

[5 seconds][Agent] : Hi there, Ryan. My name's Teresa. I'm calling from one choice. How are you?

[3 seconds][Customer] : One second, yeah, go for sale.

[10 seconds][Agent] : I'm very good. Thank you. Thanks for asking. Now I believe you've made a recent enquiry regards to one of our other policies.

[18 seconds][Customer] : Yeah, yeah.

[21 seconds][Agent] : OK, beautiful.

[19 seconds][Customer] : Income, income protection if you guys.

[25 seconds][Agent] : Yes, I'll take you through that. Umm, I do need to start by confirming your details for myself.

[32 seconds][Customer] : Yep.

[32 seconds][Agent] : Uh, I'll explain the process and then we can jump right into some pricing and see if we can find something that you like. Now, once again, Please note all our calls are recorded. Any advice provided is limited to the products we offer and assisting you to make a decision about whether or not it's suitable for your name. So we don't consider the personal circumstances, but could you please confirm your name and date of birth for me?

[1 minutes][Customer] : Yep, Ryan Steer and April of April 1997.

[1 minutes 5 seconds][Agent] : Beautiful. The telephone number that I'm calling you on, is this your best contact number? I've also got the e-mail address ryan.jamesbeersorryryanjames.beer@gmail.com. Wonderful. And can I confirm that you're a male New Zealand resident and currently residing in New Zealand?

[1 minutes 9 seconds][Customer] : Yep, Yep, Yep.

[1 minutes 25 seconds][Agent] : OK, beautiful. Now in terms of the income protection, have you ever had it in place before?

[1 minutes 32 seconds][Customer] : No.

[1 minutes 33 seconds][Agent] : OK, so with income protection, it's basically designed to give you a monthly income benefit that's paid directly to you if you're unable to work due to a disabling sickness or I think you have or injury umm, and you suffer a loss of income. Umm, so it's basically designed

to help cover the bills and living costs if your salary is interrupted.

[1 minutes 57 seconds][Customer] : Yep.

[1 minutes 57 seconds][Agent] : Now you can apply if you work at least 15 hours per week and paid employment. Uh, and we can offer an income benefit of up to 75% of what your monthly pre tax income is. Uh, starting from the minimum of \$1000 and we can go up to a maximum of 15,000. Umm, So we've tried to keep everything so that it is nice and simple. I can actually do everything for you over the phone except to answer the questions. Umm, and how you go with those questions, we'll determine what your final price and final terms of the policy and place, uh, policy. Now, once it is in place, it'll cover you until your policy anniversary date that follows your 65th birthday. 65 Umm, Please keep in mind that there may be some exclusions that apply as outlined in the policy document, but we'll be able to go over the, uh, in the exclusions that come up after we go through those questions. Umm, also keep in mind that premiums for income protection are generally tax deductible depending on the policy structure, which could make it even more cost effective for you. You would need to speak to a tax professional though. I have to find out now. To begin with, I just need to ask you some questions regarding your duties at work. Uh, OK now before answering any of our questions, it is important that you're aware of your duty to answer all our questions accurately and honestly. Failure to do so could impact your cover at claims time. OK. Now in regards to the duty based assessment, so do you work 15 hours or more per week?

[3 minutes 33 seconds][Customer] : Yep, Yep. 40 hours at least.

[3 minutes 46 seconds][Agent] : OK, thank you. If your role of sorry is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or a clinical environment OK. And do you perform heavy physical duties or do you use heavy machinery or driver vehicle?

[3 minutes 46 seconds][Customer] : Yeah, No, no, yes, yes.

[4 minutes 14 seconds][Agent] : And are you qualified skilled or semi skilled or hold the required licenses to perform your role?

[4 minutes 22 seconds][Customer] : Say, well, say I'm a building a premise or whatever. You've put

that under skilled, I guess.

[4 minutes 30 seconds][Agent] : Skilled.

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

[4 minutes 32 seconds][Agent] : OK. Yeah. And do you work in any of the following fields? So aviation as a pilot or crew, entertainment or sporting industry, Air Force, Army, armed forces, or do you handle explosives? OK, thank you. Now, do you regularly work underground or underwater? Work at heights above Twin? Sorry. Work at heights above 10 meters, Work offshore, carry a firearm or drive a long haul.

[4 minutes 50 seconds][Customer] : No, no, no, no.

