

[1 seconds][Customer] : Hello.

[2 seconds][Agent] : Good morning, Jodie. This is Praveen calling from real Insurance.

[9 seconds][Customer] : Oh, yeah.

[4 seconds][Agent] : I'm calling about some expression of interest left the line for some funeral insurance, just calling to assist you better with that.

[11 seconds][Customer] : Yep.

[11 seconds][Agent] : Yeah, thanks. So Jodie, just to help you further with that, I'm just going to need to confirm your full name and your date of birth.

[17 seconds][Customer] : Jadie Lynette James, the 13th of the 5th, 1981.

[21 seconds][Agent] : Beautiful, Thanks for that. And Please note all of our calls are recorded. Any advice I provided in general nature and may not be suitable to your situation. And Jodie, can I please confirm you are an Australian resident, please?

[32 seconds][Customer] : Yeah.

[33 seconds][Agent] : Beautiful. So Jodie, just so I can have a better understanding how it got you looking into the federal insurance, I'm new to it here, some cover place. What was the main reason you put through that inquiry?

[43 seconds][Customer] : The husband and I've been talking about it for a while.

[48 seconds][Agent] : Yeah. So, umm, you're new to the market and you don't have a cover in place.

[45 seconds][Customer] : We haven't had anything about it, no.

[52 seconds][Agent] : Beautiful. In that case, Jody, what I'll do is I'll go through the main features and benefits of our product and then, umm, we can go through some pricing together. So Jody, umm, our cover is designed to provide a cash benefit of up to \$15,000 to your loved ones when you pass away. They can use those funds not only for fuel, umm, funeral expenses, but also any other final expenses like unpaid bills. So, umm, when that time or that unfortunate time does come, you know, it's, it's not a protection for ourselves really. It's more of a protection for our loved ones just so they're not left with that financial burden of having to carry out your funeral and the final expenses and stuff like that. So did you have anyone in mind that Jodie, that you wanted to nominate as a

beneficiary to receive that money if the worst were to happen?

[1 minutes 32 seconds][Customer] : Yep, My husband. Yeah.

[1 minutes 41 seconds][Agent] : Yep. So you can definitely nominate your husband as a beneficiary.

In fact, you can nominate up to five beneficiaries to receive that nominated benefit amount. And if your death was due to an accident that Jodie, your chosen benefit amount will triple. So for example, if you went with the \$15,000 worth of cover in the event of an accidental death, it'll umm, triple to \$45,000 worth of cover.

[1 minutes 57 seconds][Customer] : OK, OK.

[2 minutes 6 seconds][Agent] : OK, umm, so it's easy to apply. There are no medical checks charity.

As long as you're an Australian resident aged between 40 and 79, your acceptance with us is guaranteed. And just so you know, Jody, if you wanna suffer an accidental serious injury such as quadriplegia or paraplegia before the policy anniversary following 7th, 74th birthday, the benefit amount will also triple in that case.

[2 minutes 17 seconds][Customer] : Yep, OK.

[2 minutes 31 seconds][Agent] : And Jody, for the 1st 12 months, you'll be called for accidental death and accidental serious injury. Only after the first 12 months, you'll be covered for death due to any cause. In addition, Jodie, I hope you never have to use this benefit, but it is there for, you know, the worst case scenario really. But there is a terminal illness benefit, which means after holding a policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or lesser lived by a medical practitioner, we can pay out the claim in full. Just help with medical expenses and stuff like that in that tough time, OK?

[3 minutes 2 seconds][Customer] : OK.

[3 minutes 3 seconds][Agent] : So Jody, you can choose cover between \$3000 up to \$15,000. And a few things to note there. Your premiums are designed to stay the same as you get older. And when you reach the age of 85, your premiums will cease. So you have nothing more to pay beyond that point. And you also automatically receive a 25% bonus cover, which will be applied to your benefit amount. And you can also find information about our premium structure on our website.

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

[3 minutes 28 seconds][Agent] : OK, Jodie, this cover also provides you with a early cash out option. So after you reach 85 years of age, you can choose to end your cover and we'll pay you 75% of the fuel insurance benefit. But did you have any other questions relating to the cover so far that Jodie?

[3 minutes 48 seconds][Customer] : No, not really. I've read a lot of it on before. I did it online.

[3 minutes 52 seconds][Agent] : Beautiful, beautiful. So in that case, we'll go through some pricing together.

[3 minutes 53 seconds][Customer] : Yeah, Yeah. So I wanted to actually get my husband on the same thing though, so I wanted to have it closer.

