

[3 seconds][Agent] : Good morning, Glenn, it's Sarah calling from Ville Insurance. Thank you so much for putting your inquiry just now about a minute ago. So thank you. Thank you. I'll quickly go through some prices with you as well and you feel free to ask any questions along the way. OK, we'll keep this short and simple this morning. Uh, Glenn, Please remember all calls are recorded and any advice I provide you is general in nature and may not be suitable to your situation. Your name is Glenn Patterson.

[11 seconds][Customer] : Nigel Yep, that's it.

[30 seconds][Agent] : Very good. And your date of birth? 20, uh, actually 21st of January 88.

[36 seconds][Customer] : That's right.

[37 seconds][Agent] : And Glen, can I please confirm with you, you are a male and an Australian resident, yes or no?

[43 seconds][Customer] : That's correct. Yes.

[45 seconds][Agent] : Very good. And let's just quickly check your smoking status as well. Glen, have you had a cigarette in the last 12 months? Thank you, appreciate the honesty. It's a great start for you. Glen, you're 36 and uh, you can choose a life cover with us from \$100,000 up to \$1 million. I've noticed you're looking at you're after the 1,000,000, is that right? Or any other of them?

[53 seconds][Customer] : Yes, I'm after accident and illness insurance.

[1 minutes 13 seconds][Agent] : Oh, OK, so I'll cover. We don't offer accidental in particular by itself. So our life insurance is a simple death benefit. If you were to pass away, the money just goes to your family and it covers accidental as well.

[1 minutes 24 seconds][Customer] : No, I'm after, I'm after accidents and illness insurance.

[1 minutes 32 seconds][Agent] : OK. So yeah, that's fine. I understand what you're saying. So our policy does cover accidental death as well.

[1 minutes 38 seconds][Customer] : No, I'm not talking about accidental death. I'm talking about like I have an accident at work. I have a I have a, what do you call it? So I crash a piece of machinery at work and I hurt myself. No, I'm not. After life insurance.

[1 minutes 52 seconds][Agent] : OK, so so are you after the life insurance then it's a death benefit if

you were to pass with the money goes to that's not the one. OK, you may have clicked on the, uh, wrong one. Which one were you after? What's it called?

[2 minutes][Customer] : No accident and injury.

[2 minutes 11 seconds][Agent] : Is it like if you're if you come work?

[2 minutes 14 seconds][Customer] : Yeah, it's locked workers comp because I'm a sole trader and I don't have any workers comp.

[2 minutes 20 seconds][Agent] : OK. So are you talking about income protection?

[2 minutes 26 seconds][Customer] : Yeah, like that.

[2 minutes 29 seconds][Agent] : OK, Is that your partner there?

[2 minutes 28 seconds][Customer] : Yeah, yeah.

[2 minutes 32 seconds][Agent] : Which one is it? I think she mentioned it. Which one are you after then?

[2 minutes 36 seconds][Customer] : Income protection.

[2 minutes 37 seconds][Agent] : OK, not a problem. So I look after income protection as well. I'll just fix this one for you. OK, I'll just change it to income protection. Do you work a minimum of 20 hours per week at the moment then?

[2 minutes 48 seconds][Customer] : Yes, I do.

[2 minutes 50 seconds][Agent] : OK, very good. Perfect. Let's talk about this. And you said you're a sole trader.

[2 minutes 57 seconds][Customer] : That's right.

[2 minutes 57 seconds][Agent] : Yeah. What's your occupation like in which field?

[3 minutes 2 seconds][Customer] : Agricultural, civil and mining.

[3 minutes 4 seconds][Agent] : Oh, very nice, perfect, lovely. So let me quickly ask you some questions in regards to what you do at work and then we'll take it from there. OK, So income protection on the other hand, is a living benefit for you. If you are unable to work due to the saving sickness or injury and you suffer a loss of income, that's when we step in and we provide a monthly income benefit that we paid directly to you.

[3 minutes 29 seconds][Customer] : Right.

[3 minutes 28 seconds][Agent] : Just confirming, is this the one you're after?

[3 minutes 30 seconds][Customer] : Yeah, that's exactly what I'm after.

[3 minutes 33 seconds][Agent] : Uh huh. Very good. Perfect. I'm glad we found that. So I'm going to ask you some questions very quickly.

[3 minutes 40 seconds][Customer] : Yep.

