

[4 seconds][Agent] : Yeah. Hi, John. My name's David, giving you a call from One Choice Insurance.

But how's your day going?

[4 seconds][Customer] : Hello, Hello.

[14 seconds][Agent] : Yeah, Hi. Is this John?

[17 seconds][Customer] : Yes, yes, speaking.

[19 seconds][Agent] : Yeah. Hi, John. My name's David from One Choice Life Insurance.

[23 seconds][Customer] : Hello.

[22 seconds][Agent] : But how's your day going?

[25 seconds][Customer] : Good, good, good.

[26 seconds][Agent] : It's good.

[32 seconds][Customer] : Yeah, OK.

[27 seconds][Agent] : So I'm giving you a call as we received your expression of interest near the beginning of the week in regards to our life insurance and giving you a call to explain how it works to go through the prices and the questions with you.

[41 seconds][Customer] : Yep.

[40 seconds][Agent] : But is your name Mr. John Tingu? Yep, lovely. I got your date of birth 29/10/1975.

[43 seconds][Customer] : Yes, yes, that's correct.

[50 seconds][Agent] : Yep perfect, thanks John. Please also note all our calls are recorded.

[55 seconds][Customer] : I did that.

[55 seconds][Agent] : Any advice I provide is is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances and can I confirm that you are of course a male New Zealand resident currently residing in New Zealand.

[1 minutes 11 seconds][Customer] : Yes, that's correct.

[1 minutes 12 seconds][Agent] : Yep. Perfect, John, and thank you for putting that expression of interest with us. What made you start looking into a bit of life insurance, John?

[1 minutes 22 seconds][Customer] : Oh, well, I'm getting older now and you know, I need something to put away from my kids.

[1 minutes 28 seconds][Agent] : Yeah, perfect.

[1 minutes 30 seconds][Customer] : Yeah.

[1 minutes 28 seconds][Agent] : It's a bit of financial protection for the kids. If I may ask, how many kids do you have in total?

[1 minutes 31 seconds][Customer] : Yep, about 5.

[1 minutes 38 seconds][Agent] : 50, Perfect. Well, that's good because you can actually leave them maybe from anywhere to one to five people.

[1 minutes 45 seconds][Customer] : Yep.

[1 minutes 45 seconds][Agent] : So if you wanted to leave it to all five of your kids to distribute it to them evenly or however way you want, you can definitely do that as an option.

[1 minutes 53 seconds][Customer] : Oh, Cole. Yeah, that sounds good.

[1 minutes 54 seconds][Agent] : Do you, do you have any cover at the moment at all?

[1 minutes 58 seconds][Customer] : No, not at all.

[1 minutes 59 seconds][Agent] : No, that's OK.

[1 minutes 59 seconds][Customer] : I've got my life now that there's none.

[2 minutes][Agent] : Well, look, no, that's no problem. Well, I'll talk to you how through how it works, and then we'll go into some prices.

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

[2 minutes 8 seconds][Agent] : But keep in mind that it's designed to provide financial protection for your loved one or for your kids.

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

[2 minutes 14 seconds][Agent] : So a lump sum payment if you were to pass away.

[2 minutes 18 seconds][Customer] : OK, OK.

[2 minutes 18 seconds][Agent] : Now the the policy also contains something called a funeral advance payout of \$10,000, which is Mai mainly to help with any sort of funeral costings of the time,

but can be used for any expenses.

[2 minutes 31 seconds][Customer] : Love is alright.

[2 minutes 32 seconds][Agent] : Now we do. We keep it all nice and simple over the phone.

[2 minutes 36 seconds][Customer] : OK, Yep, another.

[2 minutes 35 seconds][Agent] : There's no doctor appointments required or any blood tests, but we'll take you through some health and lifestyle questions verbally and then this determine the final price of the terms of the policy. But I'll, I'll get some prices up for you. Now, John, I can see that you were looking at 400,000. Yeah, perfect. Well, let me get a quote up for 400,000, but I've got a smoky question first. Have you had a sick of it in the last 12 months at all? Yes or no?

[2 minutes 47 seconds][Customer] : OK, Yeah, yeah, uh, yes, I've just recently given up.

[3 minutes 7 seconds][Agent] : Oh, well, congratulations on that. I'm also in the giving up process as well. It is quite difficult to do. So good job in giving up.

[3 minutes 16 seconds][Customer] : Oh, thanks.

[3 minutes 16 seconds][Agent] : OK, so I'll put if you do go for a period of 12 months without having a cigarette, you can apply to have your smoking status change.

