

[2 seconds][Customer] : Hello.

[3 seconds][Agent] : Hello. Good afternoon. It's Maggie calling back from rent Insurance. Is that my call?

[10 seconds][Customer] : Oh, yes, it is.

[11 seconds][Agent] : Hey, how you going?

[13 seconds][Customer] : Oh, that's sweating away. Give me, give me a chance to have a bike.

[19 seconds][Agent] : All right, well look, before I go any further, it's just a second call. All calls are recorded. Any advice I am providing is generally nature and may not be suitable to your situation. Would you be kind enough to just say your full name again please?

[32 seconds][Customer] : Michael. Don Mutton. I didn't say that yesterday.

[36 seconds][Agent] : I said it to you last time.

[38 seconds][Customer] : OK.

[38 seconds][Agent] : And what's your date? What's your date of birth as well? Thank you. And as I said, all calls are recorded. Any advice on providing is general in nature and may not be suitable to your situation. Now I sent you some information over.

[41 seconds][Customer] : 31st of the 3rd 1960, yes.

[51 seconds][Agent] : We had a look at two things I sent you umm over the information on the life insurance. OK, the e-mail. Yep.

[59 seconds][Customer] : Yep, Yep.

[1 minutes][Agent] : Umm, how did that? What did you think of that one? Because she wanted me to talk to you about the funeral cover as well. But what? What were your thoughts on the The Life cover?

[1 minutes 9 seconds][Customer] : We we looked, we looked at that and and it's, it's probably too much for what we want to pay.

[1 minutes 15 seconds][Agent] : Mm hmm.

[1 minutes 16 seconds][Customer] : So we're thinking they're funeral insurance.

[1 minutes 20 seconds][Agent] : Alright, well let's have a look back together, OK? Umm, yeah, let's

do that. One SEC. Because I knew, I remem, I remember you mentioned it, but it was too, you were too busy, you had to get going, so didn't have much chance to speak to you about it.

[1 minutes 22 seconds][Customer] : Y Yeah, yeah.

[1 minutes 32 seconds][Agent] : So I sent you over the information on it. Let me explain to you now how it actually works for you. One SEC. OK, one second. Oh, OK, that's all right. Let's let's have a look now. OK, so all right, so the funeral insurance, what it does, I don't need to go through any questions. All right, It's an automatic acceptance for you. OK, So it's up to \$15,000 that's paid out if you were to unfortunately pass away and your family can use it. Anything for anything, funeral final expenses, anything at all.

[1 minutes 38 seconds][Customer] : Yeah, I didn't get to look at these because it I think it had must have had a link to go and have a look at the other products or something that Yep, Yep, Yep, yeah, Yep, Yep.

[2 minutes 7 seconds][Agent] : OK, keep in mind, if your death was due to an accident, the benefit amount your family receives is going to be tripled for them.

[2 minutes 15 seconds][Customer] : OK, so I'm better off. I'm better off throwing an accident.

[2 minutes 15 seconds][Agent] : OK, ALS, I'm not gonna say that. No, don't.

[2 minutes 20 seconds][Customer] : I can't tell them that I'm on mysteriously disobey.

[2 minutes 23 seconds][Agent] : No, don't tell them that. And there's umm, so how it works for you, Umm, if you're aged between 40 and 79, you're an Australian resident, it's automatic acceptance, OK?

[2 minutes 34 seconds][Customer] : Yep, Yep.

[2 minutes 34 seconds][Agent] : Umm, we also have a living, got a couple of living benefits. One of them is a accidental serious injury component. So if you yourself would just suffer an accident or serious injury before your policy anniversary following your 75th birthday, I'm thinking of things such as quadriplegia or prioripage of instance.

[2 minutes 50 seconds][Customer] : Yeah, Yep.

[2 minutes 50 seconds][Agent] : Your benefit amount will be tripled and paid to you.

[2 minutes 53 seconds][Customer] : Oh, OK.

[2 minutes 52 seconds][Agent] : OK, now you're in that circumstance and you do need to make a claim on that. Let's say you don't pass away, you survive.

[3 minutes][Customer] : Yep.

[3 minutes][Agent] : Umm, just so you know, your policy is still in place there for your funeral cover as well.

[3 minutes 5 seconds][Customer] : No.

