

[2 seconds][Customer] : Hello.

[2 seconds][Agent] : Hi there, Lester. Hi, Lester. Good afternoon, Sir. My name is AJ. I'm calling in from Real Insurance. Let's say we received your expression of interest in regards to our income protection cover. I'm here to help you with that pricing information for you.

[15 seconds][Customer] : Yeah. Yeah. It's OK.

[18 seconds][Agent] : Am I speaking to Lester Mendoza?

[20 seconds][Customer] : Yes.

[21 seconds][Agent] : Thank you. Your date of birth, Javier, the 12th of the 6th, 1977.

[20 seconds][Customer] : Speaking, Yeah.

[28 seconds][Agent] : Yeah. And also confirming that you are a male and an Australian resident.

[26 seconds][Customer] : 12th June, Yeah, yes.

[33 seconds][Agent] : Thank you. Let's just please our calls are recorded. Any advice I provide is general in nature, may not be suitable to your situation. And let's thank you again for putting that inquiry. I specialize in the real income protection and real life insurance. I'll be happy to take you through the information and quotes and check your eligibility today so that I can get a bit of an understanding and help you a bit further today. Can I ask what initially had sparked your interest? Are you new to income protection or do you currently have some cover in place at the moment, Sir?

[51 seconds][Customer] : Yes, income protection because, yeah, I have my own EB now.

[1 minutes 7 seconds][Agent] : OK, beautiful. Uh, so you'll, what do you do for work at the moment? Sir? What are you, what are you doing for work at the moment? What is your occupation?

[1 minutes 12 seconds][Customer] : Sorry, Boilermaker Welder.

[1 minutes 19 seconds][Agent] : Oh, it's a hard job. OK, OK, good to hear. Have you been doing that for a long time?

[1 minutes 21 seconds][Customer] : Yeah, yeah, this is my brother and mother.

[1 minutes 27 seconds][Agent] : Yeah, you've been doing that for a long time. How many years have been working there? How long have you been working there as a Boilermaker? How long have you been a Boilermaker for? Oh, wow. So about over 20 years. Oh, that's good to hear.

[1 minutes 35 seconds][Customer] : On this on this new how long been been 2004 yeah yeah.

[1 minutes 54 seconds][Agent] : OK, not a problem. So have you ever had any income protection for yourself previously in the past or is this very it's only now? OK, you could, because you got an ABN now, right?

[2 minutes][Customer] : No, it's only now because I Yeah, Yep.

[2 minutes 5 seconds][Agent] : So you work for yourself.

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

[2 minutes 8 seconds][Agent] : OK, No, that's OK. Well, I'll, what I'll be doing is I'll explain to you how the income protection cover works. It's very easy to understand and apply for, but I'll be help you. I, I hope you understand it and if you have any questions you can certainly ask me.

[2 minutes 21 seconds][Customer] : Yep.

[2 minutes 20 seconds][Agent] : OK, uh, so basically let's, uh, here in real insurance, our income protection cover is designed to provide you with the monthly income benefit that's paid directly to you if you're unable to work due to a disabling sickness or injury and yourself for loss of income.

[2 minutes 37 seconds][Customer] : Yep.

[2 minutes 37 seconds][Agent] : It's, uh, designed, you know, to help cover your bills and living expenses if your salary is interrupted.

[2 minutes 43 seconds][Customer] : Mm, Hmm.

[2 minutes 43 seconds][Agent] : And you can apply if you work at least 15 hours per week and paid employment. OK.

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

[2 minutes 50 seconds][Agent] : Umm, at the moment, if you're unable to work, what do you mainly need to cover? What are the specific things you need to cover? Just yours? Is that your rental mortgage?

[2 minutes 59 seconds][Customer] : My mortgage.

[3 minutes][Agent] : Mm Hmm. Do you have family or children as well?

[3 minutes 2 seconds][Customer] : Yeah, Yeah. I have three children, but I have one dependent.