[5 minutes 8 seconds][Agent] : OK, now it's the duty base. Questions completed. 1 moment. OK, beautiful. Now I also need to confirm your employment status. Are you currently employed or self-employed?

[5 minutes 28 seconds][Customer] : Employed.

[5 minutes 29 seconds][Agent] : Employed. Thank you. And have you had a cigarette in the last 12 months?

[5 minutes 34 seconds][Customer] : What's that?

[5 minutes 35 seconds][Agent] : A cigarette.

[5 minutes 37 seconds][Customer] : No. No.

[5 minutes 39 seconds][Agent] : OK, thank you. Now I'm going to provide you with a pre with a definition of pre tax income based on the fact that you're employed. So pre tax income is the total annual re remuneration paid to you by your employer before tax, including salary and regular commissions or bonuses. However, excluding employer, Kiwi saver and super contributions. Now based on that, what would you say your annual pre tax income is?

[6 minutes 12 seconds][Customer] : Annual pre tax shouldn't work. I'm trying to work that out now because I make 28. I'm on \$28.30 an hour contracted at 40 hours a week. Just trying to put it on a Cal calculator. But so, So did you say that was and pre pre tax?

[6 minutes 48 seconds][Agent] : Yes, so it's before tax and you can include these your salary,

regular commissions that you receive or bonuses, but you would leave out the employer Kiwi saver contributions or super contributions.

[6 minutes 40 seconds][Customer] : Pre pre tax, but excluding, excluding like every saver contributions and stuff like that, that you say, alright, Yep, 28.8 times 40. So that'd be weekly, 1133 times. Yeah, it's about FIF, FIF 58,864.

[7 minutes 31 seconds][Agent] : 58864 Thank you so much for doing that. Now based on your annual income, sorry, you'll be able to select a monthly benefit amount starting from a minimum of 100, sorry \$1000 and going up to a maximum of 3678 dollars.

[7 minutes 56 seconds][Customer] : The got a maximum please?

[7 minutes 53 seconds][Agent] : What amount would you like me to quote you on 3678? Now we have a waiting period and a benefit. As well. So the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. So for this one, you can choose either 30 days or 90 days. Which waiting period would you like me to select?

[8 minutes 5 seconds][Customer] : Yep, there are any days I guess.

[8 minutes 22 seconds][Agent] : OK. No, we the sorry, the benefit. Is the maximum amount of time that we'll pay you the income benefit for anyone injury or illness. For this one, you can choose six months, one year, two years or five years. Which benefit. Would you like me to select?

[8 minutes 45 seconds][Customer] : Just what was it, 6 months? Was it?

[8 minutes 48 seconds][Agent] : Six months, OK, so if you're looking at a monthly benefit amount of 3678 with a 30 day waiting period and a six month benefit.

[9 minutes 6 seconds][Customer] : Yeah.

[9 minutes][Agent] : You're looking at a fortnightly premium of \$33.88 waiting period.

[9 minutes 7 seconds][Customer] : I'm just wondering what if if I go for the 90 day 90 day waiting period, What what what does that come to?

[9 minutes 16 seconds][Agent] : It will bring it down to 1975 to fortnight. Sorry.

[9 minutes 21 seconds][Customer] : And it's at hi NI 1975 and so that way carriers so from the date of birth payment from the date of birth payment to when to to when I can actually utilize the date. Is

that right?

[9 minutes 42 seconds][Agent] : So that waiting period is the amount of time from the event happening. So say break a leg and get it signed off by the doctor.

[9 minutes 51 seconds][Customer] : Yeah, I, I, I see. Yes, I just got the smaller wedding. Please.

[9 minutes 51 seconds][Agent] : That waiting period is the amount of time that you that you'd need to wait before we would pay out the monthly benefit amount smaller. OK, OK, so we're still at 30 days and a six month benefit. Which is the one where that's how long we'll pay you for once the claim has been approved. OK, beautiful. So that one is the \$33.88 per fortnight. You're happy with that one?

[10 minutes 18 seconds][Customer] : Yeah, yeah.

[10 minutes 26 seconds][Agent] : OK. Now before we get into the health and lifestyle questions, I will let you know the premiums on this cover aspect, which means it would generally increase each year as you age. In addition, the policy has an automatic indexation increase. So this part just means that each year your benefit amount will increase by 3% until you reach the next month benefit amount of \$15,000 per month. This comes with an associated increase to the premium uh, but the good news is you can opt out of their automatic indexation increase each year. Umm, now I'll jump into the underwriting. Uh, can you confirm your address for me?