[3 minutes 38 seconds][Agent] : Let me just bring that up for you and then we'll get started. So these are some questions around your duties on what you do. So before answering any of our questions, that is important that you are aware of your duty to answer all our questions accurately and honestly. Failure to do so could impact your cover at claims time. OK, so all you need to do for me kindly just give me a yes or over these questions.

[4 minutes 5 seconds][Customer] : Yep.

[4 minutes 5 seconds][Agent] : Do you work? I know I asked you 20 hours, my apologies is actually 15. So do you work 15 hours or more per week? Yes or no?

[4 minutes 14 seconds][Customer] : Yes.

[4 minutes 15 seconds][Agent] : Wonderful. Is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment?

[4 minutes 28 seconds][Customer] : No.

[4 minutes 29 seconds][Agent] : Do you perform heavy physical duties, use heavy machinery or drive a vehicle?

[4 minutes 35 seconds][Customer] : Yes. Yes.

[4 minutes 37 seconds][Agent] : Are you qualified, skilled or semi skilled or hold the required licenses to perform your role Perfect, That's great. Do you work in any of the following fields? Aviation as a pilot or crew? Entertainment or sporting industry? Air Force, Army, Armed Forces? Or do you handle explosives? Perfect. Do you regularly work underground or underwater, work at heights above 10 meters, work offshore, carry a firearm or drive long haul?

[5 minutes][Customer] : No, no.

[5 minutes 16 seconds][Agent] : Perfect. Those were the end of those questions I needed to ask you firstly. So that's all done now. The income benefit amount, uh, before we talk, before we get into a little bit more, I just want to know a little bit about your situation. But it's just that when it comes to income protection, people give me different reasons. Some people talk about their ongoing mortgage payments they're concerned about are just their own personal expenses, car bills, insurance bills. So what sort of bills are you concerned about?

[5 minutes 45 seconds][Customer] : Not really concerned about me bills it's just I just need it for work.

[5 minutes 50 seconds][Agent] : OK. It's part of your business portfolio, it's a requirement.

[5 minutes 54 seconds][Customer] : Yes, it's a requirement.

[5 minutes 55 seconds][Agent] : OK, OK. I understand. We get that as well sometimes. So that's fine. So we offer an income benefit of up to 70% of your monthly pre tax income starting from \$1000 up to a maximum of \$15,000. And the way we do it at our end, it's very easy. You just need to answer some very simple yes or no health and lifestyle questions over the phone with me so I could check if you are approved and if so, on what terms.

[6 minutes 20 seconds][Customer] : Yeah, right.

[6 minutes 22 seconds][Agent] : We can also cover plan and thank you. And remember, once it is in place, it will cover you until your policy anniversary following your 65th birthday.

[6 minutes 34 seconds][Customer] : Yeah, right.

[6 minutes 35 seconds][Agent] : And Glenn, kindly keep in mind that there are some exclusions that apply as outlined in the PDS. And go ahead. It may be helpful for you to know as well that premiums for income protection are generally tax deductible as well, which can make it even more cost effective for you.

[6 minutes 34 seconds][Customer] : Yeah, right. Yeah.

[6 minutes 53 seconds][Agent] : RO roughly around mid-july we will set out the end of your financial statement for you so you can provide it to your tax representative.

[6 minutes 53 seconds][Customer] : Yep, that perfect. Sounds good.

[7 minutes][Agent] : OK thank you. OK, now I know you've already answered this, but just for the recording, are you currently employed or self-employed?

[7 minutes 10 seconds][Customer] : Self-employed.

[7 minutes 11 seconds][Agent] : Awesome. So I need to work on your pre tax income with you. So for you, pre tax income is your share of annual income earned in the business before tax directly due to your own personal efforts, less any business expenses and excluding super contributions. So Glen, this is the amount that the business would otherwise seize earning in the event you were unable to work due to its stability. So take a moment and tell me what's your yearly pre tax? What should I put in? OK, So what are you comfortable in putting in your? I can't take a range, So what should I put in?

[7 minutes 44 seconds][Customer] : Averages between 190 and 250, so 220.

[7 minutes 56 seconds][Agent] : Two 2200 and \$20,000 cover right?

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

[8 minutes 2 seconds][Agent] : Easy. So based on your duties and income, right, I can see that you can choose a monthly benefit amount starting from \$1000 and you can go up to \$12,833, OK? Now I do understand this is a requirement that you need in regards to what you do, but I just want to ask you that if your salary was interrupted, if your income was interrupted, how much would you need from us on a monthly basis?

[8 minutes 33 seconds][Customer] : Yeah, it's got a maximum.

