

[3 seconds][Agent] : Hello, good morning there Kylie, this is Charmaine. I'm calling you from Chooser Insurance. That is in regards to the funeral insurance inquiry that you have made online. How are you doing this morning Kylie?

[0 seconds][Customer] : Oh yeah, I'm alright. I'm actually at work at the moment, but I can still talk.

[18 seconds][Agent] : OK, I'll be nice and quick. So Kylie, the reason for my call today is to run you through in terms of how the funeral insurance will work for you. I'll explain the cover and also bring up some pricing. You let me know which cover is sounding suitable for yourself. Umm can I quickly confirm that I'm speaking with Mrs. Kylie Wilson?

[19 seconds][Customer] : Yeah, yeah, yeah, yeah, that's correct.

[38 seconds][Agent] : Thank you. And the date of birth is ninth of the 12th, 1984.

[41 seconds][Customer] : Yep, that's correct.

[43 seconds][Agent] : Perfect. And I got you as a female and Australian resident, that is correct too.

[47 seconds][Customer] : Yeah, that's correct.

[48 seconds][Agent] : Thank you. A friendly reminder to you kindly that all of our calls are recorded. Any advice that I do provide, it is generally nature and it may not be suitable to your situation.

[58 seconds][Customer] : OK.

[58 seconds][Agent] : OK kindly, just a quick question, have you ever looked into general insurance in the past? Oh, so that you don't have a policy in place at the moment for a funeral?

[59 seconds][Customer] : Yeah, I have, but apparently I was too young, so no, I don't.

[1 minutes 12 seconds][Agent] : Thank you. That's OK. What has made you to look into the insurance?

[1 minutes 16 seconds][Customer] : Can I be honest? I lost my stepson last year and we are still struggling to pay his funeral. Yeah.

[1 minutes 23 seconds][Agent] : I'm so sorry to hear about your, uh, son.

[1 minutes 25 seconds][Customer] : And I just think that it's crazy that they won't allow us to do it earlier. He was only 31 when he passed.

[1 minutes 31 seconds][Agent] : Oh, OK.

[1 minutes 30 seconds][Customer] : So yeah.

[1 minutes 32 seconds][Agent] : Alright, so you just in your situation, you don't want to put the same button to the family if anything happens to you?

[1 minutes 37 seconds][Customer] : Yeah, I'd much rather no one have to pay my stuff for me. Yeah.

[1 minutes 41 seconds][Agent] : Yeah, I completely understand. So Kylie, the policy is designed to do that for you as well, OK. It is designed to provide a cash benefit to the to the family through a lump sum payment when you pass away. And they can use the money not just for the funeral cost though, but also if you leave behind any other final expenses such as unpaid bill, medical bills, they can also use that money to pay those expenses off. OK.

[1 minutes 53 seconds][Customer] : Yeah, OK.

[2 minutes 7 seconds][Agent] : And the cash benefit of Ma'am Carly, you can apply from \$3000 goes up to \$15,000. OK.

[2 minutes 13 seconds][Customer] : Yeah, I'll do it. I already put in for the 15,000. That's what I wanted to do. It cost us 10.

[2 minutes 18 seconds][Agent] : Yeah, that's, yeah, I could see that you put down for 15 as well.

[2 minutes 19 seconds][Customer] : It cost us 10 to do our assumption or say Yep, Yep.

[2 minutes 25 seconds][Agent] : For example, if your funeral might cost your family say \$10,000, the remaining \$5000, if they want, they can put up use that money to pay other expenses as well or they can put back into their savings account. Wouldn't tell them what to do with the money. It's entirely up to them, OK? And as a policy owner, kindly you can choose your own beneficiary. You can apply umm, you can nominate up to five beneficiaries in the beneficiary form.

[2 minutes 41 seconds][Customer] : OK, Yeah. Pardon me.

[2 minutes 51 seconds][Agent] : Umm, bless you. And they will be receiving their nominated benefit amount.

[2 minutes 57 seconds][Customer] : Yeah. Yeah.

[2 minutes 56 seconds][Agent] : OK, so have you got anyone in in mind currently who's gonna look after funeral?

[3 minutes 1 seconds][Customer] : Yeah. Yeah, I know.

[3 minutes 2 seconds][Agent] : OK, OK, beautiful. So what I'll do I'll quickly take you through umm Tuesday. Like what we do here? We are a comparison service kindly what we do, we compare for for yourself from from multiple brands that we work with.

[3 minutes 15 seconds][Customer] : Yeah.

[3 minutes 15 seconds][Agent] : You let me know which which policies coming suitable and affordable to yourself.