[3 minutes 5 seconds][Agent] : OK.

[3 minutes 5 seconds][Customer] : I Yep.

[3 minutes 6 seconds][Agent] : It's a living benefit. So how this one works for you, for the 1st 12 months, you will be covered for accidental death and accidental serious injury.

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

[3 minutes 16 seconds][Agent] : Only after the first 12 months, you will be covered for deaths you to any cause. And in addition for you, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness, the 12 months will actually be by a medical practitioner. What we're gonna do in that case? Pay the CLA in full to you instead. Mm hmm. Now we can look between 3 and 15,000. People have lots of ideas of what they want. Umm and our premiums are designed to stay the same for you year on year as you get older. So they'll stay the same.

[3 minutes 37 seconds][Customer] : Yep, Yep, Yep.

[3 minutes 49 seconds][Agent] : And also umm when you reach 85 they'll stop. Nothing more for you to pay but the policy is still in place there for you. OK, Yep. Also, umm, your family will get an extra 25% bonus cover applied at that time too, at no cost to you, OK.

[4 minutes 7 seconds][Customer] : OK.

[4 minutes 8 seconds][Agent] : And you can also find information about our premium structure on our website. The last thing to let you know is when you get to 85, if you want to, you can end your cover. We'll pay back to you 75% of the funeral insurance benefit amount. OK, so that's only if you

want to. You don't have to. You can keep it going. There's no cost to you and it just keeps going. Alright, let's have a look at some amounts. Do you have any questions for me and have you understood everything so far?

[4 minutes 21 seconds][Customer] : Oh, OK, Yep, Yep, yeah, yeah, yeah.

[4 minutes 35 seconds][Agent] : No questions yet.

[4 minutes 35 seconds][Customer] : Just give me the bad news now.

[4 minutes 36 seconds][Agent] : Uh, I think you might be pleasantly surprised. So we can look between 3 and 15,000. What amount do you wanna look at? MMM.

[4 minutes 45 seconds][Customer] : Well, I, I, I think I'll be looking at 15,000 Cos 3000.

[4 minutes 54 seconds][Agent] : Good day. I'm sorry.

[4 minutes 51 seconds][Customer] : My, my annuals just passed away a couple of year ago and they only, they only had, they only had the 3000 cover and it didn't cover.

[5 minutes 6 seconds][Agent] : Yeah. Wow. Did he have a cremation or a burial?

[5 minutes 1 seconds][Customer] : I mean, he was, he was, I was saying that RSL covered some of it, but it was nowhere near enough cremation, I think.

[5 minutes 13 seconds][Agent] : Yeah. OK, Alright, well let's look at the 15,000.

[5 minutes 17 seconds][Customer] : Yep. Yep.

[5 minutes 17 seconds][Agent] : If you're looking at the 15,000, which is still 45 for your accidental death and serious injury, 45,000, your total, that's coming in at \$52.77 a fortnight.

[5 minutes 23 seconds][Customer] : Oh, that's alright.

[5 minutes 29 seconds][Agent] : That one sounds OK.

[5 minutes 30 seconds][Customer] : That's alright. It's it's a little bit more than double that month, ain't it?

[5 minutes 35 seconds][Agent] : Yeah, let me show you monthly a moment.

[5 minutes 37 seconds][Customer] : Yeah, I'll break everything on monthly.

[5 minutes 39 seconds][Agent] : Yeah, that's OK.

[5 minutes 41 seconds][Customer] : Yep.

[5 minutes 40 seconds][Agent] : A lot of people do monthly, it's \$114.33 for the month.

[5 minutes 44 seconds][Customer] : Yeah, I'll say that's.

[5 minutes 44 seconds][Agent] : And keep in mind that's going to stay the same.

[5 minutes 49 seconds][Customer] : Yep. Yep, Yep, Yep.

[5 minutes 47 seconds][Agent] : So that's the premiums are designed to stay the same for you year on you as you get older and when you get to 85 that stops.

[5 minutes 52 seconds][Customer] : And, and, and I like because one thing about the time I when you're serious, when that happens, if that that might be why they have the \$3000 cover, because when you want to pension it, it's a little bit harder to afford all these things, isn't it?