[8 minutes 30 seconds][Agent] : You could just minimum, midway, maximum, whatever you want, maximum is \$12,833. OK, I'll bring that up but then let me know if you need to drop it. OK, Now the other two factors that I need you to understand as well as our waiting period and benefit. So the waiting period plan is the non payment period that you must wait before the income benefit is payable after the insured event.

[8 minutes 38 seconds][Customer] : Yep, Yep, Yep.

[9 minutes 1 seconds][Agent] : Now you can choose 30 days or 90 days and please keep in mind

the income benefit is paid monthly in arrears. So this means if you choose a 30 day waiting period, your first payment would be 60 days after you were first eligible to claim. So what do you prefer? Claim 30 days. So like this. Keep in mind the longer waiting period you select, the cheaper the premium will be.

[9 minutes 21 seconds][Customer] : Yeah, I'll try to tell you guys.

[9 minutes 30 seconds][Agent] : Awesome.

[9 minutes 30 seconds][Customer] : I'll need the money.

[9 minutes 32 seconds][Agent] : OK, not a problem. And the other factor, the benefit. Is the maximum amount of time that we will pay the income benefits for anyone injury or illness. Now you can choose with us six months, one year, two years or five years. Again, the shorter benefit. You select the chapter cheaper the premiums are. So what should I put in for you?

[9 minutes 57 seconds][Customer] : What do you think, 12 months? Yeah, or two years? 12 months?

[10 minutes 7 seconds][Agent] : 12 months, one year.

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

[10 minutes 10 seconds][Agent] : OK, OK. I'll bring that up for you now. The next step then is to take you through those questions that I mentioned before, as the price and any terms of cover is determined on the outcome of these questions.

[10 minutes 10 seconds][Customer] : What I mean, Yep, that's correct.

[10 minutes 23 seconds][Agent] : OK, Now this number that I've called you on, 0407138949, this is your best contact number, Glenn and glenn.pedo@hotmail.com. That's an active one. And what's your post code in QLD and the suburb? Yeah. And your address in your MM, Hmm.

[10 minutes 38 seconds][Customer] : That's right, 4650 yerra YE double RA 425 Yerra Rd. YE double RA Rd.

[10 minutes 58 seconds][Agent] : That's an easy address you have to have and, and is that your residential and mailing as well?

[11 minutes][Customer] : Indeed, that's right.

[11 minutes 5 seconds][Agent] : Awesome. Now I'm going to read a little paragraph out very quickly, Glenn, to remind you of being honest and being truthful. Now before I ask you questions, do you have any questions for me so far or does your partner have any questions at all?

[11 minutes 17 seconds][Customer] : No, no questions.

[11 minutes 18 seconds][Agent] : Awesome, perfect. So this paragraph is a friendly reminder of, uh, being honest and truthful with us. And it says please be aware all calls are recorded for quality and monitoring purposes.

[11 minutes 31 seconds][Customer] : Yep.

[11 minutes 31 seconds][Agent] : We collect your personal Thank you. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and may share it with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tell sorry. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase an income protection policy and as such you have a duty to take reasonable care, not make any misrepresentations. This means that you need to ensure that you understand each question I ask you and that you provide honest, accurate and complete answers. You need to answer each question in full, even if you have provided some information to us in any earlier discussions you have had.

[12 minutes 44 seconds][Customer] : None.

[12 minutes 31 seconds][Agent] : If you do not take reasonable care, you may breach your duty and if this happens, your insurer may be entitled to cancel your policy declines, line a claim or make entrustments to the terms and conditions of your policy. Do you understand and agree to your duty? Yes or no? Perfect from here, Glen. That's all I need from you, just to clear and confident yes or no at the end of every question. Simple as that.

[12 minutes 50 seconds][Customer] : Yes, no problem.

[12 minutes 59 seconds][Agent] : I have. Thank you. I have a quick COVID question for you. Have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing

symptoms or complications associated with your COVID-19 infection in the last 30 days?

[13 minutes 18 seconds][Customer] : No.

[13 minutes 19 seconds][Agent] : Perfect, let's go into your main application now. I get a yes or no kindly. That's it. Are you a citizen or permanent resident of Australia or New Zealand? Currently residing in Australia. Does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? Are you employed or self-employed? Are you sorry? Do you own a business or are you a contractor? So you can choose either a business owner or a contractor. What should I put in?

[13 minutes 32 seconds][Customer] : Yes, no self-employed contract contractor.

[14 minutes 6 seconds][Agent] : Easy. Now the next one is asking are you currently contracted or subcontracting?

