

[1 seconds][Customer] : Hello.

[2 seconds][Agent] : Hello, Darryl. Uh, good afternoon. My name is AJ. I'm calling in from real insurance. We just received your special interest in regards to our income protection cover.

[13 seconds][Customer] : Oh, it's no worries.

[10 seconds][Agent] : I'm here to help you with that pricing information for you so that I can do that. I'll just confirm your details that we have here. That's for Mr.

[19 seconds][Customer] : Yes, that's correct. That's correct.

[17 seconds][Agent] : Darryl Burden and your date of birth, the 13th of April 1972 and also confirming that you are a male and an Australian resident, Sir.

[29 seconds][Customer] : That's correct.

[30 seconds][Agent] : Thank you. I'll just please know calls recorded. Any advice I provide is general in nature and may not be suitable to your situation. And I thank you again for putting that inquiry through with us so that I can help you with further and get a bit of an understanding as well. Can I ask what initially sparked your interest to look into income protection cover at the moment? OK, beautiful. So you do you need anything specific or basically the minimum cover I would do for you?

[48 seconds][Customer] : Oh I'm just looking at sub SU subcontract for another company and it's just a requirement that I need just just the minimum cover mate just to get me going.

[1 minutes 3 seconds][Agent] : There you go. Yeah, perfect, not a problem. Then I'll let you know. It does take a couple of minutes, but I'll do this as fast as I can for you. If you have any questions just let me know, but I'm just gonna read a few things for you first. So basically here in real insurance are covered. It's designed to provide a monthly income benefit that's paid directly to you. If you're unable to work due to a disabling sickness or injury and you suffer a loss of income, you can apply if you work at least 15 hours per week in paid employment. And what we do is that we offer an income benefit of up to 70% of your monthly pre tax income from \$1000 up to a maximum of \$15,000. To apply for the cover. We do everything over the phone. We just run through two lots of questions. One's a duties based questionnaire, one's health master questionnaire to see if you're approved and if so, on what terms we can offer you the cover. Once it's in place, it will cover you until your policy

anniversary following your 65th birthday. And keep in mind that there are some exclusions that applies outline the PDS. OK. Also keep in mind that the premiums for income protection, uh, insurance are generally tax deductible, which can make make it even more cost effective for you. So when the time comes to prepare tax return and then the financial year, uh, statement will automatically be posted that to you in July of the new financial year to provide to your tax representative as well.

[2 minutes 16 seconds][Customer] : No worries.

[2 minutes 15 seconds][Agent] : OK, Now let's any questions you have for me first before moving on.

[2 minutes 16 seconds][Customer] : No, no, no, no. No. I'm what?

[2 minutes 22 seconds][Agent] : Thank you. Now I just need to ask you some questions regarding your duties at work. It's easy. Before asking any of our questions, it is important that you're aware of your duty chance all our questions accurately and honestly. Failure to do so could impact your covered claims time. First question is do you work 15 hours or more per week, yes or no?

[2 minutes 39 seconds][Customer] : Yes.

[2 minutes 39 seconds][Agent] : And 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?

[2 minutes 50 seconds][Customer] : Most of it's indoors.

[2 minutes 52 seconds][Agent] : So yeah, I'll leave as yes.

[2 minutes 54 seconds][Customer] : Yep.

[2 minutes 53 seconds][Agent] : Then the next one, are you required to perform any physical duties?

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

[2 minutes 58 seconds][Agent] : And do you perform heavy physical duties, use heavy machinery or driver vehicle?

[3 minutes 3 seconds][Customer] : No.

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

[3 minutes 11 seconds][Customer] : I'm qualified.

[3 minutes 13 seconds][Agent] : You're qualified? Yep. So I'll leave it as yes and it's easier. Do you work in umm any of the following fields? Aviation is a pilot or crew, entertainment or sporting industry. Air Force, Army, armed forces. What do you handle explosives and do you regularly work underground or underwater? Worker heights about 10 meters, Work offshore or carry a firearm? And have you had a cigarette in the last 12 months? And are you currently employed or self-employed?

[3 minutes 14 seconds][Customer] : Yes, No, no, no, employed.