[3 minutes 19 seconds][Customer] : OK.

[3 minutes 18 seconds][Agent] : OK, so we work with Australian seniors insurance, we work with real insurance and we also work with Guardian Funeral insurance.

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

[3 minutes 26 seconds][Agent] : We've got three different brands to compare, but having said that kindly, we don't compare all expects of products available in the market. We are a related company to Brainstorm Financial Services who distribute and administer the brands I can arrange today. Each product has different features, so it's important to consider this in combination with the price and the PDF before making a decision to purchase. OK, So kindly I put down as a \$15,000 as you requested. I still coming up with the pricing. What I'll do I'll quickly run is for some of the key points. OK, One of the benefits, uh, benefits you have with the policy, regardless of which brand you go ahead with their benefits and the features exactly the same. So one of the benefit is called an accidental death benefit. It means that if you pass away due to an accidental reason, Kylie, the \$15,000 will will come back to \$45,000. OK.

[3 minutes 50 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah, yeah, yeah.

[4 minutes 21 seconds][Agent] : And the second benefit you do have is called an accidental CS injury. So the accidental CS injury means that if you were to suffer an accidental CS injury such as if you become quantaplagic or paraplagic before the policy anniversary following your 75th birthday, the benefit amount, it does also get triple as well, kindly. So that \$15,000 will convert to \$45,000 and that amount you can utilize to us through medical costs, OK. In terms of the application process,

kindly we make it very nice and easy. If the policy does sounding affordable to yourself, we help you to get the policy organized for you. There are no medical checks you do have to go through the acceptance is guaranteed if you are an Australian resident and age between 40 and 79, OK.

[4 minutes 44 seconds][Customer] : Yep, Yep, Yep.

[5 minutes 11 seconds][Agent] : And I did check those two with you today.

[5 minutes 15 seconds][Customer] : Yeah, Excellent.

[5 minutes 13 seconds][Agent] : You are eligible to check out the policy OK and perfect.

[5 minutes 25 seconds][Customer] : Yep.

[5 minutes 17 seconds][Agent] : So Kylie, for the 1st 12 months you are cover against accidental death and accidental serious injury only after 12 months it covers death due to any cause OK. In addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were fast diagnosed with a terminal illness with 12 months or less to leave by a medical practitioner, Kylie, we're gonna pay you the \$15,000 a man while you're still alive so you can utilize that money towards your medical cost to receive the best care possible. OK. But having having said that Kylie, no could not. I do hope you never have to suffer any terminal illness in your life. But just to let you know about that option. OK. Umm, So Kylie, what I'll do now? Bring up the pricing for yourself. But have you understood me clearly so far?

[5 minutes 30 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah, yeah, yeah.

[6 minutes 9 seconds][Agent] : OK, beautiful. So for the \$15,000 policy, one of the brand is coming slightly cost effective. There is few sensitive for any pricing. So really sure they're coming up at \$224.12 a fortnight.

[6 minutes 21 seconds][Customer] : Yep, that's excellent. I'll just do them.

[6 minutes 25 seconds][Agent] : Perfect, perfect. And a couple of things to note Carly as well, I'll quickly run you through that. Your premiums are level, which means your premiums are designed to stay the same as you get older.

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

[6 minutes 36 seconds][Agent] : And you can also find information about our premium instructor on

our website too. And Kylie, one of the option you have when you turn 85 that do you do have a cash out option available. So at any time after you reach 85 years of age, you can choose to end the cover and we will pay you 75% of the funeral insurance benefits. OK, so Kylie, with real insurance, you're also going to receive a real reward. What that means is following your first policy anniversary date, real insurance is going to refund you 10% of the premium you have paid in that time. So you'll be receiving \$62.72 back after the first year. And if you haven't organized your will, real insurance is also going to send you an online legal will that is valid at \$160.00, but you'll be receiving with the policy copy as a complementary free gift. OK.

[7 minutes 3 seconds][Customer] : Yes, Yep, Yep.

[7 minutes 29 seconds][Agent] : So kindly in terms of the pricing, \$24.12 per fortnight, is that coming manageable and suitable to yourself?

[7 minutes 35 seconds][Customer] : Yep.

[7 minutes 36 seconds][Agent] : Thank you. And just letting you know as well, there's a chance that you may pay more in total premiums over 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, I'll set up the 30 days, your cover will stop and you will not receive anything back unless you're eligible for and select all the cash back offer.

[7 minutes 36 seconds][Customer] : Yep, Yep, Yep. That's fine.