Yeah, yes, I yes, I have.

[3 minutes 8 seconds][Agent] : One dependent on there OK and do you have a wife or partner as well that protects like OK, does your partner work or is it you're the only one working?

[3 minutes 17 seconds][Customer] : At the moment, I'm the only one working because she's still, she's still on taking this course. Her course.

[3 minutes 27 seconds][Agent] : OK OK, so This is why you're looking at income protection. So you know, just in case if something happens and you begin to cover the bills because you're the only one working.

[3 minutes 34 seconds][Customer] : Yeah, yes.

[3 minutes 35 seconds][Agent] : OK, so understood. So I understand where you come from. You know, I have, I'm a father of two as well. So totally understand, you know, how, what it takes to support a family. So it's great to see that, you know, you're doing this, uh, for your, you know, family's Peace of Mind.

[3 minutes 45 seconds][Customer] : Yeah, Yep.

[3 minutes 50 seconds][Agent] : So I just wanna mention, uh, let's do that.

[4 minutes][Customer] : Mm. Hmm.

[3 minutes 53 seconds][Agent] : You know, we offer here in real insurance an income benefit of up to 70% of your monthly pre tax income from \$1000 up to a maximum of \$15,000.

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

[4 minutes 4 seconds][Agent] : Uh, it's easy to apply for.

[4 minutes 10 seconds][Customer] : Hmm. Mm.

[4 minutes 5 seconds][Agent] : We just ask you some health and lifestyle questions and a duties based questionnaire over the phone to see if you are approved and if so, in what terms we can offer you the cover.

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

[4 minutes 14 seconds][Agent] : OK. Once the cover's in place, it will cover you until your policy anniversary following your 65th birthday.

[4 minutes 22 seconds][Customer] : Mm hmm.

[4 minutes 22 seconds][Agent] : And keep in mind that there are some exclusions that applies outline in the PDS and also keep in mind that the premiums for income protection are generally tax deductible, which can make it even more cost effective for you as well. OK.

[4 minutes 36 seconds][Customer] : Yeah, that's great.

[4 minutes 37 seconds][Agent] : Do you have any questions for me on that so far? Yeah, what questions?

[4 minutes 37 seconds][Customer] : Yeah, yes, because I, I already applied for different company and, uh, they did not accept my application because, uh, I'm a diabetic and, uh, they talked to me about that and it's holding me. I have my doctor, I have, uh, everything you can call my doctor. That's my, uh, uh, yeah.

[5 minutes][Agent] : OK.

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

[5 minutes 1 seconds][Agent] : No, that's fine.

[5 minutes 1 seconds][Customer] : Hmm. Mm.

[5 minutes 1 seconds][Agent] : Our policy should've, it should've be O, it should be OK with diabetes.

[5 minutes 9 seconds][Customer] : OK.

[5 minutes 5 seconds][Agent] : You probably would just get an exclusion for diabetes, but we can still cover you, OK? Uh, so yeah, we'll go to the questions and then once the questions are done, I can tell you what's covered and what's not covered on your policy.

[5 minutes 17 seconds][Customer] : Yeah, OK.

[5 minutes 17 seconds][Agent] : OK, now let's go through your first set of questions, your duties based questions. It just states here, umm, I need to ask you some questions regarding your duties at work. So it's easier. Before answering any of our questions, it is important that you're aware of your duty to answer all our questions accurately and honestly.

[5 minutes 35 seconds][Customer] : Mm, hmm.

[5 minutes 35 seconds][Agent] : Failure to do so, it could impact your covert claims time. So first question is, do you work 15 hours or more per week? Yes or no?

[5 minutes 45 seconds][Customer] : Yeah, I'm working now about 70 hours a week.

[5 minutes 48 seconds][Agent] : So, yeah, that's OK. So I'll leave that as a yes for you then. OK.

[5 minutes 51 seconds][Customer] : Yeah.