[11 minutes 13 seconds][Customer] : I I Inderley Ave.

[11 minutes 16 seconds][Agent] : Beautiful And that's in Hamilton. Thank you and the post code. Wonderful. And now your home address and postal address, are they the same?

[11 minutes 19 seconds][Customer] : Yeah post code IS3214 Yep.

[11 minutes 31 seconds][Agent] : Alright, thank you. So I'm now going to read your pre underwriting disclosure so we can access those questions. This one goes it's similar to the life insurance 1. So it goes over how we use your personal information, our responsibility to you when I'm asking you these questions and your responsibility to us when answering them. Just so confident yes or no to the question at the end. Please be aware all calls are recorded for quality and monitoring purposes. We collect the personal information to provide insurance points, issue cover and other related services. We will share this with your insurer. Make sure with other service providers for the purpose

of administering your policy or handling claims. Our privacy policy tells you more, including how to access incorrect information and lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure before you enter into an income protection contract. You have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect our decision to ensure you and done what terms. You do not need to tell us things that we already know or should know as an insurer or which with this is the risk we insure. You have this duty until the time we enter into the contract. If you fail to disclose a matter or you make a false statement and answer to our questions, we may be able to decline a claim and post new conditions on the policy or avoid your policy entirely. Do you understand this yes or no? Thank you. OK. Now it's the same thing with all the questions, just a confident yes or no for each one and if you need me to repeat any one of them, just let me know, OK?

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

[13 minutes 31 seconds][Agent] : Now, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand? Yes or no?

[13 minutes 41 seconds][Customer] : Yes.

[13 minutes 43 seconds][Agent] : Have you ever had symptoms of, been diagnosed with or treated for, or intend to seek medical advice for any of the following stroke or heart conditions such as, but not limited to palpitations, heart murmur, heart attack and angina? Yes or no? A lung disorder excluding asthma, sleep apnea or pneumonia, cancer or leukemia excluding skin cancer, anxiety, depression or stress requiring medical treatment, or any other mental health disorder.

[14 minutes 1 seconds][Customer] : No, no, no, no.

[14 minutes 24 seconds][Agent] : Have you been diagnosed with a terminal illness, motor neuron disease, any form of dementia including Alzheimer's disease, or being told by a doctor that you have a condition that will reduce your life expectancy?

[14 minutes 38 seconds][Customer] : No.

[14 minutes 39 seconds][Agent] : In the last 10 years, have you used the legal drugs, abused prescription medication, or received treatment or counseling for drug or alcohol consumption?

[14 minutes 52 seconds][Customer] : Can you repeat that one?

[14 minutes 53 seconds][Agent] : Yep. So in the last 10 years, have you used the legal drugs, abused prescription medication, or received treatment or counseling for drug or alcohol consumption?

[14 minutes 52 seconds][Customer] : Sorry, no.

[15 minutes 7 seconds][Agent] : Now the next section is in relation to your height and weight. Please be aware that I am required to obtain a confident single second 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. OK, now what is your exact height please?

[15 minutes 28 seconds][Customer] : My that height is 100 and 882 centimetres.

[15 minutes 32 seconds][Agent] : Thank you. And what is your exact weight, please? Beautiful. Now I'll read that back. So 182 centimeters for your height and eight 3 kilograms for your weight.

[15 minutes 37 seconds][Customer] : 8083 KGS yes.

[15 minutes 47 seconds][Agent] : Thank you. Now, have you experienced any unexplained weight loss of more than 5 KGS in the last 12 months? Thank you. No. Oh, sorry. One moment. OK, now does your work require you to use expresses, travel to areas experiencing war or civil unrest, or work offshore?

[15 minutes 56 seconds][Customer] : No, no. Employed.

[16 minutes 21 seconds][Agent] : And once again, are you a employed or be self-employed now?

[16 minutes 32 seconds][Customer] : Yes.

[16 minutes 27 seconds][Agent] : Have you been in your current occupation for at least 12 months and do you intend to change your current occupation in the next 12 months? OK, now do you have a second occupation that generates a taxable income?

[16 minutes 38 seconds][Customer] : No, no, no.

[16 minutes 46 seconds][Agent] : Have you ever been declared bankrupt or placed in receivership and volunteer liquidation or under administration now to the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes aid? Do you have

definite plans to travel or reside outside of New Zealand IE booked or will be booking travel within the next 12 months? OK. And what country or country do you intend to travel to or reside in?