[4 minutes 1 seconds][Agent] : Yeah, I can definitely can do a joint policy with your husband on as well. So once we go into pricing, I'll add them on.

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

[4 minutes 8 seconds][Agent] : OK, just give me a second. Let's go into that pricing section. But before we go into pricing, let me just confirm the details I have down. I've got your address as 14 Fern St. Quirindi, NSW 2343. Correct.

[4 minutes 23 seconds][Customer] : Springdale, NSW, yeah, Yep, Yep.

[4 minutes 24 seconds][Agent] : Quirindi Beautiful and your e-mail was jonesjodi42@gmail.com beautiful. So let's go through some pricing together. So as I mentioned earlier that umm Jodi, umm, the level of cover ranges from \$3000 up to \$15,000. What level of cover did you wanna have a look at first?

[5 minutes 3 seconds][Customer] : Well, it's just being here and here anyway, isn't it? So I guess that's that's probably just the highest one.

[4 minutes 59 seconds][Agent] : The highest. No worries, we'll start at \$15,000. But let me umm, just get the basic details for your partner as well, just so I can add him on to the, umm, you know, the pricing. So what was your partner's date of birth there, Jodi?

[5 minutes 22 seconds][Customer] : Yeah, the 13th of the 3rd, 1980.

[5 minutes 29 seconds][Agent] : 13th of the 3rd, 1980. And what was your partner's first name

there?

[5 minutes 35 seconds][Customer] : Howard.

[5 minutes 37 seconds][Agent] : Allen Howard.

[5 minutes 38 seconds][Customer] : Howard HOWAR.

[5 minutes 41 seconds][Agent] : Howard. And I am assuming it's the same surname. Jones.

[5 minutes 40 seconds][Customer] : Yeah, yeah.

[5 minutes 47 seconds][Agent] : It's beautiful. And can I get his phone number please?

[5 minutes 53 seconds][Customer] : 0421629, Yep.

[5 minutes 55 seconds][Agent] : 0421 629 107 so 0421629107 correct.

[6 minutes 1 seconds][Customer] : 107, Yep.

[6 minutes 9 seconds][Agent] : Beautiful. And can I confirm he's a male Australian resident please?

Beautiful, thanks for that. So I'll copy, umm, I'll copy down the same address as yours, correct?

Beautiful. And I'll put him down as your husband. So I've added him on. Just give me a second. The computer's taking a while to load, and you wanted the \$15,000 worth of UMM cover for him as well.

[6 minutes 14 seconds][Customer] : Yes, yes, yes. Thanks.

[6 minutes 47 seconds][Agent] : No worries. So security for the \$15,000 worth of cover for you and your husband, you're looking at a fortnightly premium of \$52.64.

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

[7 minutes 3 seconds][Agent] : UMM, keeping in mind the level of cover does triple in the event of accidental death. And UMM, you also have a real reward attached to the policy that Jody. So following your first policy anniversary, Jody, we, we will refund you 10% of the premiums that you have paid in that time. And we also provide you with a free online legal will valued at \$160.00 with that policy. So if you and Howard haven't watched a will and all that sorted at the moment, you can do that easily with that safe rule that we provided provide and you can do that easily from home. OK.

[7 minutes 20 seconds][Customer] : OK, OK, perfect.

[7 minutes 36 seconds][Agent] : And how was that sounding in terms of affordability? What's that

sounding affordable to you?

[7 minutes 40 seconds][Customer] : Yeah, that's fine.

[7 minutes 42 seconds][Agent] : Beautiful. Umm, in that case, we'll continue on. Umm Jodie, I have to let you know that you may pay more in total premiums of the life of the policy than the benefit amount. 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'll not receive anything back unless and of course you're a little for and choose the early cash back offer. So Jodie, what I can do for you now, umm, if I can get you immediately covered over the phone today, I can send you all the policy docu. I will send you all the policy documents to review. This policy does give you a 30 day cooling off. So, and if at any point you decide this policy is not suitable for you and you cancel within the 30 days, then you'll rec receive a full refund of your premium unless a claim has been made to apply for this cover. Jody, you're not required to ma pay anything today. What we do is we enter your BSP and account number and we select a payment date of your choice. Are you happy to continue with that?

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

[8 minutes 39 seconds][Agent] : Beautiful. So let me just go into that section. My computer's taking forever today. Sorry about that. So when did you want that first payment date to go out, Jody?

[9 minutes 2 seconds][Customer] : So next Thursday will be fine?

[9 minutes 5 seconds][Agent] : Thursday the 9th of January.

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

[9 minutes 7 seconds][Agent] : Beautiful. I'll put it down. And what type of account was, umm, that Jody? Was it a savings or a check account? Savings. No worries.