[5 minutes 52 seconds][Agent] : Next one is, 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, yes or no? OK. So majority of the time, are you indoors or outdoors?

[6 minutes 4 seconds][Customer] : Umm, I don't know how to answer that because most of the time I'm in the workshop, sometimes I also own on field to do some servicing something like that indoors.

[6 minutes 18 seconds][Agent] : No, they're not gonna leave that as yes for you. OK. Next one is, are you required to perform any physical duties?

[6 minutes 19 seconds][Customer] : Yeah, Yeah, most of the time.

[6 minutes 24 seconds][Agent] : Uh, most of the time, Yeah, Yeah, that's right. So I'll leave it as yes. And next one is, do you perform heavy physical duties, use heavy machinery or drive a vehicle? Uh, next one, are you qualified skilled or semi skilled or hold the required licenses to perform your role? Thank you. So I'll leave that as a yes, that's OK.

[6 minutes 26 seconds][Customer] : We should tell you this year, yes, Yes, I have a fully licensed, yeah.

[6 minutes 48 seconds][Agent] : Next one. Do you work in any of the following fields? Aviation as a pilot or crew, entertainment or sporting industry, Air Force, army, armed forces. So do you handle explosives? Thank you. Next one, do you regularly work underground or underwater? Look at heights above 10 meters, work offshore, carry a firearm or drive long haul.

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

[7 minutes 13 seconds][Agent] : Thank you. Next one. Have you had a cigarette in the last 12 months?

[7 minutes 17 seconds][Customer] : Yes, Sir. Yes Sir.

[7 minutes 19 seconds][Agent] : Cigarette. Yeah, that's fine. And are you currently employed or self-employed?

[7 minutes 18 seconds][Customer] : You're self-employed. Mm Hmm.

[7 minutes 25 seconds][Agent] : Thank you for that. And uh, to help determine, uh, how much cover we can offer you, I'll provide you now with the definition of pre tax income. So being self-employed, 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. This is the amount of the business would otherwise cease earning in the event you're unable to work due to a disability. So can I ask you, what is your annual pre tax income? How much do you make per year before tax?

[8 minutes][Customer] : I just started this one, so I don't know yet, but my previous or when I was working, it's 205. I just put the 190 just to be sure.

[8 minutes 8 seconds][Agent] : And OK, so you happen to leave it as 205,000 per year, 109, OK, so \$190,000 as your annual income before tax. So that's based off ho how how long have you been doing your current occupation for as a Boilermaker? You said 20 years right? And you've just started as a under an ABN.

[8 minutes 19 seconds][Customer] : Yeah, yes, yes, yes.

[8 minutes 34 seconds][Agent] : So how long have you been doing under ABN for?

[8 minutes 39 seconds][Customer] : It started today, Monday.

[8 minutes 41 seconds][Agent] : Oh, OK, OK. Umm, give me one. Let me just double check this one for you. Would you mind if I pop you in a quick hold?

[8 minutes 42 seconds][Customer] : Yeah, yeah, yeah, yeah. No worries.

[8 minutes 49 seconds][Agent] : OK, I'll just double check one second. Alright, thank you so much for holding the list, Sir. Yeah, so we can based it on the last 12 months of what you've been earning as a boiler makeup. So what would uh, what were you earning in the last 12 months, Sir?

[9 minutes 35 seconds][Customer] : Yep, Yep, sorry. Come again.

[9 minutes 47 seconds][Agent] : What were you, what is your annual income before tax based of

your last 12 months of your annual pre tax income? So what is your earning in the last 12 months?

Yeah, yeah. Annual income before tax. Yeah.

[9 minutes 59 seconds][Customer] : My annual Yeah, before tax. Yeah, it's 205 last year.