[17 minutes 6 seconds][Customer] : No, Yes, travelling. Travelling to Japan and Rarotonga.

[17 minutes 29 seconds][Agent] : Oh, nice. Those are my two favorite places. OK. And we'd be overseas actually, sorry, let me cross reference. So I just need to cross reference again for this. We have of countries that have been on on strike such as Ukraine. Now will you be overseas for longer than three consecutive months? OK, beautiful. Now do you have existing income protection cover?

[17 minutes 48 seconds][Customer] : No, no.

[17 minutes 56 seconds][Agent] : OK. Thank you. Apologies, it's taking longer than normal. There you go. Now, have you ever had symptoms of, been diagnosed with or treated for, or intend to seek medical advice for any of the following diabetes, raise blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure? Tumor, mole or cyst, including skin cancer, sunspots or Melanoma? Have you ever had an abnormal PSA test on enlarged prostate, thyroid condition or neurological symptoms such as dizziness or fainting?

[18 minutes 33 seconds][Customer] : No, no, no, no, no.

[18 minutes 59 seconds][Agent] : A disorder of the stomach, bowel or bladder or pancreas. Hepatitis or any disorder of the liver. Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. A bladder or urinary tract disorder. Kidney disorder, nut disorder or disease. Sleep apnea or asthma, excluding childhood asthma. Neck or neck pain or disorder. 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.

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

[19 minutes 58 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[19 minutes 57 seconds][Customer] : What was that one? Sorry.

[20 minutes 7 seconds][Agent] : Uh, any defect of hearing or sight other than which is corrected by uh. Oh sorry I've gone past this, just clicked. One moment. So that one was any defect of hearing or

sight other than which is corrected by glasses or contact lenses.

[20 minutes 27 seconds][Customer] : Oh, yeah, 'cause I'm hearing in case I've got hearing aids.

[20 minutes 32 seconds][Agent] : OK, let me have a look. But you've been you're wearing a hearing aid at the moment. OK, thank you. So we'll break it down. So is it a defect of hearing?

[20 minutes 40 seconds][Customer] : Yeah, yes, that's a bit of hearing. Well, I can't, I can't hear without my hearing aids. Hearing aids them. So I guess so, but I don't know. Yeah.

[20 minutes 59 seconds][Agent] : Thank you. So that one will answer yes. Did you also have a defective site? OK, now the is it tinnitus?

[21 minutes 7 seconds][Customer] : No, no, it's I got when I was when I was a kid, I got meningitis, Meningitis. So I just so I got I had it hearing.

[21 minutes 25 seconds][Agent] : Oh, they caused the hearing loss.

[21 minutes 26 seconds][Customer] : Yeah, yeah.

[21 minutes 28 seconds][Agent] : OK, OK. So we've got meningitis. Do you also have tinnitus or have you had was it to tinnitus?

[21 minutes 37 seconds][Customer] : No, it sure does.

[21 minutes 38 seconds][Agent] : OK, now is it meningitis only?

[21 minutes 43 seconds][Customer] : Yeah. Yeah. Well, side effects of drugs or something like that, Yeah.

[21 minutes 47 seconds][Agent] : Oh, wow.

[21 minutes 48 seconds][Customer] : Alright.

[21 minutes 47 seconds][Agent] : OK, let's see if we can get down to meningitis. Is it minor non progressive hearing loss?

[21 minutes 59 seconds][Customer] : Yeah, that sounds about right. Not losing anymore. Hearing that's pretty baseline.

[22 minutes 4 seconds][Agent] : OK, beautiful. And does it require the use of hearing aid?

[22 minutes 3 seconds][Customer] : So, yeah, Yeah, that sounds about right, yes.

[22 minutes 10 seconds][Agent] : OK, thank you. So the first thing that comes up, uh, all right, so it

breaks it down. All right, beautiful. So moving forward, uh, we said no to the off site next. So other than what you've already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting the results of any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy? Other than what you've already told me about, are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? And other than what you've already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury?

[22 minutes 47 seconds][Customer] : No, no, Yep.

[23 minutes 14 seconds][Agent] : OK, OK, now what was the name of the illness or injury that caused you to take more than two weeks consecutive weeks of work?

