

[3 seconds][Agent] : Good afternoon. It's Daniel here calling from One Choice Insurance. How are you today?

[1 seconds][Customer] : Hello, I'm good. I just looked on the page. I just sent the request and you guys called me.

[10 seconds][Agent] : Let's sorry, yeah, that's why we're giving you a call there. We have just received that expression of interest online in regards to our income protection. So that's why we're giving you a call to take you through that information and pricing there. So First off and foremost, I'll confirm I'm speaking with how do I pronounce your first name?

[38 seconds][Customer] : Joe Yeah.

[39 seconds][Agent] : Just pronounce Jode perfect and it's spelled JODH, correct, perfect. And surname it was Singh, correct. Beautiful. Thank you so much for that. So I do want to also confirm you've got your date of birth here. It's the 30th of the third, that's 1993 perfect. And can I please also confirm that you are a male New Zealand resident who is currently residing in New Zealand?

[46 seconds][Customer] : Yeah, Yes, yes, yes.

[1 minutes 9 seconds][Agent] : Beautiful. Thank you so much for that. OK, now please. Not all calls are recorded. Any advice I provide 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.

[1 minutes 25 seconds][Customer] : Yeah, yeah. hotmailhotmail.com.

[1 minutes 25 seconds][Agent] : Now I've got an e-mail address hereofjodesinghandthenvirdivirdi@gmail.com, 0sorry@hotmail.com, correct@hotmail.com. And I've also got your home address as 7 Devon St. in Pattier. Are you still at 7, uh, 6 Devon St. Pattier?

[1 minutes 36 seconds][Customer] : Yeah, yes. 6 Berlin St. Padia.

[1 minutes 47 seconds][Agent] : And that's your home and postal address.

[1 minutes 50 seconds][Customer] : Yes.

[1 minutes 49 seconds][Agent] : Is it Perfect? Thank you so much for that. OK. So what's actually prompted that inquiry into income protection for yourself this afternoon?

[1 minutes 59 seconds][Customer] : Yeah, just I read it, you guys have the, sorry, the insurance for the income production before you guys didn't have it.

[2 minutes 10 seconds][Agent] : Hello.

[2 minutes 9 seconds][Customer] : So I just want to know what is that? How much it's going to cost me?

[2 minutes 15 seconds][Agent] : Yeah, absolutely. We can safely go through that one there. I can see here when you took out your life, your life insurance with us, income protection was wasn't something that we had quite launched yet. But now that we have got income protection, that's why you're wanting to look into it. Yep. Beautiful. Is there anything come in particular that you're needing the income protection to cover? I mean, is it more so to help you cover your day-to-day living expenses if you're unable to work or is that to help, you know, maintain those mortgage repayments? What is it that you're needing the income protection for more specifically to help to help keep up with the mortgage repayments?

[2 minutes 30 seconds][Customer] : Yeah, Mortgage, yes.

[2 minutes 55 seconds][Agent] : Yes, fantastic. And you know, that's sort of essentially what our income protection is designed to do. So here one choice with that income protection, it's there to provide you with a monthly benefit that is paid directly out to you if you're unable to work due to a disabling illness or injury and you would just suffer that loss of income. So we actually pay this money out to you as what's called a lump sum payment. So you're able to use that on whatever you need. So whether it's how helping you sort of take care of your day-to-day living expenses, whether it's helping you maintain any mortgage or loan repayments or obligations that you may have the choice. And again, it is entirely up to yourself there. OK, beautiful. Now with this fund here, we actually offer an income benefit amount of up to 75% of your monthly pre tax income amount. So this generally ranges between, umm, \$1000 being the lowest up to a maximum of \$15,000 being the highest.

[3 minutes 40 seconds][Customer] : Yeah, OK.