[3 minutes 45 seconds][Agent] : And thank you for that. And to help determine how much cover we can offer you or provide you with the definition of pre tax income. So pre tax income is the total annual remunerations paid to you by your employer before tax, including salary and regular commissions or bonuses, excluding super contributions.

[4 minutes 5 seconds][Customer] : About 65 I'd say.

[4 minutes 1 seconds][Agent] : So can I ask you what is your annual pre tax income Sir 65,000? Thank you. So based on your duties and your income, you can select a monthly benefit amount from \$1000 up to the maximum of \$3791.00. So what amount of cover would you like me to quote you on please? Again the 1000 would have been the BA, the basic and then anything higher than that would be higher. But which one would you like to look at first?

[4 minutes 9 seconds][Customer] : Yep, just go with the basic one. I SP I suppose. Just asking to see what.

[4 minutes 35 seconds][Agent] : The minimum, yeah, sure. Again, if you wanna look at any other options just I mean I can bring it up for you and look at other monthly benefit amounts for you.

[4 minutes 36 seconds][Customer] : Yep, Yep.

[4 minutes 44 seconds][Agent] : Now you also have the options select different waiting periods and benefit periods on your policy. The waiting period, Sir, it's a 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 period, your first payment would be 60 days after your first eligible to claim. Which

waiting period would you like me to sell? That's keeping in mind 30 days is a more expensive option. 90 days is a more cheaper option.

[5 minutes 14 seconds][Customer] : Let's just go 90.

[5 minutes 16 seconds][Agent] : Thank you. Now the next one is the benefit. 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. Keeping amount. 6 months is the cheapest option and then if you get higher, it's gonna be more expensive. So which benefit.

[5 minutes 35 seconds][Customer] : Six months would be fine.

[5 minutes 33 seconds][Agent] : You wanna go for six months. And again, I just wanna mention that the monthly benefit amount of \$1000, that's the minimum cover. So a little, a lot, that's the cheapest option. Anything higher will be more expensive. So I've gone for the, as you said it gone for the \$1000 cover there. So if you get a monthly benefit amount of \$1000 waiting for the 90 days in a benefit period of six months, sterile, that is a premium you'd pay of \$7.61 a fortnight, OK. The policy also comes with the rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you pass away to assist with your funeral expenses. And the policy also gives you a cash back as well. So basically after the first policy anniversary date, we also refund you 10%, so you get back \$19.80 as well. That's a cash back to you. How does that sound in terms of the pricing first, would you happy with that or do you want to change that around?

[6 minutes 20 seconds][Customer] : Yep, Yeah, No, at the moment it seems something I can, I can show my wife and discuss.

[6 minutes 32 seconds][Agent] : Beautiful. I'll take you through the help and ask that questions because that will then tell you if you're eligible for the cover and then we can send you out your policy documents for you. OK, just got to quickly update your details.

[6 minutes 39 seconds][Customer] : Yep, that's correct. That's correct.

[6 minutes 42 seconds][Agent] : Your e-mail is baileyreddog.wsorry.uhdw@gmail.com and your phone number 0435564633 and I'll update your address.

[6 minutes 57 seconds][Customer] : 4/7/18 Yep.

[6 minutes 55 seconds][Agent] : What is your post code please in QLD 4702 and which suburb or town do you reside in and your address there please?

[7 minutes 4 seconds][Customer] : Kabra 79 Murphy Rd. Kabra.

[7 minutes 13 seconds][Agent] : Cabral was it, K was it?

[7 minutes 14 seconds][Customer] : Yes. K Yeah. KABRA.

[7 minutes 18 seconds][Agent] : And that was #9 Murphy Rd. And is your home address the same as your postal address?

[7 minutes 20 seconds][Customer] : That's correct, yes.

[7 minutes 26 seconds][Agent] : OK, I'm going to read out a quick statement for you now called the Pre Underwriting Disclosure Statement. We read this out just before we take you through these questions. It just states here. Please be aware all calls are recorded for quality and monitoring purposes. Any advice I provide is general in nature and may not be suitable to situation. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and make sure 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 incorrect information and lots of complaints about breaches of privacy. By proceeding, you understand you're applying to purchase an income protection policy. Under 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, and any earlier discussions you've had. If you, 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. Uh, do you understand and agree to your duty? Just a yes or no, please.