[14 minutes 15 seconds][Customer] : Contracting.

[14 minutes 13 seconds][Agent] : Yes or no, Right. So it's just a yes or no question. OK, that's it. So are you currently contracted or subcontracting? Yes or no?

[14 minutes 20 seconds][Customer] : Yes, Yes.

[14 minutes 24 seconds][Agent] : Awesome. Do you expect your income to reduce in the next 12 months? If you were to become disabled and unable to work, would your business continue to generate income for more than 60 days? Perfect. Looking good, let's move ahead. Do you have a second occupation that generates a taxable income? Have you ever been declared bankrupt or placed in receivership, in voluntary liquidation or under administration?

[14 minutes 29 seconds][Customer] : No, No, no, no.

[15 minutes 2 seconds][Agent] : The next section is in relation to your height and weight. Please be aware that I am required to obtain a confident single figure measurement for each in order to continue with the application. The system does not allow me to enter any approximate figures, words or height and weight ranges. Now go ahead. And centimeters or feet and inches, whichever is easier. Oh, what is your exact height? How tall are you? What is your exact weight?

[15 minutes 27 seconds][Customer] : 198 kilograms, 112 kilos.



[15 minutes 34 seconds][Agent] : Thank you. Let's put that in for you. Perfect. Looks like you fall within the normal BMI range. Let's move ahead. Have you experienced any unexplained weight loss? Let me just check that on question for you again. Have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? To the best of your knowledge, are you infected with or are you in a or Actually there is a change I can see in regards to your BMI, but let's move ahead and see how we go with the rest of the application. OK, I'll come back to that. To the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Do you have definite plans to travel or reside outside of Australia? Are you booked or we'll be booking travel within the next 12 months? Do you have existing income protection cover?

[16 minutes 8 seconds][Customer] : No, no, no, no.

[16 minutes 46 seconds][Agent] : OK, OK. Now we are going to move on to your medical history. Glen. Now in this part of the application, the main question for you is have you ever had symptoms of, been diagnosed with or treated for, or intend to seek medical advice for any of the following? Again, Glen, just a yes or no #1 cancer, tumor, more or cyst, including skin cancer, sunspots, Melanoma, or leukemia. Have you ever had an abnormal PSA test or an enlarged prostate, Stroke, chest pain, palpitations, or heart conditions such as but not limited to your heart attack and angina or high blood pressure, high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting?

[17 minutes 18 seconds][Customer] : No, no, no, no.

[17 minutes 46 seconds][Agent] : Diabetes, raised blood sugar, impaired glucose, stolen or impaired fasting glucose, hepatitis or any disorder of the liver, stomach, bowel, gallbladder or pancreas. Epilepsy, multiple neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Very good anxiety, depression or stress requiring medical treatment or any other mental health disorder.

[17 minutes 52 seconds][Customer] : No, no, no, yes.

[18 minutes 19 seconds][Agent] : I'll break it down for you to capture that. Thank you for disclosing it

correctly. Wait, is your condition a form of schizophrenia, bipolar or psychotic disorder?

[18 minutes 30 seconds][Customer] : No.

[18 minutes 32 seconds][Agent] : Now I'll give you 4 options when you choose from the main question is, is your condition a depression, anxiety, post Natal depression or stress including post traumatic stress disorder? Yes or no?

[18 minutes 49 seconds][Customer] : Yes.

[18 minutes 51 seconds][Agent] : Thank you.

[18 minutes 57 seconds][Customer] : No, No.

[18 minutes 51 seconds][Agent] : And apart from what you said yes to, is your condition Erexia Novosa or bulimia ADHTRADD other mental illness?

[19 minutes 4 seconds][Customer] : Yeah.

[19 minutes 6 seconds][Agent] : Apart from what you said yes to, apart from that other mental illness.

[19 minutes 5 seconds][Customer] : Other no.

[19 minutes 10 seconds][Agent] : OK, So we're only going to talk about what you said yes to. OK, in regards to your to this question. So we're asking you now, how many episodes have you had which require treatment now, Glen, you can choose one to 2/3 to 4/5 to six or seven plus.

[19 minutes 33 seconds][Customer] : One.

[19 minutes 34 seconds][Agent] : Thank you. Was it more than one episode, yes or no?

[19 minutes 33 seconds][Customer] : The two no.