[4 minutes 2 seconds][Agent] : OK, now with this one here, uh, when it comes to applying for income

protection, it is still something that is very easy and very simple for yourself to do. So, so much like the life insurance, we don't require you to go down to the doctors and undergo any types of physical medical checks or get any sort of blood test done. What I'm gonna do is I'm gonna take you through a series of health and lifestyle questions over the phone. What this is going to do is it's gonna help us determine your eligibility for the cut up and also what the final premium on that one is going to be. Now, once you do have that income protection cover in place, we are going to cover you up until the policy anniversary that follows your 65th birthday. So the income protection will end, umm, on that policy anniversary that follows your 65th birthday. Please keep in mind that there are some exclusions as that apply and they will be outlined in your policy document that we do send out to yourself. OK, right now when it comes to the premiums here at Income Protection, uh, you are going to find that they are generally tax deductible depending on your policy structure. So that could make it even more cost effective for yourself. Of course, we'd always advise that you should speak to a tax professional, umm, to find out more in terms of that one. OK?

[5 minutes 4 seconds][Customer] : OK, OK.

[5 minutes 28 seconds][Agent] : Beautiful. So that's a little bit about what it's sort of designed to do. What we're gonna do now is we're gonna go through and generate a quote for yourself. So I do need to ask you some questions in regards to Judy's at work. So First off and foremost, so I do want to let you know before answering any of our questions, umm, it is important you are aware of your duty to answer all of our questions accurately and honestly. Failure to do so can impact your coverage claims time.

[5 minutes 56 seconds][Customer] : Yeah.

[5 minutes 55 seconds][Agent] : OK, perfect. So question number one, do you work 15 hours or more per week? Perfect. So we're just wanting to know this is just a yes or no. Are you working more than 15 hours per week? Perfect. Thank you so much for that. OK, now what's your job? Is your role as an administrative managerial of professional nature where you spend the majority of your time indoors in an office or clinical environment?

[6 minutes 4 seconds][Customer] : And normally 4040 to 50 hours, Yes, yes, it's a workshop.

[6 minutes 32 seconds][Agent] : What's what's your occupation? OK, so we'll answer no to that question because this is more in an office or clinical environment. So in terms of this one here, do you perform heavy physical duties or use heavy machinery or drive a vehicle?

[6 minutes 35 seconds][Customer] : These are mechanic OK, it's a driver vehicles.

[6 minutes 52 seconds][Agent] : Yep. So we'll answer yes for that one. Are you qualified skilled or semi skilled or hold the required licenses to perform your role?

[7 minutes 3 seconds][Customer] : I hold the license.

[7 minutes 4 seconds][Agent] : Perfect, thank you so much for that. Now the next question here says do you work in any of the following fields? Aviation as a pilot or crew? Entertainment and sorry, entertainment or sporting industry? Air Force, Army, armed forces. Or do you handle explosives? Do you regularly work underground or underwater, work at heights above 10 meters, work offshore, carry a firearm or drive long haul? No. Fantastic. So that's all the questions that I need to do need to ask in regards to your duties at work. The next question I do need to ask is have you had a cigarette in the last 12 months? No. Fantastic. OK so next step here is we need to determine your pre tax income. So are you currently employed or self-employed?

[7 minutes 4 seconds][Customer] : Yes, No, no, no, employed.

[8 minutes 5 seconds][Agent] : Employed. Perfect. So when it comes to your pre tax income, what that one is, is it's the your pre tax income is the total annual remuneration paid to you by your employer before tax, including salary and regular commissions or bonuses. However, it excludes your employee Kiwi Saver annual super contributions. So do you know what your annual pre tax income amount is? That's OK, Take your time.

[8 minutes 30 seconds][Customer] : Hold on please, you need to know the yearly.

[8 minutes 52 seconds][Agent] : Yes. So your annual pre tax income amount. Alright, take your time.

[9 minutes 24 seconds][Customer] : Why it's not conducting, Yeah.

[9 minutes 38 seconds][Agent] : Yeah. So what it means is for yourself or your husband is that if you were, if you were diagnosed with problems with the what you got the bucket list, that choice would be entirely up to yourself. I wouldn't actually tell you how to spend a few percent of that money

there. Yeah, no, of course. Well, with that one there, we'll go to the clock together just to begin. None. Yearly so your annual your annual pre tax income. So what are those before tax? That's OK. Do you know what your what your last did you know what your annual income pre tax income was on your last financial tax refund?