[3 minutes 24 seconds][Customer] : OK.

[3 minutes 23 seconds][Agent] : So if that happens, give us a call and we'll change the status.

[3 minutes 27 seconds][Customer] : Oh, there, it's fine.

[3 minutes 28 seconds][Agent] : Is your current annual income, is it 50,000 or more, or is it less than 50,000?

[3 minutes 36 seconds][Customer] : It'll be less.

[3 minutes 38 seconds][Agent] : This is OK, that's no problem. So I'll let you know the amounts we can cover you for. The lowest is 100,000, so my computer's going slightly slow. I do apologise. And the highest is \$1 million of cover. OK, I'll bring a quote up for 400,000 and let me know how the amount sounds, John.

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

[4 minutes][Agent] : OK, so for \$400,000 of life insurance, you're looking at an indicative payment of

\$111.53 a fortnight for that one.

[4 minutes 12 seconds][Customer] : Oh, OK, that sounds good.

[4 minutes 15 seconds][Agent] : Yeah, perfect. Well, let's go straight to the questions now, now that we've found a comfortable price.

[4 minutes 20 seconds][Customer] : Yep.

[4 minutes 20 seconds][Agent] : So I'll get those open now. OK, now before the question, I need to read to you something that we call a pre underwriting disclosure. I'm just going to need confirmation of understanding after just a yes or no if that's OK.

[4 minutes 30 seconds][Customer] : No, that's fine.

[4 minutes 37 seconds][Agent] : OK, so it says. Please be aware all calls are recorded for quality and monitoring purposes. 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 it with other service providers for the purpose of administering your policy or handling claims.

[4 minutes 59 seconds][Customer] : Yep, OK.

[5 minutes 1 seconds][Agent] : Our privacy policy tells you more, including how to access and collect your information and lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure. So before you enter into a life insurance contract, you have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect their decision to insure you and on what terms. You do not need to tell us things that we already know or should know as an insurer or which reduces 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 in answer to our questions, we may be able to decline a claim, impose new conditions on your policy, or avoid your policy entirely. Do you understand this, John? Yes or no?

[5 minutes 56 seconds][Customer] : Yeah, inside there.

[5 minutes 57 seconds][Agent] : Yep. Perfect. Thanks for that. Alright John, so I've got the questions up now.

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

[6 minutes 10 seconds][Agent] : Most of them will just need either a yes or no response.

[6 minutes 14 seconds][Customer] : Bye.

[6 minutes 15 seconds][Agent] : Let me know if there's any you want me to repeat at all, more than happy to do so. OK, so the first one's about your residency. So are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand? Yes or no?

[6 minutes 22 seconds][Customer] : Yes, yes.

[6 minutes 34 seconds][Agent] : Yep. Anything. Thanks John. The next is a medical history section. So the overriding question, have you ever had symptoms of, been diagnosed with or treated for? We intend to seek medical advice for any of the following. OK, so the first question, John. Stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. Yes or no. Lung disorder, excluding asthma, sleep apnea or pneumonia, yes or no. Cancer or leukaemia, excluding skin cancer, yes or no. Kidney disorder, yes or no. Hepatitis or any disorder of the liver? Yes or no. Anxiety, depression or stress requiring medical treatment or any other mental health disorder? Yes or no?

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

[7 minutes 35 seconds][Agent] : And have you been diagnosed with or currently undergoing test before or has a doctor advised you to be tested for most of you on disease or any form of dementia including Alzheimer's disease? Yes or no?

[7 minutes 50 seconds][Customer] : No.

[7 minutes 51 seconds][Agent] : Oh, perfect. Thanks, John. OK, So the next section is in relation to your height and weight.

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

[7 minutes 57 seconds][Agent] : Please be aware that I am to obtain confident single figure measurement page in order to continue with the application. Now the system does not allow me to enter any approximate figures, words or heights and weight ranges. Keeping that in mind, what is your exact height?

[8 minutes 17 seconds][Customer] : And the account 5/2?

[8 minutes 19 seconds][Agent] : Fairly so. 5 feet, 2 inches. Yeah, perfect. Thanks John. And what is your exact weight?

[8 minutes 21 seconds][Customer] : Yep, 90 KGS.

[8 minutes 28 seconds][Agent] : Yep. Lovely. Thank you for that. OK, And have you experienced any unexplained weight loss of more than 7 kilograms in the last 12 months, Yes or no? No, Perfect. Thanks for that, John. OK, so we'll move on to the next section now. Thank you for all your answers so far.