[6 minutes 13 seconds][Agent] : Well, if you if that time comes and that's no longer affordable for you, give us a call and you can reduce the amount of cover a little bit for yourself, OK?

[6 minutes 19 seconds][Customer] : Oh, OK, that's that's good.

[6 minutes 20 seconds][Agent] : Yeah, OK. But keeping in mind as get as well, it's not gonna be increasing. It's designed to, the premiums are designed to stay the same for you year on year as you get older.

[6 minutes 29 seconds][Customer] : Yeah, yeah, yeah. No, that does sound good. Yeah.

[6 minutes 30 seconds][Agent] : OK, Yeah, well, let me just explain a couple of things and we'll look at that one for you. You may pay more in total premiums over the life of the policy than the benefit amount. And please be aware this insurance does not have a savings or investment element. So if you cancel outside of the 30 days, your cover will stop and you will not receive anything back.

[6 minutes 49 seconds][Customer] : Yep.

[6 minutes 49 seconds][Agent] : OK.

[6 minutes 50 seconds][Customer] : Yep.

[6 minutes 50 seconds][Agent] : So I'm just gonna make sure. Got all your details. I do what? I'll call my idiot. Check again. So it's Mr. Michael Watson. It's 65 Hicken Way, Nanango, QLD 4615. But your postal is PO Box 74, Nanango, Queensland, 4615. Is that right? And no landline. Just a moment.

[7 minutes 8 seconds][Customer] : Yes, Yes.

[7 minutes 11 seconds][Agent] : 0420361103 and it's Nikki MIKI, e.j@hotmail.com.

[7 minutes 21 seconds][Customer] : Come on. That's mighty. Not Nicky.

[7 minutes 22 seconds][Agent] : Mikey. Oh, say Mikey. And I told him my cat.

[7 minutes 26 seconds][Customer] : You shouldn't remember that.

[7 minutes 28 seconds][Agent] : I know my cat's Mikey. I know, I know. And I told you that.

[7 minutes 31 seconds][Customer] : Do you spell a different way with a cat?

[7 minutes 33 seconds][Agent] : Ah, yeah.

[7 minutes 39 seconds][Customer] : Yeah.

[7 minutes 35 seconds][Agent] : I we just, well, we just call it Mike, but we call him Mikey because he's Mikey. We spell it Mikey. Actually, that's how we spell it. Yeah, Yeah.

[7 minutes 43 seconds][Customer] : Yeah, yeah, yeah, yeah. But Mickey B, am I Suki? Yeah, yeah, yeah, yeah.

[7 minutes 47 seconds][Agent] : ckyescorrectsoitsmiki.e.j@hotmail.com Yep, yeah. And I said to you, because my name is Maggie, a lot of people tell me their animals are called Maggie as well. So it's pretty embarrassing.

[7 minutes 59 seconds][Customer] : Oh, no, we don't.

[8 minutes][Agent] : But.

[8 minutes][Customer] : We don't have 1 yet.

[8 minutes 3 seconds][Agent] : And your date of birth is the 31st, 31st of the 3rd, 1960, and you're a male Australian resident, is that all correct?

[8 minutes 9 seconds][Customer] : Yes.

[8 minutes 11 seconds][Agent] : OK, let me have a look. So with this one, I can get you covered today. You're not required to make any payments at all today. I'll set it up for date in the future, but I can cover you today and get everything out to you via e-mail and to the home address as well.

[8 minutes 24 seconds][Customer] : Oh, yeah, good. And, and can I, is there a link that I can click on that like put all my bank details on and stuff?

[8 minutes 23 seconds][Agent] : OK, well I can do it today for you, but I'll put the date in the future for your first payment. That's OK, I can do that too. You just gotta let me know when you want your first payment to come out.

[8 minutes 38 seconds][Customer] : They're making things hard because they make things hard for me because I don't have those numbers in front of me. I do have a card on this.

[8 minutes 42 seconds][Agent] : Do I, do you have a card on you like a Visa or MasterCard debit?

[8 minutes 51 seconds][Customer] : Yeah. It's a, it's a, there's a debit card which is attached to our savings. Oh, OK.

[8 minutes 53 seconds][Agent] : You can, you can use that, Yeah, there's no fees on it. Umm, And when you want to change it, you just call us up directly. And if you want to change it to a different account, that's perfectly all right. We can use that. OK.

