sarah, I'm interested in applying for a funeral policy.

[30 seconds][Agent] : Yeah, yeah. What's his first name, please? What's your dad's first name? Thank you. How do you spell his first name, please? And how do you spell the surname please?

[29 seconds][Customer] : So for for my bed, OK, it's S for sugar, A for apple, K for card, I for India, U for umbrella, S for sugar, A for apple, T for Tom, U for umbrella, L for little bird, A for apple, G for goat, A for A for apple.

[1 minutes 13 seconds][Agent] : Thank you so much. And what's his date of birth, please, so I can get the right quote.

[1 minutes 18 seconds][Customer] : OK. 6th of July 1944.

[1 minutes 26 seconds][Agent] : Thank you. And he's a male Australian resident, is that correct? Thank you so much. OK, beautiful. Well, I do. Let me place you on a short hold, I'll transfer you directly through one of my colleagues and they'll be able to assist you regarding that information.

[1 minutes 31 seconds][Customer] : Yes, thank you.

[1 minutes 44 seconds][Agent] : OK, that's OK. For more than two minutes. I do apologise. It will be as fast as I can. 1 moment.

[1 minutes 52 seconds][Customer] : Alright. Thank you.

[2 minutes 8 seconds][Agent] : Hey, how are you?

[2 minutes 8 seconds][Customer] : Hello. Good. How are you? Hi. Good. Thanks. How are you?

[2 minutes 12 seconds][Agent] : I'm good, thanks for asking.

[2 minutes 11 seconds][Customer] : I'm good. Thanks for asking.

[2 minutes 14 seconds][Agent] : I have a lady on the phone.

[2 minutes 15 seconds][Customer] : I have a lady on the phone. She gave me her dad.

[2 minutes 16 seconds][Agent] : She gave me her dad's information and she said she just wants some quotes.

[2 minutes 19 seconds][Customer] : She gave me her dad. She gave me.

[2 minutes 20 seconds][Agent] : So what she gave me was her dad's full name and his date of birth.

[2 minutes 21 seconds][Customer] : She gave me was her dad's full name and his birth. That's all she gave me.

[2 minutes 24 seconds][Agent] : That's all she gave me because she just wants some quotes to set up her funeral policy.

[2 minutes 28 seconds][Customer] : OK. Yeah, no worries. So she's the one who's prompted about funeral insurance for her dad.

[2 minutes 33 seconds][Agent] : That's correct.

[2 minutes 34 seconds][Customer] : That's correct. So that's what it was.

[2 minutes 34 seconds][Agent] : Her exact wording was I would like some funeral in, I'd like some quotes for funeral insurance.

[2 minutes 36 seconds][Customer] : I would like the funeral, you know, insurance.

[2 minutes 39 seconds][Agent] : Can you help me?

[2 minutes 40 seconds][Customer] : Can you help me? And I said, of course I can't.

[2 minutes 40 seconds][Agent] : And I said, unfortunately I can't, but I can try three one of my colleagues again and I got as much information as I could.

[2 minutes 43 seconds][Customer] : And I got some information on my foot. Cool. No worries. You said the information you've got there on the screen, is that the dad's or hers?

[2 minutes 51 seconds][Agent] : That's the dad's.

[2 minutes 50 seconds][Customer] : That's the dad's. Cool.

[2 minutes 52 seconds][Agent] : So she actually gave me the dad's full name and his date of birth.

[2 minutes 53 seconds][Customer] : He actually gave me the dad's full name and date of birth. Cool.

No worries. Umm, yeah. So and and it's obviously the daughter there. Is that right?

[3 minutes 3 seconds][Agent] : That's correct, yes.

[3 minutes 3 seconds][Customer] : That's correct.

[3 minutes 4 seconds][Agent] : I don't remember her name.

[3 minutes 4 seconds][Customer] : What's what's what's her name? Her name?

[3 minutes 5 seconds][Agent] : I do apologize.

[3 minutes 6 seconds][Customer] : All good. All good.

[3 minutes 7 seconds][Agent] : I'm so sorry.

[3 minutes 7 seconds][Customer] : No worries. Yeah, that's alright. No worries. If you want to pop her through, I'll. I'll have a chat when I organize it for her. Fantastic. Ultra 3.

[3 minutes 16 seconds][Agent] : Fantastic Ultra 321.

[3 minutes 19 seconds][Customer] : Just one.