[9 minutes 13 seconds][Customer] : Yes, saving 082807. Yep.

[9 minutes 16 seconds][Agent] : And when you're ready, can I get the BSP number 082807? Thanks for that. And was that with the National Australian Bank? Beautiful. And when you're ready, can I get the account number please 85779 3994. So it's the BSP number was 082807 with the National Australian Bank and the account number was 857793994. And what's the account name under your name?

[9 minutes 33 seconds][Customer] : 85779 3994 Yep, yeah, and H and Howard Jones the straight one.

[9 minutes 55 seconds][Agent] : Jodie Jones and Howard Jones, Let me add that on. And can I confirm you have authorization to debit from that account? Beautiful. Thanks for that. And I'll just confirm your e-mail again before we're done. It's Jones, jodie42@gmail.com. Correct? So your final step there, Jody, is for me to read you. Your declaration will take a few minutes. Umm, I believe there's a question in the middle and two at the end. So I'll read you a declaration. You just have to, umm, answer those questions at the end and umm, I, I'll go ahead and accept those, that declaration for you. Once we've, umm, I've accepted that for you. Umm, you'll get your umm, a copy sent to your e-mail today and umm in a few days you'll get the hard copy sent to your umm postal address.

[10 minutes 11 seconds][Customer] : Yes, yes, OK.

[10 minutes 51 seconds][Agent] : OK, so already your declaration it goes. Thank you. Jodie Jones, 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 fuel cover is issued by Hanover Life. Hanover Life Free of Australasia Limited, whom we refer to as Hanover Hanover, has an arrangement with Greenstone Financial Services, trading as real insurance, to issue this insurance on its behalf. Your answers to the application questions and any related documents form the basis of your contract of insurance and Hannah relies upon the accuracy of the information you have provided when assessing the application. Hannover has set 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. We make 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 with other Australian service providers for the purpose of administering your policy and or handling claims. Our Privacy Policy tells you more, including how to access and to information and lodge complaints about breaches of privacy. By agreeing to this declaration, you consent to be contacted by us in relation to

other products and services. You can opt out of this at any time. By contacting us. You have agreed to take out a joint real funeral cover with the following cover. Jody Jones is covered for \$15,000 in the event of death. In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit amount will triple. Howard Jones is covered for \$15,000 in the event of death. In the case where death is accidental or if Howard Jones suffers a defined accidental serious injury, the benefit amount will triple. Coverage for accidental death only for the first four 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 immediately and ends on the policy anniversary following the life insured 75th birthday. Once a Life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the chosen benefit amount. If you take up this early cash out option, you'll no longer have a right to claim under the policy for that life insured. This policy is an insurance policy and does not have a savings or investment component. You can end your cover anytime by contacting us. If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. If cover ends prior to age 85, no benefit is payable and there's 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'll not and you'll not be required to pay any further premiums. The bonus cover is not payable if the early cash up 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 We will pay the funeral benefit and bonus cover for the life insured. At this point, the total premium for your first year of cover is \$52.64 per fortnight. The premiums are level, which means they're designed to stay consistent year on year and will only change if you alter your cover or the insurer adjusted 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 premiums than the benefit amount over the life of the policy. Included in your premium is an amount payable to real insurance of between 34% and 54 and 54% calculated on a level basis over the life of the policy. Your premium will be debited from your nominated bank account in the name of Jody Jones and Howard Jones, 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 and this will include any legal notices we are required to provide you in writing. If you would prefer to receive these only via mail, you can update your communication preference at any time. The policy documentation, PDS and FSG 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. 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 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. Full details are available online and in the documentation we are sending you. So the final two questions, Jody, is do you understand and agree with the declaration, yes or no? Beautiful And would you like any other information or would you like me to read any part of the PDS to you? Yes or no? Beautiful. Thanks for that Jody. So I'll go ahead and accept that declaration for you.

[15 minutes 50 seconds][Customer] : Yes, yes, Yep.

[16 minutes 3 seconds][Agent] : Thank you for choosing real insurance to go ahead and you know, umm take out the policy with us and umm, I appreciate you taking the time to, you know, have a chat with us today about that. But did you want help with anything else today or was that all for today?

[16 minutes 18 seconds][Customer] : That's all. Thank you.

[16 minutes 20 seconds][Agent] : Thanks for that Jody. You have a good rest of your day and enjoy the new year.

[16 minutes 24 seconds][Customer] : You too. Thank you. Bye.

[16 minutes 25 seconds][Agent] : No worries, see us. Bye.

[16 minutes 27 seconds][Customer] : Bye.