[7 minutes 59 seconds][Agent] : OK, so Carly, what I can do for you today? I'll help you to get that policy organized as you mentioned that you don't want to put the button onto the family if anything happens to you. So what I'll do, I'll umm, get you the \$15,000 funeral insurance cover immediately over the phone and I'll send you out the tailored policy copies. You can review that in writing as well. OK, I'll be sending out 2 copies. One is the e-mail copy and it's the hard copy. Hard copy. I'm going to send you out in the mailing address. I don't have the address in the system. I'm just gonna update that for you now.

[8 minutes 20 seconds][Customer] : OK, Yep.

[8 minutes 30 seconds][Agent] : Now, can I please have your post code to begin with Four 350 And

what is your suburb name?

[8 minutes 35 seconds][Customer] : 4350 Wilsington Heights.

[8 minutes 40 seconds][Agent] : Carly, did you say Centenary Heights?

[8 minutes 46 seconds][Customer] : No, Wilsington. WILSONTON.

[8 minutes 49 seconds][Agent] : OK, let me double check. All right, I found you. There was another height as well, so I mixed up with the name. Sorry about that. And may I know your home address, please?

[8 minutes 56 seconds][Customer] : Yeah, that's OK #12 Miranda Drive.

[9 minutes 4 seconds][Agent] : And the postal address, Kylie, is the same as your home address as well. OK, beautiful. And I've got your e-mail address in the system too, which is kyledwilson2022@gmail.com, is that correct?

[9 minutes 7 seconds][Customer] : Yes, that's correct.

[9 minutes 17 seconds][Agent] : Beautiful. I'm going to send you the soft copy to that address, e-mail address you should be receiving in the next 15 minutes or half an hour. And the great thing is Kylie, this policy does give you a 30 day cooling off.

[9 minutes 21 seconds][Customer] : Yep, Yep.

[9 minutes 27 seconds][Agent] : If you decide this policy is not suitable, you can call us back and cancel within the 30 days. Then you will receive a full refund of your premium unless the claim has been made. OK and Kylie, to get the policy started, you don't have to make any payment today. I can line up the first payment date of your choice. It could be a line up with your payday as well.

[9 minutes 41 seconds][Customer] : Yep, Yep, next Wednesday.

[9 minutes 46 seconds][Agent] : So when you would you like to make the first payment kindly next Wednesday? Sure, we can do that. So you'll be covered as of immediately from today. But the first payment will be collected from your account on the 22nd of January, which is next week Wednesday. OK. And for the account, kindly, we work in a direct debit system, so we can do with the BSP and account number or with the card number. How would you like to do it? All right, just give me one second. I'm just pausing the call recording for you.

[10 minutes][Customer] : Yep, I've got a card number, yes.

[10 minutes 15 seconds][Agent] : So for security purposes, while locked in your card details, the call recording will stop and we'll recommend after we have collected your details. Please be advised that the call recording has been reviewed for quality and monitoring purposes. So Kylie, one last thing to do now for me to read you the declaration and after that we can get this one organised for you. OK, I'll just quickly confirm your details in the system I got. Your full name is Miss Ky Missus Kylie Wilson, correct?

[11 minutes 27 seconds][Customer] : Yep, Yep, Yep.

[11 minutes 40 seconds][Agent] : And the date of birth is ninth of the 12th, 1984.

[11 minutes 44 seconds][Customer] : Yep. That's correct.

[11 minutes 45 seconds][Agent] : And I got you as a female and Australian resident director.

[11 minutes 49 seconds][Customer] : Yeah, that's correct.

[11 minutes 50 seconds][Agent] : Beautiful.

[11 minutes 56 seconds][Customer] : Yep.

[11 minutes 51 seconds][Agent] : So Kylie, you'll be covered for \$15,000 funeral insurance and the 4th 90 payment is \$24.12. Your first payment, it will be coming out from your card on the 22nd of this month. And after that every fortnight is from that day. OK, so Kylie, are you happy to continue? Thank you. So I'll start, I'll start reading a declaration now.

[12 minutes 4 seconds][Customer] : Yeah, Yes, yeah.

[12 minutes 11 seconds][Agent] : So it says thank you Kylie Wilson, it is important you understand the following information. I will ask for your agreement to this terms at the end and your policy will not be enforced unless you agree to this terms in full. Real funeral cover is issued by Hanover Live RE of Australasia Ltd, whom we refer to as Hanover Choosy Pty Ltd, whom I will refer to as Choosy is an Australian financial services licensee authorized to deal in and provide general advice in relation to general and life insurance products to. We have been given a binding authority by Hanover that allows Choosey to bind cover on behalf of Hanover as if it were. Hanover Choosey is a related company to Princeton Financial Services, PTYLTD, whom I will refer to as GFS. The

distributor and administrator of your product, your answers to the application questions and any related documents from the basis of your contract on the basis of your contract of insurance and Handover lies upon the accuracy of the information you have provided when accessing your application. Handover has been a target market determination for this product, which describes the type of consumer this product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. We collect your personal information to provide insurance, courts, issue cover and other related services. We will share this between issue and may share it with other Australians that is provided for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and guide the information and lodge complaints about reaches the privacy.