[19 minutes 45 seconds][Agent] : Have you had symptoms or treatment for this condition within the last six months? Very good. Have you ever seriously contemplated or attempted suicide? Have the factors or causes that? So we're still talking about the condition here. And the question is, have the factors or causes that triggered the symptoms been partially or fully removed, Yes or no? In the last 10 years, have you required hospitalization as a result of this condition?

[19 minutes 50 seconds][Customer] : No, no, yes, no.

[20 minutes 28 seconds][Agent] : And in the last five years, how much time off work have you

required as a result of this condition? Zero to two Week 2? Four weeks? More than four weeks.

[20 minutes 42 seconds][Customer] : Zero to two.

[20 minutes 44 seconds][Agent] : Awesome. Perfect. Again, looking good. Let's move ahead. The application is still active and running, so let's go ahead. Any legal Any legal drug use, abuse of prescription medication, or received medical advice or counseling for alcohol consumption. Disorder of the kidney or bladder. Blood disorder or disease. Asthma or other respiratory disorder, excluding childhood asthma. Back or neck pain or disorder.

[21 minutes 3 seconds][Customer] : No, no, no, no, no.

[21 minutes 20 seconds][Agent] : Arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia. Joint or muscle pain. Ligament injuries, including replacement or reconstructive surgery. Osteoporosis or osteopenia. Any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[21 minutes 28 seconds][Customer] : No, no, no, no.

[21 minutes 47 seconds][Agent] : Perfect. Just six more and we're done. Other than what you have already told me about. Give me one moment. Sorry, we're just uploading your responses here. Just bear with me.

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

[22 minutes 19 seconds][Agent] : Apologies for this Glen, it's just we're just loading your responses to make sure it's put in. Just taking a bit of a few. There you go. I'm ready. Thank you so much for waiting Glen. The next thank you. The next one is other than what you have already told me about in the past three years, have you sought medical advice or treatment other than other than what you have already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or specialist?

[22 minutes 29 seconds][Customer] : There you are no.

[22 minutes 50 seconds][Agent] : Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy other than what you have already told me about? Are you contemplating seeking medical advice for any symptoms you

are currently experiencing within the next two weeks other than what you have already told me about? Have you ever during your working career required more than two consecutive weeks of work due to illness or injury? Very good. Looks like your father takes very good care of you. Just three more and we are done. The next two will cover your family history to the best of your knowledge. Have any of your immediate family living or disease ever been diagnosed with polycystic kidney disease, Huntington's disease, or familial abnormalities, folloposis other than what you have already told me about? Sorry, sorry, my apology. Let me start again to the best of your knowledge, have any of your immediate family suffered from cancer, heart attack, Sorry. To the best of your knowledge, have any of your immediate families suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60, Yes or no?

[23 minutes 17 seconds][Customer] : No, no, no, no.

[24 minutes 21 seconds][Agent] : Glen, that's good to hear what your family history and we've come to the end. The last one is asking other than one of events like gift certificate or vouchers, do you engage in or intend to engage in any of the following aviation other than as a fare paying passenger on a recognized airline, Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving, or any other hazardous activity? Yes or no, I would have answered that to that one as well.

[24 minutes 57 seconds][Customer] : No, no, it's a bit out there.

[25 minutes 5 seconds][Agent] : Perfect. So that was the end of your application plan. So that's uh, the hot pot all done. Now let's look at see what the on what is this saying? OK, there were some, there was a change in the price. I could see when I was going through it in regards to BMI, but I just want to see how you go until the end. So let's have a look. So idea on what it's just sending it through. There you go. OK, hold on then. So gladly the application, your application has actually been approved with the low term. So this is based on your disclosure, based on the way of answer the questions in the application. And this is particularly in regards to your height and weight. So there is a premium adjustment. So let me just bring that up for you. And then now that the application has been approved, if needed, we can readjust the numbers. So once again, your

application is approved with below terms. So I need to let you know that, uh, there is a premium adjustment due to BMI in the underwriting application.

[25 minutes 41 seconds][Customer] : Yep, OK.

[26 minutes 8 seconds][Agent] : OK, so I'll tell you what the price is right now. Let's bring that up and I'm leaving at full time. I know you run your own business. So what's easy for you to put through? What, how, how do you generally manage your payments? What's easier for you?

[26 minutes 26 seconds][Customer] : Probably credit card need.

[26 minutes 28 seconds][Agent] : OK, umm, and I'll leave it at fortnightly payments for you then. So let's have a look at the numbers, OK, And your partner is there so you can check with her as well. And otherwise we can read just numbers.

[26 minutes 45 seconds][Customer] : Yep.