[10 minutes 5 seconds][Agent] : 205,000. Yeah. Yeah. Perfect. Thank you. That's fine then. So based off your duties less that and your income, you can select the monthly benefit amount from \$1000 up to a maximum of \$11,958. OK, so the amount that you choose here is the amount that we would pay you per month if you're unable to work due to a disabling sickness or injury and you suffer a loss of income. So to help support, you know your family, cover the mortgage, cover all your necessary things per month. How much do you need on your income protection 10,000? Yeah, you can do that, not a problem. Now the next one is the waiting period and the benefit. On your policy. Now you have to choose this one 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. You can choose 30 days or 90 days. Please keep in mind that the income benefit is paid monthly in arrears. This means if you choose a 30 day waiting, your first payment would be 60 days after your first eligible to claim. So if you got 90 days, your first payment would be 120 days after your first eligible to claim. 90 days is a cheaper option, but which, which waiting period would you like to select? 30 days or 90 days? Good. Now the next one Sir, is the benefit. That you can choose. The benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. You can choose six months, one year, two years or five years, six months being the cheapest one. Which one would you like to select there? Sure.

[10 minutes 37 seconds][Customer] : I can get 10 grand a month, 30 if it's six months. How? How much per month on that one?

[11 minutes 47 seconds][Agent] : So I'll have to select that first and then go to the questions and then at the end of the next questions, I can tell you the final terms and price, OK. And then you can come back and change the monthly, the benefit amount or so the the one year. So I'll leave it at that. If you wanna change that, you can still change it after the application is done, OK? Now any, any of the 10,000 you've chosen 30 days in one year, the one you've chosen, you can still adjust

that. I'll just leave it at that for now. OK, now go to the questions. Uh, just gonna read out a quick statement and update your address. Also, what is your post code please in Washington 6056 and which suburbs you reside in?

[11 minutes 57 seconds][Customer] : Yeah, can do one year, yeah yeah, 66056 mid rail.

[12 minutes 27 seconds][Agent] : Midvale. Umm, sorry. Midvale. Yeah. And your address there please. Yeah.

[12 minutes 30 seconds][Customer] : Yeah, 25 Allardice Rd. Midvale 6056.

[12 minutes 37 seconds][Agent] : How do you spell that one? No, the alla di alla. Yep. Yep.

[12 minutes 40 seconds][Customer] : What the Midvale A Yeah, a double LARDICE.

[12 minutes 49 seconds][Agent] : Oh, Yep, Yep. Got it here. Thank you. And is your home address the same as your postal address?

[12 minutes 54 seconds][Customer] : Yes, the same.

[12 minutes 55 seconds][Agent] : OK, thank you. And your e-mail is weldwfirstclass145@gmail.com. Your phone number 0458888479.

[13 minutes 4 seconds][Customer] : Yes, yes.

[13 minutes 10 seconds][Agent] : OK thank you. I'm gonna read out a quick statement now it's easier. Please be aware all calls are recorded for quality and monitoring purposes. Any advice I provide this general nature may not be suitable to your situation. We collect your personal information to provide insurance quotes issue covering of the related services. We will share this with your insurer and may share 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 proceeding, you understand you're applying to purchase umm, uh, sorry. By proce proceeding uh sorry. By proceeding, you understand that you're applying to purchase an Income Protection policy, and as such, you have a duty to take reasonable care to 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 discussion actions you've had. 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, decline a claim or make adjustments to the terms and conditions of your policy.

Do you understand and agree to your duty? Just to clear, yes or no, please.

[14 minutes 27 seconds][Customer] : Yes.

[14 minutes 28 seconds][Agent] : Thank you. So the first question I have here is a COVID question. It says here, 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? Thank you. Next one is are you a citizen or a permanent resident of Australia or New Zealand? Currently residing in Australia?

[14 minutes 36 seconds][Customer] : No, no, I'm a Australian citizen.

[14 minutes 56 seconds][Agent] : Thank you. So I'll leave that as a yes for you. So you're an Australian citizen currently residing in Australia.