[9 minutes 5 seconds][Customer] : No, that'd be the, that'd be the account it goes to.

[9 minutes 8 seconds][Agent] : OK.

[9 minutes 7 seconds][Customer] : I just don't have that bank account numbers.

[9 minutes 10 seconds][Agent] : Yeah, that's OK. You can use a card. That's perfectly all right.

[9 minutes 13 seconds][Customer] : Alright.

[9 minutes 13 seconds][Agent] : Does that work for you?

[9 minutes 14 seconds][Customer] : Yeah, yeah. Yep.

[9 minutes 15 seconds][Agent] : Alright, well let me have a look at the date for you. So today's the third. I want to work with you on when you want the first payment to come out, but you cover it will start today, you'll be covered today. We're leaving it on the 15,000 and it's a monthly amount you wanted.

[9 minutes 28 seconds][Customer] : Yeah. Can you, is it possible to start it, let's say, when do you want to go back to work? I'll get back to work on Monday, so maybe two weeks time.

[9 minutes 43 seconds][Agent] : Yeah, of course. Do you want the 17th? Is that OK? That's two weeks from today. Is that all right? Yeah, we can do that. I bet you'll be covered today as soon as I've read your declaration, Michael. OK.

[9 minutes 46 seconds][Customer] : Yep, Yeah, yeah, Yep.

[9 minutes 55 seconds][Agent] : As soon as you've accepted that. All right. OK. Now, umm, is it a Visa or MasterCard? Thank you.

[10 minutes 1 seconds][Customer] : It's a Virgin debit card.

[10 minutes][Agent] : All right, hang on one second. I'll stop the recording. Have you got the card in your hand there?

[10 minutes 7 seconds][Customer] : Yep.

[10 minutes 8 seconds][Agent] : Thank you. One second. OK. For security purposes while obtaining your card details, the call recording will stop and we'll recommend after we've collected your details.

[10 minutes 17 seconds][Customer] : OK.

[10 minutes 16 seconds][Agent] : OK, thanks. None. None. None. Alright. For Secure, please be advised that the call recording is now resumed for quality and monitoring purposes. OK, thank you. Michael, can I confirm that the card you just provided to me is yours and you have authority to use that one?

[12 minutes 31 seconds][Customer] : Yep, yes.

[12 minutes 38 seconds][Agent] : Thank you. I do need to read a declaration to you in full. This would explain everything about the cover, who we are, what you're covered for. Just need your understanding and acceptance throughout and we'll get you covered today. Before I do that, are you happy to continue? Thank you. And then I'll e-mail it once I've read everything out to you as well and send it in the post too.

[12 minutes 50 seconds][Customer] : Yes, Yep.

[12 minutes 55 seconds][Agent] : OK so this one says thank you Michael Watson and as I said my name is Maggie Umm from real insurance. It's been a pleasure. This one says thank you Michael Watson. 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 funeral cover is issued by Hanover Live free of Australasia limit which whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services trading as real

insurance. The issuing arrange this insurance on it behalf, your answers to the application question and any related documents from the from the basis of your contract of insurance and handover relies upon the accuracy of the information you have provided when assessing your application. I know that has set a target market determination for this product which discards the type of consumers this product is designed for. Our distribution practices are consistent. Hang on a SEC. Our distribution practices are consistent with this determination and you can apply a copy on our website. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and make sure it with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy by PRO. By agreeing to this declaration, you can tend to be contacted by us in relation to other products and services. You can opt out of this sort of. You can opt out of this at any time by contacting us. You have agreed to take out a single wheel funeral cover with the following cover. Michael Watson is covered for \$15,000 in the event of death. In the case where death is accidental or if you suffer to find accidental serious injury, the benefit amount will triple coverage for accidental death only for the 1st 12 months of cover, with death by any cause or diagnosis of a terminal illness covered thereafter. Accidental Serious Injury cover for each life insured under age 75 starts immediate and ends on the policy anniversary following the life insurance 75th birthday. Once the life insured reaches age 85, you can choose to voluntarily cancel that person's coverage to receive a lump sum payment of 75% of the chosen benefit amount. If you take up this early cash out option, you will no longer have a right to claim under the policy for that life insurance. This policy is an insurance policy and does not have a savings or investment component. You can end your cover at any time by contacting us. If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. This cover ends prior to age 85. The benefit is payable and there is no refund of premiums after the cooling off. If cover continues beyond age 85, the life insured will receive an additional 25% of bonus cover from that date and you will not be required to pay any further premiums. The bonus cover is not payable if you take the early cash. Sorry. The bonus cover