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

[8 minutes 41 seconds][Agent] : First question is, 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? Yes or no?

[8 minutes 53 seconds][Customer] : No.

[8 minutes 54 seconds][Agent] : And are you a citizen or a permanent resident of Australia or New Zealand currently residing in Australia?

[9 minutes][Customer] : No.

[8 minutes 59 seconds][Agent] : Uh, so you're not a citizen of Australia.

[9 minutes 3 seconds][Customer] : Yes.

[9 minutes 4 seconds][Agent] : OK. So you're a citizen of Australia and you're currently residing in Australia. So that will be a yes then, is that right?

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

[9 minutes 9 seconds][Agent] : Thank you. Next one, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore?

[9 minutes 17 seconds][Customer] : No.

[9 minutes 18 seconds][Agent] : And are you A, employed or B, self-employed? You mentioned you're a employer. And have you been in your current occupation for at least 12 months? And do you intend to change your current occupation in the next 12 months? And do you have a second occupation that generates a taxable income? And have you ever been declared bankrupt or placed in receivership, in voluntary liquidation or under administration?

[9 minutes 22 seconds][Customer] : I yes, No, no, no.

[9 minutes 45 seconds][Agent] : And the 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 any approximate figures, words or height and wide ranges. What is your exact height in centimeters or feet and inches, please? And what is your exact weight in kilograms, pounds or stones? And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? 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? 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? And do you have existing income protection cover?

[10 minutes 1 seconds][Customer] : 5 foot 10 92 TI's No no no no.

[10 minutes 32 seconds][Agent] : 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, tumour, mole or cyst, including skin cancer, sunspots, Melanoma or leukemia? Have you ever had an abnormal PSA test or an enlarged prostate? Stroke, chest pain, palpitations or heart conditions such as been 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. Hepatitis or any disorder of the liver, stomach, bowel, goldbladder or pancreas.

[10 minutes 45 seconds][Customer] : 9 9 9 9 9 9.

[11 minutes 18 seconds][Agent] : Epilepsy, motor neurone disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Anxiety, depression or stress requiring medical treatment or any other mental health disorder. 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.

[11 minutes 24 seconds][Customer] : No, no, no, no, no, no, no, no.

[11 minutes 47 seconds][Agent] : Excluding child with 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. Any defect of hearing or sight other than which is, uh, corrected by glasses or contact lenses.

[11 minutes 59 seconds][Customer] : No, no, no, no.

[12 minutes 15 seconds][Agent] : Other than what you've already told me about in the past three years, have you sought medical advice or treatment by medical practitioner or specialist while you're 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've already told me about, are you

contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? And other than what your body told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injuries? And 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 to the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

[12 minutes 31 seconds][Customer] : No, no, no, no, no.

[13 minutes 11 seconds][Agent] : And to the best of your knowledge, how many of your sorry next one is other than one off events? Sorry other than one off events Give certificate old 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 up sailing, scuba diving deeper than 40 meters, cable wreck diving or any other hazardous activities? OK. Thank you, Darryl. And yeah, beautiful. So based off your responses there, the application for your income protection cover has been approved with no changes to your policy added on. OK. So with the monthly benefit amount of \$1000 waiting period of 90 days and a benefit period of six months, the total premium per fortnight again stays at \$7.61. OK, Now in terms of how the premiums work, just keep in mind your premium is stepped, which means it will generally increase each year as you age. So as an indication that if you make no changes to the policy, your premium next year will be \$8.59 a fortnight.

[13 minutes 37 seconds][Customer] : No, Yep, Yep.

[14 minutes 16 seconds][Agent] : And you can also find information about a premium structure on our website as well. OK, Now, normally if you need it for work, what we, no, I was talking to someone else who's also had a similar situation where they need to provide your, your, your work with these documents. Usually if you, umm, you know, set it up on the, on the as soon as the first parent clears, then you get, uh, you can, umm, you can get a certificate of currency from us as well to, you know, show your employer or your tax agent. But your documents once the set up arrived to

you generally within 10 to 15 minutes once it's done and the hard could be also is posted out to you generally within two to five business days as well. OK, and I'm sorry, you do want to speak to your wife about this.