[26 minutes 38 seconds][Agent] : So \$12,000 uh, \$12,833 off monthly benefit amount, 30 days waiting period and one year benefit. Is showing A4 nightly payment \$271.21 and this is 4 nightly. Now is that within your budget or should I readjust the numbers to bring it down? Your approval is done so we can make the changes. Now take a moment and tell me. So for example, if you bring your benefit amount down, that'll bring down the payment. If you, uh, extend your waiting period, that'll bring down the payment. Or if you reduce the benefit.

[27 minutes 3 seconds][Customer] : A \$100 a week.

[27 minutes 23 seconds][Agent] : Uh, it's uh, \$136 per week approximately.

[27 minutes 22 seconds][Customer] : Basically \$136 a week.

[27 minutes 31 seconds][Agent] : Mm hmm.

[27 minutes 35 seconds][Customer] : Hang on a second.

[27 minutes 39 seconds][Agent] : Yeah, yeah. Take your time.

[27 minutes 53 seconds][Customer] : \$136 a week, 136 dollars a week. That's a lot of money. Could you send Drew a the quote onto your e-mail with a reference number for longer or something about six months cover instead of the 12 months and then do it instead of having the full 12,000 come back and say like the 10,000 something. Yeah, it's up to you. And so you can try that.

[28 minutes 33 seconds][Agent] : None. Yeah, of course I'm here.

[28 minutes 29 seconds][Customer] : It would still be hard, but get a reference number on her and then you might have to say like the \$10,000 cover for the month.

[28 minutes 37 seconds][Agent] : Yeah, of course, ma'am. But of course your approval is done so we can make the adjustments.

[28 minutes 48 seconds][Customer] : Yep.

[28 minutes 48 seconds][Agent] : OK, so \$10,000 monthly benefit. And what about the benefit. And the waiting.

[28 minutes 58 seconds][Customer] : Yeah. So if you do the benefit. Come back to just say six months instead of the 12 months.

[29 minutes 4 seconds][Agent] : Six months and so for 12 months and waiting period is still the 30 days. Is that OK?

[29 minutes 10 seconds][Customer] : Yeah, it'd probably be better to keep that one now be.

[29 minutes 13 seconds][Agent] : OK, OK, so \$10,000 monthly benefit a month, 30 days waiting period, six months, uh, benefit. Let's have a look. Let me get you approved on this and I'll tell you what the price is with the change, OK? Just bear with me because I need to jump back into your obligation. But that's true, OK? You don't have to go through all that again, but I have to do that. Thanks.

[29 minutes 32 seconds][Customer] : No, Yeah, yeah. And this, this is all fully tax deductible, isn't it?

[29 minutes 44 seconds][Agent] : So remember I mentioned earlier plans, uh, premiums for income protection are generally tax deductible as well. And you can, I'm not, I'm, I'm not the right, but I, I don't have any financial background. I'm not allowed to give you any financial advice. You may want to check with your tax representative in regards to whether it's fully, uh, generally, uh, fully tax deductible. OK, so from our end, we do let you be, do send out the and if your financial statement around mid-july and as we and premiums as it says for anchor protection, it's generally tax deductible as well.

[30 minutes 8 seconds][Customer] : Right there, Right there, yeah.

[30 minutes 21 seconds][Agent] : Perfect. Uh. OK, so that's come back approved as well. The application is approved with the below terms. Again, as I said, there is a premium adjustment made uh, based on your disclosure within the application regards to your height and weight and this is due to BMI. So with the change, with the approval and the changes, your fault monthly payment has now dropped down to \$191.31 every fortnight.

[30 minutes 57 seconds][Customer] : Yeah, right.

[30 minutes 52 seconds][Agent] : So now it's around less than 100 a week and very good. If you feel that this is, uh, suitable for you, what they do from here is very simple.

[30 minutes 58 seconds][Customer] : Yeah, that's a bit better, yeah.

[31 minutes 4 seconds][Agent] : And by the way, uh, Glen, included in your policy is the rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you passed away to help with funeral expenses and with income protection. Your premium is stepped, which means it will generally increase each year as you age. And I'm going to show you that as well. Right now, it's clear and transparent. So as an indication, if you make no changes to the policy, your premium next year will be \$184.22 per fortnight. And let's look at the year after. As an indication, if you make no changes to the policy, your premium at the age of 38 will be showing will be \$193.71 per fortnight. And keep in mind that these premium projections are indicative only and assume that you haven't made any amendments to your cover. And you can also find information about our premium structure on our website as well. OK.