[8 minutes 39 seconds][Customer] : No, no. OK, sorry. Could you repeat that again?

[8 minutes 52 seconds][Agent] : Yeah, to say we finished that section, so we're just moving on to the next section now.

[8 minutes 55 seconds][Customer] : OK, Bye. Bye.

[8 minutes 55 seconds][Agent] : And the next question is about your occupation.

[8 minutes 59 seconds][Customer] : Yeah, alright.

[9 minutes][Agent] : So does your work require you to go underground, work at heights above 20 meters, dive to depths below 40 meters, use explosives or travel to areas experiencing war or civil unrest, or work offshore? Yes or no And to the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Yes or no? And we have a travel question there. 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, yes or no? And do you have existing life insurance policies with other life insurance companies with a combined total sum insured of more than \$5,000,000, yes or no?

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

[9 minutes 55 seconds][Agent] : Oh perfect, thanks John. OK, so up to the second medical history section. Now the overriding question have you ever had symptoms of, been diagnosed with or treated for, or intend to seek medical advice for any of the following? OK, so the first question, Diabetes, low blood sugar, impaired glucose tolerance or impaired fasting glucose? Yes or no. Chest pain, high cholesterol or high blood pressure? Yes or no. Tumor, mole, or cyst, including skin

cancer, sunspots or Melanoma? Yes or no. Have you ever had a normal PSA test or an enlarged prostate?

[10 minutes 21 seconds][Customer] : No, no, no, no.

[10 minutes 40 seconds][Agent] : Yes or no condition or neurological symptoms such as dizziness or fainting. Yes or no. Disorder of the stomach, bowel, gallbladder or pancreas. Yes or no. Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Yes or no. Any illegal drug use, abuse or prescription medication or receive medical advice or counseling for alcohol consumption? Yes or no. Bladder or urinary tract disorder? Yes or no. Blood disorder or disease? Yes or no. And sleep apnea or asthma, excluding childhood asthma.

[10 minutes 49 seconds][Customer] : No, no, no, no, no, no, no, no.

[11 minutes 32 seconds][Agent] : Yes or no, Anything. Thanks, John. OK. And 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? Yes or no? And 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? This will know. Oh, perfect, Thanks, John. OK, well, what's your second last section now? So thank you for all your answers so far. This is a family history section, so when I talk about immediate family, I'm only talking about your parents and any brothers and sisters you may have.

[12 minutes 1 seconds][Customer] : No, no, OK.

[12 minutes 33 seconds][Agent] : 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 adomatous polycosis? Yes or no? And to the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke, or other humiliatory disease prior to age 60? Yes or no? No. Perfect. Thanks John. OK, we're down to the final question now. So I appreciate your time and honesty. Other than one off events, gift certificates, slash vouchers, do you engage in or intend to engage in any of the following? So aviation other than as a fair paid

passenger on a recognized airline, motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity, yes or no? No, Perfect. Thank you, John. And that's all the questions I have. So thank you for going through them with me.

[12 minutes 47 seconds][Customer] : No, no, no, no. That's hot.

[13 minutes 46 seconds][Agent] : OK, I'm just letting the results down. So it won't shouldn't take me too long. I'll be able to let you know what's included in the policy.

[13 minutes 55 seconds][Customer] : OK.

[13 minutes 58 seconds][Agent] : OK, so I want to start by saying congratulations, your application has been approved. Now I'll let you know what's included. So the policy will cover you for death due to any cause except for suicide in the 1st 13 months. There's also a terminally ill advanced payment in the cover as well. If you were diagnosed with 12 months or less delivered by a medical practitioner, we'll pay the claim to you early in full to your bank account to make sure you get the best care possible if that happens. I do hope that never happens to you, John. You don't have to use that one. And also please be aware that your premium is stepped, which means it would generally increase each year.

[14 minutes 9 seconds][Customer] : Yep, Yep. OK.

[14 minutes 40 seconds][Agent] : In addition, this policy is automatic indexation, which means each year your benefit amount will increase by 5% with associated increases in premium. You can opt out this indexation each year. Now, I also just need to let you know that the premium has risen a bit just because of the BMI rating.

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

[15 minutes 1 seconds][Agent] : So I'll let you know what the final price is for \$400,000. Let me know if you're happy with it or if it's a little bit above the budget, but the final price of \$400,000 of life insurance is \$195.17 a fortnight for that one.