[23 minutes 13 seconds][Customer] : Yeah, I heard something to do with my, something to do with my. I can't put any weight on it as I think fingers, Achilles can. An Addison session.

[23 minutes 37 seconds][Agent] : Was it Tendonita?

[23 minutes 40 seconds][Customer] : Yeah, I think so, yeah. Sounds about right.

[23 minutes 45 seconds][Agent] : OK, or? Or did they break it down to anything else? I'm I'm basically what I'm trying to do is cross reference against a list I have here.

[23 minutes 54 seconds][Customer] : Yeah, that's all I all I got was let me see if I can find find it, but it's just just like a find a e-mail. I never really got a like a super decent diagnosis on it as Achilles and then and session. I guess I would be OK.

[24 minutes 51 seconds][Agent] : The, uh, tendonitis is information of a pendant.

[24 minutes 52 seconds][Customer] : That's yeah, yeah, that sounds about.

[25 minutes][Agent] : OK Umm, let me just see if I can find something to match it with. Was it around the ankle or just the the bottom of the foot?

[24 minutes 57 seconds][Customer] : Yeah, that's yeah, that's the one bottom of the foot. Yeah. That's all taken care of now. But yeah.

[25 minutes 15 seconds][Agent] : OK perfect. Are there any other ones that they they put it down to?

[25 minutes 22 seconds][Customer] : No, it's just just that.

[25 minutes 25 seconds][Agent] : OK, let me see if I can find something. I'm going to pop you on a quick hold while I do that. OK, I won't be long.

[25 minutes 32 seconds][Customer] : Yeah, no.

[25 minutes 33 seconds][Agent] : Thank you. Thank you so much for your patience. OK, so I've found a section photo or foot disorder and I've been advised that we can put it under that. So I pin the notice slash foot disorder.

[26 minutes 36 seconds][Customer] : Yeah, sorry. Is it?

[26 minutes 47 seconds][Agent] : Beautiful and that's it.

[26 minutes 49 seconds][Customer] : Yeah, that's it. Yeah.

[26 minutes 50 seconds][Agent] : OK, wonderful. Now, moving forward, that one's done. Now this, the next two questions are only in reference to your mom, your dad, your brothers or your sisters. To the best of your knowledge, have any of your immediate family living or deceased ever been diagnosed with polycystic kidney disease, Huntington's disease or familial eczematous polyposis? And 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?

[27 minutes 19 seconds][Customer] : No, Yep.

[27 minutes 33 seconds][Agent] : Beautiful, thank you. And the last question in regards to hazardous pursuits. So other than one of the things, do you engage in or intends to engage in any of the following aviation other than as a fair paying passenger on a recognized airline, motor racing, parachuting, mountaineering, ebb sailing, scuba diving, beats within 40 meters, cable rectizing or any other hazardous activity? Beautiful. Thank you. Now before we check how you did, are you happy with the way you've answered the questions?

[28 minutes 2 seconds][Customer] : No, Yep.

[28 minutes 10 seconds][Agent] : OK, Beautiful. OK, perfect. Congratulations, your application has been approved. Now what I need to do is go over and check for anything. OK, there it is. So we do have an exclusion for let me close this. Sorry. OK, so the application has been approved with the

below, uh, below terms. So there's an exclusion for defect of hearing where you require hearing aid. So no benefit will be payable under this policy due to any disease or disorder of or injury to either ear, including deafness or any complications of treatment. OK, Now I do also want to let you know that the policy has, or it includes what we call a rehabilitation benefit, uh, which can assist you to return to work.

[29 minutes 4 seconds][Customer] : Yep, Yep.

[29 minutes 18 seconds][Agent] : Umm, the premiums as I mentioned are there. I just want to double check the pricing. Uh, Yep. So the pricing is \$33.88 per fortnight still, and that's for the same benefit amount, the same waiting period, and the same benefit now that we've gotten you approved. So my next step would be to get you immediately covered over the phone today. Now you don't have to pay anything upfront today. Instead, what we do is we have you choose the date that you want the first payment to come out. I also attach bank account details again over the phone and I arrange to send out all your personalized policy documents. Now that of course comes with the 30 day cooling off. So you're able to have the cover in place and start it and be covered by us while you're going over everything. If you decide on the end that it's not suitable or you've changed your mind, it's fine. Now. If you cancel it within that 30 days, you'll get a full refund on all the payments you had made in that time, unless of course a claim has been made. Again, if you have any questions, concerns or changes from there, our contact details will be in the policy documents and we can fix most things over the phone. But if you are happy with everything as it is, the only page we link back is your second to last page of the policy that is your beneficiary nomination form. Umm. And as you might already know, all you need to do is fill it out with who the sorry. Actually, I need to double check that. I'm not sure we'll have that, sorry. Let me hope you're on a quick hold. Thank you.