[14 minutes 58 seconds][Customer] : Yes, yes.

[15 minutes 1 seconds][Agent] : Thank you. Next one is does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? Next one, are you A employed or B self-employed? So you already answered this one. So it's B self-employed. And next one, do you own a business or are you a contractor?

[15 minutes 10 seconds][Customer] : No, yes, yes, our own business.

[15 minutes 22 seconds][Agent] : Which one business owner or contractor business or OK, thank you. Next one, have you been in your current business for at least 12 months?

[15 minutes 29 seconds][Customer] : Yeah, yes, yeah, yes, that.

[15 minutes 34 seconds][Agent] : And so your business so you just started so that so this one is saying have you been in your current business for at least 12 months? No, because you just started on Monday, right? Your business.

[15 minutes 44 seconds][Customer] : No, no, Yeah. Tricky question.

[15 minutes 50 seconds][Agent] : Yeah. Yeah, that's OK. That's why I need to double check for, you

know, that's OK. Next one is if you were to become disabled and unable to work, would your business continue to generate income for more than 60 days?

[15 minutes 53 seconds][Customer] : Yeah, yes.

[16 minutes 5 seconds][Agent] : Yep. OK. And next one, do you have a second occupation that generates taxable income? And next one, have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration?

[16 minutes 10 seconds][Customer] : No, no.

[16 minutes 20 seconds][Agent] : And next section is in relation to your height and weight. Please be aware that I'm 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 the approximate figures, words or height and weight ranges. What is your exact height in centimeters or feet and inches, please?

[16 minutes 38 seconds][Customer] : 173 yes.

[16 minutes 41 seconds][Agent] : Centimeters, Yeah, thank you. And what is your exact weight in kilograms, pounds or stones?

[16 minutes 47 seconds][Customer] : 77 kilograms.

[16 minutes 49 seconds][Agent] : Thank you. And 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 high risk category for contracting HIV which causes AIDS? And do you have definite plans to travel or reside outside of Australia such as booked or will be booking travel within the next 12 months?

[16 minutes 56 seconds][Customer] : No, no, no, no.

[17 minutes 16 seconds][Agent] : Do you have existing income protection cover and have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following cancer, tumor, mole, or cyst, including skin cancer, sunspots, Melanoma, or leukemia? Have you ever had an abnormal PSA test or an enlarged prostate?

[17 minutes 37 seconds][Customer] : No, no, no, no.

[17 minutes 44 seconds][Agent] : Stroke, chest pain, palpitations or heart conditions such as but not

limited to heart attack and angina or high blood pressure, high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting, Diabetes, raise blood sugar, impaired glucose tolerance or impaired fasting glucose.

[18 minutes 11 seconds][Customer] : Yes, I do.

[18 minutes 8 seconds][Agent] : Type one or type 2 diabetes and next question? Hepatitis or any disorder of the liver, stomach, bowel, gallbladder or pancreas. Epilepsy, motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Anxiety, depression, or stress requiring medical treatment or any other mental health disorder.

[18 minutes 20 seconds][Customer] : No, no, no.

[18 minutes 37 seconds][Agent] : Any illegal 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 the respiratory disorder, excluding childhood asthma. Back 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.

[18 minutes 44 seconds][Customer] : No, no, no, no, no, no, no, no, no, no, no.

[19 minutes 19 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses, 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? 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? And other than what you've already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury? Thank you, nearly done. The next one is, 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 adenomatous polyposis? And next one to the best of your knowledge of any of

your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60.

[19 minutes 25 seconds][Customer] : No, no, no, no, no, no, no.

[20 minutes 34 seconds][Agent] : And last question is other than one off events 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, upsailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity? OK, thank you Lisa. So that was your last question and we have an outcome for you now. So be bear with me one moment while this just loads. OK, beautiful. Let's start. So your application, congratulations. So let's say your application has been approved with the below terms for your policy.