[15 minutes 9 seconds][Customer] : OK, Yep, that is fine.

[15 minutes 22 seconds][Agent] : Yeah, perfect.



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

[15 minutes 23 seconds][Agent] : Well, what I'll do then is get you covered today for the 400,000 and I'll be able to send you all the policy documents out by e-mail.

[15 minutes 32 seconds][Customer] : Oh cool.

[15 minutes 32 seconds][Agent] : But we always want we send out the paper copy as well by post.

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

[15 minutes 35 seconds][Agent] : So you can get paper copy to throw away and the e-mail copy that arrives a bit quicker.

[15 minutes 40 seconds][Customer] : Oh cool.

[15 minutes 41 seconds][Agent] : There's there's a 30 day cooling off. As well. So if you decide the policy is not suitable, cancel within the 30 days, you will receive full refund of your premium unless a claim has been made. But it's saying that I do hope you don't make any claims in the 1st 30 days. A little bit too steady. OK, now we'll send it all out to you by post as well. So I need to confirm a home and a postal address.

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

[16 minutes 9 seconds][Agent] : Do you know what your post code is at all?

[16 minutes 12 seconds][Customer] : Yes. Did you like that?

[16 minutes 16 seconds][Agent] : Yes, that's OK.

[16 minutes 18 seconds][Customer] : 1075 Tiaco Rd.

[16 minutes 20 seconds][Agent] : 1075 South once.

[16 minutes 25 seconds][Customer] : and it's TE.

[16 minutes 28 seconds][Agent] : So TE did you say? OK, AU, sorry, my computer's going a little bit slow. I do apologise. OK, perfect. There we go. Do you know what your post code is?

[16 minutes 30 seconds][Customer] : Yeah, TE AKAU, hang on, 3793.

[16 minutes 52 seconds][Agent] : 3793? OK, so it's an ID 1. And is that your home and your postal address?

[16 minutes 59 seconds][Customer] : Yes, yes.

[17 minutes 3 seconds][Agent] : Yeah. Perfect. Thank you for that. OK, just typing it in now. Shouldn't take me too long to do. OK, perfect. So that's all entered for you now. So 107.5 Tiarku Rd. Rd. 13793.

[17 minutes 21 seconds][Customer] : Yes, Yep, that's correct. That's right. That's correct.

[17 minutes 24 seconds][Agent] : Now TH I've got the e-mail address as NGATIWHAWHAKIA 825@gmail.com perfect. And I've got the best number 02108091969.

[17 minutes 43 seconds][Customer] : You said it's my cell phone number, but where I am we can't get reception. So I've got I've got a landlord as well.

[17 minutes 48 seconds][Agent] : Oh yeah, we can add 2 numbers into the policy. Do you want me to put your landline as your main number or your secondary number?

[17 minutes 53 seconds][Customer] : OK, my number. Thanks.

[17 minutes 59 seconds][Agent] : There we go. I'll make I'll make this one here as your secondary number. So let me just move it to the secondary spot. And what is your landline? I'll add that in now, 07, 025.

[18 minutes 8 seconds][Customer] : OK, 07 825 88.

[18 minutes 17 seconds][Agent] : Oh, sorry about that.

[18 minutes 15 seconds][Customer] : Sorry, 825, 4597.

[18 minutes 18 seconds][Agent] : 825 4597. Thank you. And John, do you want me to add a middle name at all or are you happy with first or surname?

[18 minutes 30 seconds][Customer] : Oh, you can add a middle name.

[18 minutes 32 seconds][Agent] : Yeah, but it always makes it a bit easier for the family at claim time. But what is your middle name?

[18 minutes 37 seconds][Customer] : Hello Jeffers. JE double FRIE.

[18 minutes 45 seconds][Agent] : Perfect. So did you say JA double FRIS?

[18 minutes 51 seconds][Customer] : JE double FRIE.

[18 minutes 52 seconds][Agent] : Oh, sorry about that. Yep. Perfect. Thank you for that. OK, now next thing we do is we pick a day for the first payment. So you don't need need to make any

payments today. But we normally do it anytime over the next seven days. We always try to match it with a pay cycle if we can.

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

[19 minutes 10 seconds][Agent] : But do you want to do you want to match it with your pay cycle, John? Yeah, perfect. What day would you like that to be? Yeah, perfect.

[19 minutes 18 seconds][Customer] : Next Tuesday, next week.

[19 minutes 20 seconds][Agent] : So we won't make it today, but we'll make it the next one or the one after next week. Perfect.