[32 minutes 6 seconds][Customer] : Yep, Yep.

[32 minutes 13 seconds][Agent] : And Glen, I don't know if you noticed when you went to our website, but at Wheel Insurance, we give our customers a reward for being with us the first year. So following your first policy anniversary date, we are going to refund you 10% of all the payments you made in that time. So for you, that's \$497.40 going back into your account as a thank you for being with us the first year.

[32 minutes 40 seconds][Customer] : Oh, that's good.

[32 minutes 42 seconds][Agent] : Thank you. So if you're happy to go ahead from here, what we do

is very simple. We will protect you from today. We'll get a copy of all your policy documentation sent to your e-mail in the next 15 to 20 minutes. So you can start using that. Like you said earlier, if you need that for your, uh, business requirements, feel free to have a look. That copy is coming through by e-mail. If you want to print it out or whatever you need to do, that'll be coming through and we will send a hard copy to your address as well in the next two to five working days.

[33 minutes 7 seconds][Customer] : Yep, No, that's perfect.

[33 minutes 12 seconds][Agent] : Then when you thank you, when you receive them security, your partner again, go through it at your own time and make sure that everything looks all right. And in that time you will be protected as well, just in case something happens or changes.

[33 minutes 27 seconds][Customer] : Yep. No, that's good.

[33 minutes 27 seconds][Agent] : OK, thank you. If everything looks all right, the policy will stay and you stay protected. And then remember, for any reason, if something changes and you don't want to keep the cover anymore, if you can't keep it, that's fine. Umm, the policy comes with a 30 day cooling off. And we will provide a full refund of your payments unless the claim has been made at that time.

[33 minutes 46 seconds][Customer] : No dramas.

[33 minutes 46 seconds][Agent] : OK, easy now you will be covered from today as well Glen, but you don't have to make a payment now. We allow our customers to choose their own payment dates. You know how you said you will run your own business?

[33 minutes 59 seconds][Customer] : Yep.

[33 minutes 59 seconds][Agent] : So if you have a day that works better for you, you can pick that. So say, for example, if you tell me Wednesday, if you pick a Wednesday, it'll be every other Wednesday. Does that make sense?

[34 minutes 10 seconds][Customer] : Yeah, right. Yep. Yep.

[34 minutes 12 seconds][Agent] : Can you just look at a calendar for me and pick a day that works for you? Today is the 4th and it's Monday. You're covered from today anyway. Just pick a day that works.



[34 minutes 19 seconds][Customer] : Thursdays work for me.

[34 minutes 21 seconds][Agent] : This Thursday is fine. Or next Thursday. Which one? This is fine.

[34 minutes 24 seconds][Customer] : This one's fine.

[34 minutes 25 seconds][Agent] : Awesome. And it's the seven as well, so I'll pick this one. So and then your next payment is not due until the 21st, OK, which is the fortnight after. And you did tell me that credit card is the best rate for you.

[34 minutes 33 seconds][Customer] : Yep, that's right.

[34 minutes 39 seconds][Agent] : Easy. I'll set up a direct debit right now. I'm glad just to confirm. Umm, I know initially you put in a request on our website for a life insurance, but then when you started talking about it, you mentioned that you want an income protection from your partner assisted you in as well, uh, as to which cover you're after. So just confirming it's the income protection policy you're, you're after. Is that right?

[34 minutes 55 seconds][Customer] : Yep, that's right. That's right.

[35 minutes 2 seconds][Agent] : Awesome. Perfect. Uh, with your credit card. Is that in your name, Glen Patterson?

[35 minutes 7 seconds][Customer] : He's in my name. Yes.

[35 minutes 9 seconds][Agent] : Wonderful. Let me put it through. I'm going to turn off the recording for security reasons. Glen, we don't we don't record your card number, so let me do that for you. OK, So for security purposes while obtaining your card details, the call recording will stop and will recommend after the. I appreciate it so much. Please be advised that the call recording has now resumed for quality and monitoring purposes. Now Glen, can I please check with you that the bank card that you have given me is yours and you're authorized to use it?

[36 minutes 14 seconds][Customer] : Yes, it's mine.

[36 minutes 15 seconds][Agent] : Thank you so much. Now the very last steps let is for me to read out a verbal declaration that will summarize your income protection cover. In between and at the end, there'll be 3 simple questions for you and we'll be all done and completed.

[36 minutes 29 seconds][Customer] : Alright.