[30 minutes 59 seconds][Customer] : Yes.

[31 minutes 27 seconds][Agent] : Thank you so much for your patience. I, I apologize, I got confused. I got that one confused with the life insurance. So of course there wouldn't be a beneficiary in nomination form because it's your income protection. OK. Now it'll be the same

process for when we first got you covered on the other policy now.

[31 minutes 46 seconds][Customer] : Mm hmm.

[31 minutes 50 seconds][Agent] : No, OK umm OK so I'll get that all set up and send out 2 copies of the policy. So one will be to your e-mail and the other will be to your home address. And please don't hesitate to give us a call if you have any questions regarding the policy. Umm, there is no such thing as a silly question with these policies. Umm. Now again you get to choose the day that you want the first payment to come out and we generally take payment within the next 7 days. For what date would you like the first payment to be?

[32 minutes 11 seconds][Customer] : Yep, just on the top topic of payment. So it's set to buy my card, but do you do you guys pay Amex or no?

[32 minutes 32 seconds][Agent] : I've never used Amex before, I'd have to open it up and try it. Oh OK, I've just confirmed for the manager that we got. We do take the Visa and MasterCard though. Or a debit card.

[32 minutes 47 seconds][Customer] : Yeah, yeah. And that case, in that case can can we hold off on taking the card details today? But are you able pause because I'm guessing it can't just be latched onto, latched onto my existing policy though?

[33 minutes 8 seconds][Agent] : And so if we can't make it into one policy, it would have to be a separate one. Do you not have a a different type of card or bank account details?

[33 minutes 13 seconds][Customer] : Yeah, not only. At the moment, that's the only problem.

[33 minutes 20 seconds][Agent] : I see. I can't do we already have your Amex card details?

[33 minutes 27 seconds][Customer] : Not my Amex card.

[33 minutes 29 seconds][Agent] : Oh, OK. So it's a must be a new one.

[33 minutes 42 seconds][Customer] : I I've got Anthony Blinc banking. Yeah, yeah.

[33 minutes 33 seconds][Agent] : What I can do and you don't have Internet banking, OK, I can take bank account details that way.

[33 minutes 51 seconds][Customer] : Yep. Nas fori S in that case, yeah.

[33 minutes 59 seconds][Agent] : Is the name on your bank account R Speer or Ryan Speer or

something else?

[34 minutes 7 seconds][Customer] : Let me just check. Just be under.

[34 minutes 29 seconds][Agent] : I don't have any updates. Uh, fits well.

[34 minutes 34 seconds][Customer] : Well, just be under.

[34 minutes 42 seconds][Agent] : OK, OK. And let me know when you've got the bank account ready. I'll get started on the paperwork so I can get sent out right after we finished this call.

[35 minutes 9 seconds][Customer] : OK, so what's the prices for this? Let me through that, please.

[35 minutes 14 seconds][Agent] : Uh, so the, basically I'll take your bank account number.

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

[35 minutes 17 seconds][Agent] : Uh, you read it out to me over the phone and then I'll ask you 4 questions and read you a small paragraph so that we can take care of that paperwork from you, uh, for you, from this side. And then it's just the decoration for the policy itself.

[35 minutes 28 seconds][Customer] : Oh yeah, yeah, yeah. No, that's where it is.

[35 minutes 37 seconds][Agent] : Yep, Yes, yes, yes, yes. OK, I'll read it back.

[35 minutes 33 seconds][Customer] : In that case, the bank account number is Details 03 0371 0218 746 024 Yep 025.

[36 minutes 1 seconds][Agent] : Uh, 0303710218746024 five. OK, thank you. Beautiful. Now just those four questions and the small paragraph. I just need a confident yes or no for each part.

[36 minutes 30 seconds][Customer] : Yes. No.

[36 minutes 24 seconds][Agent] : Number one, do you have authority to operate this bank account alone #2 do you need to jointly authorize debits #3 have you cancelled a direct debit authority for one choice? What's clinical life as the initiator and the last nine months on the account that you're providing?