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

[19 minutes 28 seconds][Agent] : So that will be Thursday the 12th and then every fortnight after that. But you will be covered from today.

[19 minutes 33 seconds][Customer] : OK yeah, cold.

[19 minutes 35 seconds][Agent] : Did you want to use a direct debit or was the card payment better for you? Yeah, perfect. So with direct debit, I know it could take a few moments as well, but can I have your account number first please? But no, it's OK, Take your time to find it. It normally takes me a few minutes myself.

[19 minutes 51 seconds][Customer] : Oh wow Yep. Be with me.

[20 minutes 2 seconds][Agent] : No, that's OK. Take your time, John.

[20 minutes 1 seconds][Customer] : How do I get into we Do we oh without taking them off though? Oh, what are you up to?

[20 minutes 33 seconds][Agent] : That's OK. Yeah, it always goes slow when you need it. Same thing happens to me.

[21 minutes 9 seconds][Customer] : It's just the Internet he is buying up too.

[21 minutes 13 seconds][Agent] : That's OK. That's OK. It happened to me the other week. Like, yeah, I was trying to use it and then it was going super slow. That was the same deal. Come on, hurry up in a bit.

[21 minutes 12 seconds][Customer] : I don't have my deal with me, deal with me.

[21 minutes 27 seconds][Agent] : No, that's OK. It always goes slow when you need it. It happens to me all the time.

[22 minutes 11 seconds][Customer] : Oh, oh, morn. Alright, here we go. Are you still there?

[22 minutes 16 seconds][Agent] : Yep, still here. That's all good.

[22 minutes 17 seconds][Customer] : Oh, yeah, I'm yeah, that's oh, that's concerned. I had pushed the wrong button.

[22 minutes 23 seconds][Agent] : Oh, I see. I see. No, that's OK, that that can happen.

[22 minutes 27 seconds][Customer] : I'm really into technology, so I've got my. I've got my He's helping me out.

[22 minutes 31 seconds][Agent] : So yeah, no, the game makes it a bit easier then. So that's all good. No, that's OK. These things take time. So that's all good.

[22 minutes 39 seconds][Customer] : So and we get in there and I standing beside me, giving me these ugly faces. Don't get in there, OK? I won't get in there. Just I know he's waiting. I'm waiting. We we get in there.

[23 minutes 4 seconds][Agent] : That's all good.

[23 minutes 6 seconds][Customer] : Yeah, now she's just standing there staring at me. Right, right, right. Oh, now she's complaining about how excellent my phone is.

[23 minutes 37 seconds][Agent] : Like my old sign.

[23 minutes 40 seconds][Customer] : Oh. None. Alright. Are you still there?

[24 minutes 41 seconds][Agent] : Yep, silly. That's all good.

[24 minutes 46 seconds][Customer] : Alright, it is. And you want my account number? It's 3/8 9017 05387. Yes, 6402.

[24 minutes 51 seconds][Agent] : Just the account number, if that's OK, 3/8, 101.7, 05387, 6402. Perfect.

[25 minutes 13 seconds][Customer] : Could you read that back to me, please?

[25 minutes 15 seconds][Agent] : Yeah, absolutely.

[25 minutes 19 seconds][Customer] : Yes. Yes. Yes. Yes.

[25 minutes 16 seconds][Agent] : So I've got 3890170538764 and then Suffolk 02 at the end.

[25 minutes 30 seconds][Customer] : Yes, that's correct.

[25 minutes 32 seconds][Agent] : Is the account name and your name John Tengu or Jay Tengu?

[25 minutes 36 seconds][Customer] : Yes.

[25 minutes 38 seconds][Agent] : Yep. Perfect. So John and then TENGU.

[25 minutes 43 seconds][Customer] : Yep.

[25 minutes 44 seconds][Agent] : Lovely. Now I've got four additional questions relating to your bank account and I'm just going to need a yes or no for these ones, but let me know if you want me to clarify any of the questions.

[25 minutes 49 seconds][Customer] : OK, OK.

[25 minutes 54 seconds][Agent] : The first one, do you have authority to operate this bank account alone, yes or no?

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

[26 minutes 1 seconds][Agent] : And do you need to jointly authorise debits at all, yes or no?

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

[26 minutes 7 seconds][Agent] : Have you cancelled the direct debit authority for one choice with Pinnacle Life as the initiator in the last nine months on the account you're providing, yes or no? No. And are you happy to set up a direct debit authority without signing a form, yes or no?