[36 minutes 28 seconds][Agent] : OK now before I read this out, thank you. Before I read this out once again, my name is Zora and this is real insurance. All calls are recorded and any advice I provide you is general in nature and may not be suitable to your situation.

[36 minutes 48 seconds][Customer] : Yep.

[36 minutes 42 seconds][Agent] : On the policy documents, your name will appear as Glenn Patterson and your date of birth will show 21st of January 88.

[36 minutes 53 seconds][Customer] : Yeah, that's all correct.

[36 minutes 51 seconds][Agent] : All information is correct, perfect. And once once again, can I kindly check with you, you are a male and an Australian resident, yes or no?

[37 minutes 1 seconds][Customer] : Yes.

[37 minutes 3 seconds][Agent] : And you've been fully able to understand and comprehend the benefits and features of your of this policy and you're happy to proceed with your income protection cover today.

[37 minutes 10 seconds][Customer] : I'm happy to proceed, yes.

[37 minutes 12 seconds][Agent] : Thank you. Let's read this. Out it goes. Thank you. Glen Patterson. It is important you understand the following information. I will ask for your agreement to these terms at the end. And your policy will not be enforced unless sorry. Thank you. Glenn Peterson. It is important you understand the following information. I will ask for your agreement to these terms at the end. And your policy will not be enforced unless you agree to these terms in full. Real income protection is issued by Hanover Live Free Office, Tunasia Limited and we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS Trading as Real Insurance, to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of Sorry, my apologies. Hanover relies upon the information you have provided when accessing your application. That includes the information we initially collected from you to provide a quote. Hanover has said a target market determination for this product, which describes the type of consumers this product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. I need to remind you of the duty to take

reasonable care that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty? Yes or no?

[38 minutes 44 seconds][Customer] : Yes.

[38 minutes 46 seconds][Agent] : Perfect. We may from time to time provide office to you by the communication methods you have provided to us in relation to Sorry. We may from time to time provide office to you by the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you can send to allow us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us. The accepted cover, but it's the following insurance cover for Glen Patterson. A monthly insured amount of \$10,000 with a waiting period of 30 days and a benefit period of six months. The monthly income benefit payable in the event of a claim maybe less than the monthly insured amount as your income benefit is limited to 70% of your average monthly income over any 12 consecutive months during the two years before you suffered your disabling sickness or injury. Your income benefit can also be reduced if you receive other disability payments from other sources. There is a final expenses benefit of \$10,000 to your beneficiaries if you passed away while your policy is in place for Glen Peterson Income Protection Benefit. Sorry for Glen Peterson Income Protection Benefit a loading was applied during the application process. By agreeing to this decoration you agree to any non standard exclusions or loadings placed on your policy and you understand they will remain in place for the life of the policy. You may. Request for any of these alternative terms to be reviewed at any time by calling us Your cover expires on November 7th, 2053 12:00 AM. Your premium. Sorry, we've had again. Your cover expires on November 7th, 2053, 12:00 AM. Your premium for your first year of cover is \$191.31 per fortnight. Your premium is a stepped premium, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable by handover to GFS of between 37% and 51% to cover costs. Your premium will be debited from your credit card which you are authorized to debit from and have provided to us. The policy documentation, PDS and every sheet will be mailed to you and if you have provided us with an e-mail address, your policy documentation will also be emailed to you

today. You should carefully consider Sorry, You should carefully consider these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There are are risks associated with replacing policies as your new policy may not be identical to your existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which you can access at any time by contacting us.

[42 minutes 7 seconds][Customer] : None.

[42 minutes 6 seconds][Agent] : Full details are available online and in the documentation we are sending you.

[42 minutes 19 seconds][Customer] : Yes.

[42 minutes 12 seconds][Agent] : Now Glenn, before I send that out to you, my last two questions, do you understand and I agree with the declaration, yes or no, perfect. And before I send this, would you like any other information about the insurance now or would you like me to read any part of the PDS to you, yes or no?

[42 minutes 30 seconds][Customer] : Yeah.

[42 minutes 31 seconds][Agent] : Perfect. That's all that and completed Glen, very good. And Glen, Please remember 8:00 AM to 8:00 PM Monday through Friday, Sydney time. We're always here. So the customer support team is available for you. Any help with your cover, any questions, queries, talk to us.

[42 minutes 47 seconds][Customer] : No dramas. Thank you.

[42 minutes 46 seconds][Agent] : OK, Thank you very much. Have a beautiful day and good luck with everything with your work. Thank you so much. Bye bye.

[42 minutes 53 seconds][Customer] : Thank you. Bye. Bye.