is not payable if the early cash out option has been taken out. Cover for each life insured ends on the day prior to their 100th birthday. We will pay the funeral benefit and the bonus cover for the life insured. At this point your total premium for your first year of cover is \$114.33 per month. Your premiums are level which means they are designed to stay consistent year on year and will only change if you alter your cover or the insurer adjust the premium rates applying to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums than the benefit amount over the life of the policy. Included in your premium is an amount payable to Wheel Insurance of between 34% and 54%, calculated on a level basis over the life of the policy. Your premium will be debited from your credit card, which you are authorized to debit from and have provided to us. We may provide written communications to you by the e-mail address you have provided to us. This will include any legal notices we are required to provide to you in writing and if you would prefer to receive these only via mail, you can update your communication preference at any time. Now. The policy documentation PDS Never 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 these documents to ensure the product meets your needs. You have a 30 day cooling off period 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 risks associated with replacing policies as your new policy may not be identical to exist cover. We recommend that you do not cancel any existing policy until you have received and viewed our policy in full. We have a complaints process which you can access at any time by contacting us. Full details are available online and in the documentation. We are sending you 2 questions. Mikey or Michael, do you understand and agree with the declaration?

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

[17 minutes 48 seconds][Agent] : Yes or no right? And would you like any other information or would you like me to read any part of the PDS to you?

[17 minutes 57 seconds][Customer] : No, no.

[17 minutes 59 seconds][Agent] : Absolutely.

[17 minutes 57 seconds][Customer] : You'll send me all that. All that.

[18 minutes][Agent] : I'm going to send it to you now. Yeah. So.

[18 minutes 1 seconds][Customer] : Yeah. Yeah.

[18 minutes 2 seconds][Agent] : So I'll just get it. Would you like just before I put it in place, Would you like any other information or would you like me to read any part of the PDS to you? Yes or no?

[18 minutes 12 seconds][Customer] : No, it's no, it's good.

[18 minutes 14 seconds][Agent] : All right, let me accept it. Have you got your pen and paper there?

[18 minutes 19 seconds][Customer] : No.

[18 minutes 20 seconds][Agent] : No. Oh, my goodness.

[18 minutes 23 seconds][Customer] : Oh, man.

[18 minutes 23 seconds][Agent] : OK, I'm going to e-mail it.

[18 minutes 24 seconds][Customer] : So I don't have.

[18 minutes 25 seconds][Agent] : I'm going to. I'm going to e-mail it to you anyway. It's OK. My name and numbers on there. Give us a call if you need it. So we hear from 8:00 AM to 8:00 PM, Monday to Friday, Eastern Standard Time.

[18 minutes 28 seconds][Customer] : Yep, Yep.

[18 minutes 33 seconds][Agent] : OK, so you take care. Just fill out that beneficiary form when it comes out and send it back to us. OK.

[18 minutes 40 seconds][Customer] : Alright.

[18 minutes 41 seconds][Agent] : All right.

[18 minutes 40 seconds][Customer] : Yeah, there was a separate note. You took all my credit card details. All my credit card details.

[18 minutes 46 seconds][Agent] : Mm. Hmm. I did.

[18 minutes 46 seconds][Customer] : You didn't like the new number on the back.

[18 minutes 48 seconds][Agent] : No, I didn't. Because everything's encrypted. Don't need anything at all. Nope.

[18 minutes 52 seconds][Customer] : Good.

[18 minutes 53 seconds][Agent] : It's all gone. I can't even see it.

[18 minutes 56 seconds][Customer] : Excellent.

[18 minutes 55 seconds][Agent] : OK, Alright. You have a beautiful day. It's plea. Pleasure. I'm glad I could help you. Take care.

[19 minutes][Customer] : Alright, thank you very much. You too. Bye now.

[19 minutes 2 seconds][Agent] : You're welcome. Bye. Bye.