[20 minutes 55 seconds][Customer] : No, Yeah.

[21 minutes 18 seconds][Agent] : OK, so it says the application is approved with the below terms, the maximum benefit amount and benefit period. Now that we can offer you based off your responses, it's \$5000 in two years due to diabetes.

[21 minutes 31 seconds][Customer] : Hmm. Mm.

[21 minutes 31 seconds][Agent] : There's been exclusions applied also, so they're due to disclosure of the self-employed pre disability income. The pre disability income for any claim within the 1st 12 months of you being a self-employed person will be the average monthly income generated by the relevant business or practice due to personal work, uh, activity efforts or activities less your share of necessarily incurred business expenses from the time of becoming a self-employed person to the date of total disable, uh, disablement. Next, uh, you also based off your D disclosure of yourself employed business continuity, their income protection benefit will be reduced. Uh, so there's been an exclusion also based off your disclosure to the question for self-employed business continuity, the income protection benefit will be reduced by any income you receive or entitled to receive from any business you have an interest in subsequent to the disablement date. This adjustment will only apply with the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre

disability income.

[22 minutes 32 seconds][Customer] : Mm, hmm.

[22 minutes 32 seconds][Agent] : Also due to your disclosure of your diabetes question, no benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from diabetes type one or two, including any disease or disorder of the cardiovascular, cerebrovascular or peripheral vascular system and also due to your diabetes has been a premium adjustment being made as well. OK.

[22 minutes 56 seconds][Customer] : Mm hmm.

[22 minutes 57 seconds][Agent] : Now in reference to the amount of cover that's offered now, so the maximum we can offer you, the monthly benefit amount is \$5000. If you wanna keep it at 30 days in one year, then the monthly premium on this amount list that would work out to be \$248.29 per month.

[23 minutes 17 seconds][Customer] : Mm hmm.

[23 minutes 18 seconds][Agent] : Now you also get a cash back. So here in real insurance, as a thank you for being with us for a whole year, we also refund you 10%. So it's called a real rewards. Basically after the first policy anniversary day, we will refund you \$297.95. OK, Included in your policy is a RE Sorry. Included in your policy is a rehabilitation benefit as well, along with the final expenses benefit which pays \$10,000 in the event that you pass away to assist with the funeral costs while the final expense.

[23 minutes 32 seconds][Customer] : Mm, hmm, mm, hmm.

[23 minutes 49 seconds][Agent] : OK, when you look at the cover there that we can offer you now, how do you find that? Do you feel like that's suitable for your situation? Is that OK for you?

[24 minutes][Customer] : Yeah, yeah, it will do.

[23 minutes 56 seconds][Agent] : It will do. OK, Beautiful. So in terms of how the California premiums are called, just wanna explain and give you an example as well. So you keep in mind your premium is stepped, which means it will generally increase each year as you age. You can also find information about a premium structure on our website and I'll show you an example. So Le, let's say

it says you as an indication, if you make no changes to the policy, your premium next year will be \$269.79 per month. OK, Do you understand that? OK, beautiful. So what we normally do for you now let's start is I will send you all your policy documents and send it to your e-mail and to your postal address. You don't actually need to start paying anything for the insurance today. We do start it cover immediately today, but we just nominate with your payment date and a payment method on your first payment date that you choose. We also apply for you a 30 day calling off. So if you decide this policy is not suitable for you, you can simply call back and apply that change or even apply to cancel your policy. If you do apply to cancel, you do get a full refund back unless the claim has been made.

[24 minutes 30 seconds][Customer] : Yeah, yeah, yeah. OK.

[25 minutes 6 seconds][Agent] : OK, you can choose a day that works best for you. What day would you like to nominate as a pay first payment date for your income protection cover? Sir, you can choose any day in the next 30 days.

[25 minutes 15 seconds][Customer] : Just for next month or OK?