[13 minutes 26 seconds][Customer] : Alright, no, that's fine.

[13 minutes 47 seconds][Agent] : Kylie, would you like any other information or would you like me to read any part of the PDS to you, yes or no Thank you. By agreeing to this declaration it 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 it. You have agreed to take out a single real funeral cover with the following cover. Ally Wilson is covered for \$15,000 in the event of death.

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

[14 minutes 14 seconds][Agent] : In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit of man will triple coverage for accidental death only for the 1st 12 months of cover, with death by any cause or diagnosis of a terminal illness covered thereafter. Accidental fee of injury cover for each life insured under age 75 charged 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 check up this only cash out option offer, you will no longer have a right to claim under the policy for that life insured. This policy is an insurance and does not have a savings or investment component. You can end your cover at any time by contacting us. If you stop paying your premiums we may end your cover but we will give you notice before doing so.

[15 minutes 9 seconds][Customer] : What?

[15 minutes 5 seconds][Agent] : If cover ends prior to age 85, no benefit is payable and there is no refund of premiums after the cooling off. If cover continues then age 85 the life issue will receive will receive an additional 25% of bonus cover from that date and you will not be required to pay any further premiums. The bonus cover is not payable if the hourly cash out option has been taken out. Cover for each life insurance. On the day prior to their 100th birthday, we will pay the funeral benefit and bonus cover for the life insured. At this point, your total premium for your first year of cover is \$24.12 per fortnight. Your premiums are level, which means they are designed to stay consistent year on year and will only change if you also your cover or they ensure just the premium rates apply to your policy. They sure can only make a change if it is applied consistently across all policy holders. You may pay more in premiums than the benefit amount over the life of the policy. In Put it in. Your premium is an amount payable by handover to GFS of up to 54% of up to 54% to cover cost. GFS will then pay to choose the up to 49% of the premiums to be received over the expected life of the policy. I receive a salary and may receive a bonus paid by my entire. Your premium will be debited from your credit card which you are authorized to debit from and have provided to us. We may provide rating communications to you via 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 prefer to receive this only via mail, you can update your communication preference at any time. The policy documentation, PDS and FSU will be mailed to you and if you have provided us with an e-mail address. Your policy. Your policy documentation will also be emailed to you today.

[16 minutes 42 seconds][Customer] : What?

[16 minutes 42 seconds][Agent] : You should carefully consider this document to ensure the product misuse. 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 lost 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 complaint process which you can access at any time by contacting us. Full details are of it

online and in the documentation we are sending you. So Kylie, one last question, do you understand and agree with the declaration? Yes or no? Thank you. If you need more information, you can also find information about our premium structure on our website too.

[17 minutes 18 seconds][Customer] : Yes, OK.

[17 minutes 24 seconds][Agent] : OK, umm, so I'm just accepting the declaration for yourself. So, Carly, you should be receiving an e-mail copy from, uh, from real insurance about the, umm, policy documentation, what you'll be receiving in a welcome pack in the next 15 minutes to half an hour. And the hard copy will be sent out to your mailing address in the next three to five business days. Only one last thing to do, Kylie. When you're there will be a customer support number written in the e-mail or in the hard copy, just give them a call to nominate the beneficiary.

[17 minutes 44 seconds][Customer] : Yep, Yep, Yep.

[17 minutes 55 seconds][Agent] : Otherwise, you can fill out the hard copy & it and send it back to real insurance. That's how we know who's going to receive that money if anything happens to you.

[18 minutes 3 seconds][Customer] : OK, no worries.

[18 minutes 2 seconds][Agent] : OK, that's all done for you today, Kylie. Thank you for your patience.

[18 minutes 6 seconds][Customer] : Thank you.

[18 minutes 6 seconds][Agent] : Is there, is there anything else I can do?

[18 minutes 9 seconds][Customer] : No, that's all. Thank you very much.

[18 minutes 10 seconds][Agent] : Thank you for choosing Tuesday. Have a great day.

[18 minutes 13 seconds][Customer] : You too. Bye bye.

[18 minutes 12 seconds][Agent] : Take care, bye bye.