[26 minutes 17 seconds][Customer] : No, yes.

[26 minutes 24 seconds][Agent] : Yep. Lovely. Thanks, John. Now I've also got a short paragraph to read. I'm just going to need a yes or no response after. And this one's about your direct debit authority, OK, so it says 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 Pinnacle Life, who is the initiator for one choice to direct debit this account in accordance with these terms and conditions, yes or no?

[26 minutes 58 seconds][Customer] : Yes.

[26 minutes 59 seconds][Agent] : Yep. Perfect. Thank you. And the final thing I need to do, John, is

read to you one final declaration. And this one's basically terms and conditions of the policy. So I'm gonna need a yes or no response 2 times near the beginning and then two times near the end as well. But if you have any questions as I'm reading it, feel free to interrupt me and ask at any time. And I'm happy to answer any that you may have. John.

[27 minutes 6 seconds][Customer] : OK, OK, alright.

[27 minutes 25 seconds][Agent] : OK, so it says thank you, Mr. John. Jeffrey. Is that how I say the surname Jeffrey? Perfect.

[27 minutes 30 seconds][Customer] : Yeah.

[27 minutes 31 seconds][Agent] : I just want to make sure I pronounce survive. I'm tengu. 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 in force unless you agree to these terms in full. One Choice Life 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 refer to as GFS, to issue and arrange this insurance on its behalf.

[28 minutes 9 seconds][Customer] : Help.

[28 minutes 8 seconds][Agent] : GFS 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 Life 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 insurers, 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. John, can you please confirm that you understand and agree to this yes or no? Yep.

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

[29 minutes 3 seconds][Agent] : Perfect, thanks for that. Your 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 your application. I need to remind you of the duty of disclosure that you agreed to. John, can you please confirm you have answered all of our questions in accordance with your duty of disclosure, yes or no?

[29 minutes 31 seconds][Customer] : Yes.

[29 minutes 32 seconds][Agent] : Lovely. Thanks John. By agreeing to this declaration you could said to be contacted by us in relation to other products and services. You can opt out of this at any time by contacting us. The accepted cover pays a lump sum. Benefit amount of Mr. John Jeffrey Tengu receives 400,000 sorry \$400,000 In the event of life insurance for John Jeffrey Tengu Life Insurance, a 75% loading was applied during the application process. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your total premium for the first year to cover is \$195.17 per fortnight.

[30 minutes 21 seconds][Customer] : Yeah.

[30 minutes 20 seconds][Agent] : Your premium is stepped which means it will be calculated at each policy anniversary and will generally increase as you age. Your sum insured will also increase automatically by 5% each year and you can opt out of this. Included in your premium is an amount payable to GFS of between 24% and 71% of each premium. Your premium will be deducted in accordance with the authority you have provided to us. A investors rated Pinnacle with AB plus financial strength good and triple B minus issuer credit rating with an outlook of stable. You could read more about these ratings on our website and in your policy documentation. The policy documentation will be mailed to you and if you have provided us with an e-mail address, will also be emailed to you today. You should carefully consider these documents to ensure the product makes your needs. You have a 30 day calling 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. Well, thank you so much John for listening to all of that. I know that there was quite a lot to listen to, so thank you.

[31 minutes 40 seconds][Customer] : Yep, Yep.

[31 minutes 38 seconds][Agent] : But do you understand and agree with the declaration, yes or no? Yep, perfect, thank you. Now John, before I let you go, would you like any information for myself

now or do you want me to read any part of the policy document to you, yes or no?

[31 minutes 53 seconds][Customer] : No, it's fine. Thanks.

[31 minutes 55 seconds][Agent] : Terrific. Well, that's all completed now. So the e-mail document should take about one to two hours Max to arrive. Should hopefully be a bit quicker than that and allow a few days for their posted documents to arrive.

[32 minutes 2 seconds][Customer] : OK, that's cool.

[32 minutes 8 seconds][Agent] : But it was lovely speaking to you today John, so thank you for that. And I want to welcome you to the One Choice family as well.

[32 minutes 15 seconds][Customer] : OK.

[32 minutes 17 seconds][Agent] : Yeah, perfect. Well, that's all done now. So I thank you again for your time and I hope you have a lovely Christmas and a Happy New Year.

[32 minutes 24 seconds][Customer] : You too.

[32 minutes 25 seconds][Agent] : Alright, thank you, John. Bye now.

[32 minutes 26 seconds][Customer] : OK, Thank you. Bye.