[14 minutes 49 seconds][Customer] : Yep, OK, Yep.

[14 minutes 56 seconds][Agent] : You mentioned earlier that's totally fine to set up the insurance that you know, alternatively can actually set it up for you without having to pay anything today as well. Basically, we nominate a payment date and the payment method and on your first payment that we also give you a 30 day calling off. So if you do change your mind, you can simply call back and apply to make changes to your policy or even apply to cancel it. If you do apply to cancel, we do give you a full refund back unless a claim has been made.

[15 minutes 21 seconds][Customer] : OK, Yep.

[15 minutes 21 seconds][Agent] : OK Umm, how's that sounding for you? Is that something you're happy to proceed with?

[15 minutes 25 seconds][Customer] : Yeah, I think so. Yep.

[15 minutes 27 seconds][Agent] : OK, so you can choose a new day that works for you. Daryl, what day would you like to nominate as a payment date for your policy? You can choose any day in the next 30 days. So you're gonna do this Thursday or Thursday?

[15 minutes 33 seconds][Customer] : A a Thursday, say Thursday fortnight.

[15 minutes 45 seconds][Agent] : Thursday 4, I'm sure. So that would be for the 12th of December.

[15 minutes 46 seconds][Customer] : Yeah, Yep, it'll be a BSB account number.

[15 minutes 50 seconds][Agent] : And as a payment method, did you want to link it up to a Visa MasterCard or a BSP account number just under your name, Daryl Benton.

[16 minutes][Customer] : Yep.

[16 minutes][Agent] : And I need you to confirm that for me. What's the BSP number first, please, Daryl?

[16 minutes 5 seconds][Customer] : Oh, G can I have the BSB number please? Sorry. Commonwealth Bank. Yeah.

[16 minutes 13 seconds][Agent] : Yeah.

[16 minutes 11 seconds][Customer] : Just bear with me while I get the numbers for you.

[16 minutes 13 seconds][Agent] : Thank you. None.

[17 minutes 15 seconds][Customer] : OK, the com Commonwealth Bank BSB is 064817.

[17 minutes 17 seconds][Agent] : Yeah, Thank you. And the account number there, OK.

[17 minutes 24 seconds][Customer] : The account is 10571473.

[17 minutes 31 seconds][Agent] : And again, the name of the account is just under your name, Daryl Bidden.

[17 minutes 34 seconds][Customer] : Yep. Yep.

[17 minutes 35 seconds][Agent] : OK.

[17 minutes 35 seconds][Customer] : Darryl, it's just under my name. Or is it a both? Yeah, under both. So it's Darryl and Nicole burning.

[17 minutes 43 seconds][Agent] : OK.

[17 minutes 47 seconds][Customer] : Yeah. Yep.

[17 minutes 44 seconds][Agent] : So that's Daryl DA double RYL and Nicole's Nicole.

[17 minutes 49 seconds][Customer] : Yep.

[17 minutes 51 seconds][Agent] : But. And BERDEN.

[17 minutes 53 seconds][Customer] : Yep.

[17 minutes 54 seconds][Agent] : OK. Just because of the joint account. Just gonna ask, are you authorized to debit from that account?

[17 minutes 58 seconds][Customer] : Yep.

[17 minutes 58 seconds][Agent] : Yeah. Yeah. Thank you. Dale. I'll just read out this declaration for you now. It's a little bit of a lengthy read, but there'll be a question in the middle and two questions at the end. And I'll provide you with your policy number and con. My contact number is also gonna note that down somewhere. A piece of paper.

[18 minutes 6 seconds][Customer] : Yep, Yep.

[18 minutes 11 seconds][Agent] : That'd be fine as well. I'll just read this out of. Thank you, Mr.

Darryl. But then 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 Insurance of Australasia Limited, whom we will refer to as Hanover. Hanover 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. Hanover relies upon the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. Hanover 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 that you can 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've answered all of our questions in accordance with your duty, Yes or no?