[25 minutes 19 seconds][Agent] : So which day would you like to put it on? 6th? Yeah, I'll just check for you. So 6th is falling on a Monday. Yeah, I can do that. That's not a problem. Another payment method. Did you wanna use a Visa MasterCard or a BSB account number, Sir? And is it just under your name? Lester Mendoza? Is it under just your name? Lester Mendoza? The account name? Yeah. And what is the BSB number first, please, Sir. Yeah.

[25 minutes 28 seconds][Customer] : Probably every six Monday BSB account, Sorry 016363.

[26 minutes 9 seconds][Agent] : 016363 and that's ANZ Bank and the account number there, Yeah. And the account number there, yeah. OK, Thank you. And that's again a savings account, CSP 016363 ANZ bank account number 291123843 and the uh, and the account name list the members. Is that all correct? OK, thank you. So I'm just gonna read out a declaration for you now. Let's, uh, at the end of the declaration, I'll, I'll ask you 2 questions and there'll be, so there'll be one question in the middle and two at the very end. And then I'll provide you with your policy number and my contact number as well. OK.

[26 minutes 14 seconds][Customer] : Yes, 2911, 23843, Yes, yes.

[26 minutes 57 seconds][Agent] : Uh, so I just read here. Thank you. Mr. Lester Mendoza, it is important you understand the following information. I'll ask 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 Library of Australase Limited and we will refer to as Handover. Handover 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. Handover relies upon the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. Handover has set a target market, uh, determination. Umm, sorry. Handover 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. 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?

[27 minutes 56 seconds][Customer] : Yes.

[27 minutes 57 seconds][Agent] : Thank you. We may from time to time provide office to you via the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you consent 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 provides the following insurance cover for Lester Mendoza. Monthly and short amount of \$5000 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the event of a claim, maybe less than a monthly and short amount as your income benefit is limited to 70% of the 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 pay to your beneficiaries if you pass away while your policy is in place.

[28 minutes 47 seconds][Customer] : Before I go.

[28 minutes 48 seconds][Agent] : In addition to the standard exclusions contained in the PDF, the following exclusion supply Celesta Mendoza income protection benefit. The pre disability income for any claim within the 1st 12 months of you being a self-employed person will be the average, umm, uh, sorry monthly income generated by the relevant business or practice due to your personal work efforts or activities less your share of necessarily incurred business expenses from the time of becoming a self-employed person to the date of total uh, disablement. So that's the Mendoza income protection benefit. The Income Protection Benefit will be reduced by any income you receive or entitled to receive from any business you have any interest in subsequent to the disabled mandate. This adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. Unless the Mendoza Income Protection Benefit. No benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from diabetes type one or two, including any disease or disorder of the cardiovascular, cerebral, vascular or peripheral vascular system. By going to this declaration, 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 in Jan six, 2043 at 12:00 AM. Your premium for your first year of cover is \$248.29 per month. 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, uh, sorry, included in your premiums and demand payable by handover to GFS of between 37% and 51% to cover costs. Your premium will be debited from the nominated bank account in the name of Lester Mendoza which authorized to debit from and if provided to us. 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've lodged a claim. There is 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. I've got 2 questions for you now. So first question is do you understand and agree with the declaration, yes or no? And would you like any other information or would you like me to read any part of the PDS to you, yes or no?

[31 minutes 25 seconds][Customer] : Yes, just send it by e-mail.

[31 minutes 34 seconds][Agent] : Yeah. So you will get a e-mail copy and the hard copy. So the e-mail copy would around now just also accept this generally within 10 to 15 minutes and a hard copy be post, uh, generally within two to five business days with your policy documents and your beneficiary forms sent to your postal address that you've given me there as well. OK. Uh, so at the moment it just says here, would you like any other information, uh, or would you like me to read any part of the PDF to you, Yes or no?

[31 minutes 42 seconds][Customer] : Yes, yes, yes.