[36 minutes 49 seconds][Customer] : No.

[36 minutes 50 seconds][Agent] : And #4 I'll confirm that you're happy to set up a direct debit authority without signing a form.

[36 minutes 57 seconds][Customer] : Yep.

[36 minutes 58 seconds][Agent] : Beautiful. And just your confirmation at the end of this paragraph. You agree. This authority is subject to the terms and conditions relating to the bank account provided and the specific direct debit terms and conditions that relate to this authority. You authorize your bank to allow political life as the initiator for one choice to direct debit this account in accordance with these terms and conditions.

[37 minutes 25 seconds][Customer] : Yes.

[37 minutes 26 seconds][Agent] : Beautiful, thank you. And we will also provide you with confirmation of that direct debit authority within the next 5 business days. I have one more declaration to go. Umm, you might remember it as the long one, but it goes over who we are as a company. There's a rehash on some of the features and what your coverage is, and there's also four more questions throughout where I'm asking for your understanding to what I would have just read you. But as always, if at any point you need me to stop and repeat anything, just let me know.

[37 minutes 59 seconds][Customer] : Yeah.

[37 minutes 59 seconds][Agent] : OK, Thank you. Brian Steer, it is important you understand the following information and we'll 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. Unchoice Income Protection insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited, whom I referred to as GSS, to issue and arrange this insurance on its behalf.

[38 minutes 35 seconds][Customer] : OK.

[38 minutes 32 seconds][Agent] : GSS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have provided to you is limited to assisting you to make a decision about whether One Choice Income Protection Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances. When providing this advice, we have not considered your specific financial needs or goals, or considered any other insurer's products or services. We have verified that you understand the cover and that you consider that the premiums are affordable. We will send you a copy of our Financial Advice Disclosure

Statement which sets out more information which can assist you to decide whether to act on any advice we provide. Can you please confirm that you understand and agree to this Yes or no? Thank you. The answer to the application questions and any related documents form the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing the application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure, Yes or no?

[39 minutes 25 seconds][Customer] : Yes, yes.

[39 minutes 53 seconds][Agent] : Thank you. By agreeing to this declaration, you can see it for being cons. I'm sorry. You can see it for being contacted by us in relation to other products and services. You can opt out at any time. By contacting us, you've agreed to take out a single one choice Income Protection insurance policy with the following cover. For Ryan's, there a monthly and short amount of \$3678 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 may be less than the monthly and short amount as your income benefit is limited to 75% of your average monthly income of the any 12 consecutive months during the two years before you suffered your disabling sickness for entry. The income benefit can also be reduced if you receive other disability payments or offsets from other sources. In addition to the standard exclusions contained within the policy document, the following exclusions apply for Ryan's Dear Income Protection benefit. No benefit will be payable under this policy due to any disease or disorder of or injury to either ear, including deafness or any complications of treatment. The cover expires on October 1st, 2062, 12:00 AM. Your premium for the first year of cover is \$33.88 per fortnight. Your premium is STEP, which means it will be calculated at each policy anniversary and which annually increase as you age. Your monthly benefit amount will also increase automatically by 3% each year and you can opt out of this. Included in your premium is an amount payable to GFS of the between 26% and 56% of each premium. Your premium will be deducted in accordance with the authority you have provided to us. I am based is right to Pinnacle with AB plus financial strength good and triple B minus assured credit rating with an

outlook of stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation will be sent to you via mail and if you have provided us with an e-mail address, we'll 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. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There is no refunds of premiums after the cooling off. OK, two more questions. Question number one, do you understand and agree with the declaration? I've just read you yes or no? Thank you. And #2 would you like any other information about the insurance right now or would you like me to read any part of the policy document to you right now, yes or no?

[42 minutes 38 seconds][Customer] : Yes, No, thank you.

[42 minutes 51 seconds][Agent] : All right, beautiful. You're very welcome. I'll get all your paperwork sent out and please, if you have any questions, give us a call back. But again, congratulations and welcome to the family. Now, is there anything else that I can do for you today?

[43 minutes 8 seconds][Customer] : No, no thank you.

[43 minutes 10 seconds][Agent] : All right, beautiful. Give us a call if anything changes, but please enjoy the rest of your day for me.

[43 minutes 9 seconds][Customer] : Yeah, Yeah, you too. Thanks. Cheers. Bye.

[43 minutes 17 seconds][Agent] : Thank you. Bye.