[19 minutes 5 seconds][Customer] : Yes.

[19 minutes 6 seconds][Agent] : Thank you. We may from time to time provide offers to you via the communication methods you have provided to us in relation to other products and services. By going 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 Daryl Beden. A monthly insured amount of \$1000 with a waiting period of 90 days in a benefit period of six months. The monthly income benefit payable in the event of a claim. It may be less than the monthly insured amount as your income benefit is limited to 70% of your average monthly income of any 12 consecutive months during the two years before you suffered your disabling sickness or injury. The income benefit can also be reduced if you receive other disability payments from other sources. There is a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place. By going to this declaration you agree to any non standard exclusions or loadings placed in 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 reviewed at any time by calling us. Your cover expires on December 12th, 2037 at 12:00 AM. Your

premium for your first year of cover is \$7.61 per fortnight. Your premium is a step premium, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable by handover to GFS of between 37% and 51% to cover costs. Your premium will be dividend from your nominated bank account in the name of Daryl and Nicole Bidden which are authorized to debit form and provided to us. The policy documentation SMSG 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. We 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 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 Pro process which you can access at any time by contacting us. Full details are available online and the documentation we are sending you. We've got two questions for you now. First question is, do you understand and agree with the declaration, yes or no?

[21 minutes 17 seconds][Customer] : Yes.

[21 minutes 18 seconds][Agent] : And last question is, would you like any other information about the insurance now or would you like me to read any part of the PDS to you, yes or no? OK, thank you. So let's set that for you now there, Darryl, and I'll give you your policy number and my contact number. So contact numbers comes up first.

[21 minutes 26 seconds][Customer] : No, Yeah, yeah, yeah. Yep, Yep.

[21 minutes 37 seconds][Agent] : That's 1300 385792 And my policy, your policy number, sorry, 722 001159. OK, I'll just reconfirm your details, Mr. Dowell. But then date of birth, 13th of April 1972. You're a male Australian resident, address 9 Murphy Rd., Cabra, QLD 4702, Phone number 0435564633 and e-mail is baileyreddog.dw@gmail.com.

[21 minutes 55 seconds][Customer] : Yep, Yep, Yep.

[22 minutes 20 seconds][Agent] : OK, beautiful. That's all done for you then. Darryl, thank you again

for choosing real insurance. Your documents will run your e-mail shortly, within about 10 to 15 minutes. The hard copy we posted out generally within two to five business days with your policy documents and your beneficiary forms. If you're happy to continue the policy, just remember to fill out the beneficiary forms and post them back to us. So God forbid, enough with that final expenses benefit if you were to pass away your family. So are able to claim on that 10,000 advanced, uh, \$10,000 advanced payout to cover your funeral expense as well. So you need to nominate beneficiaries for that on OK Umm, so you can either keep us agreeing and apply to that over the phone or you can fill it out and post it back to us when you're ready as well. OK.

[22 minutes 57 seconds][Customer] : OK. Just bear with me. What? What, what were you asking to call? This is for income insurance, income protection. Yeah.

[22 minutes 59 seconds][Agent] : So you, yeah, income protection, that's why income protection, it gives the income protection gives you a final expenses, benefits included. Yeah, public liability.

[23 minutes 15 seconds][Customer] : Do do you do liability particularly like No, no, that's all. No worries.

[23 minutes 19 seconds][Agent] : No, no, thank you. So I'll just, I'll just restate what I said earlier.

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

[23 minutes 25 seconds][Agent] : So if you do wanna give us a ring, you can apply it to the beneficiaries over the phone or you can post the PO post that documents back to us, uh, via post as well.

[23 minutes 34 seconds][Customer] : No worries, mate.

[23 minutes 34 seconds][Agent] : OK, alrighty. That was anything else I can do for you today.

[23 minutes 37 seconds][Customer] : No, thank you very much for that. I'm glad to speak to you.

[23 minutes 39 seconds][Agent] : OK, thank you darling. Me too. You have a good night then. OK, take care.

[23 minutes 43 seconds][Customer] : No worries. Right. Bye.

[23 minutes 43 seconds][Agent] : OK, bye. Bye. Bye. Bye.