[32 minutes 1 seconds][Agent] : Yeah. What's further information would you like from me at the moment, please? Yeah.

[32 minutes 13 seconds][Customer] : Just for example, I just had an accident when I was it File it. How many weeks should I wait?

[32 minutes 24 seconds][Agent] : Yeah, so good question. So with your, once you get it, for example, if you were to get into an accident, as soon as that happens, give us a ring and, uh, make a claim on your policy.

[32 minutes 34 seconds][Customer] : Yeah, 30.

[32 minutes 33 seconds][Agent] : OK, Umm, you, you have chosen a 30 day waiting period on your policy.

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

[32 minutes 37 seconds][Agent] : So yeah. So once you make the claim for the 1st 30 days, that's your non payment period. And then your first payment of \$5000 will arrive at the end of the next 30 days. You have to wait basically 60 days to receive your first payment. And let's say if you're out of

work for one year, the maximum you've got a benefit. On here is one year, so the maximum we can pay you that 5000 per month is up to one year.

[32 minutes 37 seconds][Customer] : OK, No, OK, Alright, yeah. All good.

[32 minutes 59 seconds][Agent] : OK, so beautiful. I'll repeat this question now it says would you like any other information or would you like me to read any part of the PDS to you? Yes or no?

[33 minutes 8 seconds][Customer] : No.

[33 minutes 9 seconds][Agent] : OK, thank you, Les. So I'll accept that for you now, uh, your first payment you've chosen for the 6th of January 2025 monthly. OK, I'll give you a policy number as well. Umm, bear with me one second and remember you get back \$297.95 given back to you after the first year after the first policy anniversary days. So that's the cash back to you \$297.95.

[33 minutes 17 seconds][Customer] : Yeah, yeah. OK.

[33 minutes 36 seconds][Agent] : OK, your policy number give this to you now.

[33 minutes 44 seconds][Customer] : Yeah. Yeah, yeah, yeah, yeah. Thanks. Yeah.

[33 minutes 40 seconds][Agent] : That is 723, 000 359 and my number, my contact number for you is 1/3 hundred 385 S 1-3 hundred 385792 792. Yeah, at the end.

[34 minutes 8 seconds][Customer] : OK, 792, Yeah. OK.

[34 minutes 13 seconds][Agent] : OK, so that's all done for now. Lester, my name is AJ from Real Insurance. So again, you're gonna get a e-mail copy sent to your e-mail address shortly. So just double check that hard copy arrived generally within two to five business days with your policy documents and your beneficiary forms. Also check that, make sure everything's correct and you're happy with that. If you're happy to continue and just remember to fill out the beneficiary forms you get in the hard copy, you can either post that back to us, fill, fill that and post it back to us, or you can give us a ring and apply to do the beneficiaries over the phone as well if you wish.

[34 minutes 36 seconds][Customer] : Yeah, yeah, OK. Yeah.

[34 minutes 42 seconds][Agent] : OK, any questions? Give that number ring. We're here in NSW, so we're available Monday to Friday, 8:00 AM to 8:00 PM NSW time. So at the moment it's 5:00. So we finish at 8:00 our time. OK.

[34 minutes 49 seconds][Customer] : Yeah, Yeah. OK. Yeah, OK.

[34 minutes 53 seconds][Agent] : So basically at 5:00 your time, we will close at the moment in the daylight savings. OK, Yes, 8:00 PM is when we finish. Uh, but yeah, if you have any questions, give me a call back. That's all done for you, Lester. Thank you again for choosing real insurance. Was there anything else I can do for you today or is that all sounding clear for you?

[35 minutes 9 seconds][Customer] : Alright. Thank you very much.

[35 minutes 11 seconds][Agent] : OK, Thank you, Leslie, you have a good day. OK, Take care.

[35 minutes 13 seconds][Customer] : You too. Yeah. Bye.

[35 minutes 14 seconds][Agent] : OK, Bye. Bye.