[11 minutes 7 seconds][Customer] : One yearly you want to know the monthly or yearly yeah, but can't find I can't sign on without quickly just do it. I'm looking in the I already know.

[11 minutes 35 seconds][Agent] : That's OK. Take your time, don't rush.

[12 minutes 11 seconds][Customer] : It's a 12 mountain. I already chose 105,000.

[12 minutes 18 seconds][Agent] : Perfect, so your your annual pre tax income is 105,000. That's your taxable income.

[12 minutes 24 seconds][Customer] : Yeah, it's a fixable income.

[12 minutes 26 seconds][Agent] : Perfect.

[12 minutes 26 seconds][Customer] : It's like including divorce salary.

[12 minutes 29 seconds][Agent] : Perfect. So your pre tax income amount annually is \$105,000.

[12 minutes 35 seconds][Customer] : Yeah.

[12 minutes 36 seconds][Agent] : Perfect. OK, so based on that one there, what level of cover we're able to look for you as a monthly benefit amount at ranges between \$1000 being the lowest up to a monthly, up to a maximum monthly benefit amount to 6562 dollars. So we work in \$1000 increment. So from 100, sorry, from 1000 it goes up to 1101 thousand, 203 hundred and so on up to that month with maximum monthly benefit amount is \$6562.00. What amount are you wanting to look at there 4000? So you want your monthly benefit amount to be around \$4000 a month.

[13 minutes 17 seconds][Customer] : 4000, yes.

[13 minutes 25 seconds][Agent] : Perfect. Now what we're going to do now is look at the waiting period. I'm sorry. You also have the option to add on different waiting periods and benefit periods depends on on your own personal circumstances. So let's go ahead and have a look at those ones there for you now. So First off and foremost, the waiting period as the non payment period, you must wait before the income benefit is payable to you after the insured event. So you can choose either a

30 day or 90 day waiting period. Which waiting period are you wanting to look at? 30 Perfect. Now we also have the benefit. So the benefit. Is the maximum amount of time that we will pay the income benefit for anyone and real illness. So you can choose a benefit period of six months, one year, two years or five years. What benefit. Are you wanting to look at yes.

[14 minutes][Customer] : 30 What is this for the 100?

[14 minutes 25 seconds][Agent] : So the benefit. Is the amount of time that we're gonna pay you pay you that monthly benefit for anyone injury or illness. So say for an example, you choose a one year benefit. OK, and you would, uh, break your leg and you're off work for six months. We would pay you for that six months because you have a one year benefit. Say for an example, though, you have a one year benefit. And you break your leg and you're off work for let's just say 15 months, we will only pay you for that 12 month period because you only have a one year benefit.

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

[15 minutes 6 seconds][Agent] : Does that make sense?

[15 minutes 7 seconds][Customer] : Yeah, Yeah, that makes sense.

[15 minutes 9 seconds][Agent] : Perfect. OK. So it's just the benefit. That's just how long we will pay you for anyone injury or illness. OK.

[15 minutes 9 seconds][Customer] : Now nothing.

[15 minutes 18 seconds][Agent] : So are you wanting to look at a six month benefit.

[15 minutes 25 seconds][Customer] : One year.

[15 minutes 21 seconds][Agent] : A one year benefit period, two years or five years, one year? Perfect. Keep in mind as well, after we've gone through our, we've gone through these questions, if we need to change this benefit waiting period or umm, level of cover, we can do so. But what we're gonna do now so that I can determine the pricing for you is I'm gonna take you through the health and lifestyle application as that's what determines the final price and the cover. So it is a very simple application with majority of my questions being just yes or no questions, of course, unless prompted otherwise. But First off and foremost, I do need to read to you our pre underwriting disclosure. So the pre underwriting disclosure just tells you what we do with your personal details and of course

what it is that you actually have a duty to disclose to us. So it seems here. Please be aware all calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes this should 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. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure before you insurance or life insurance, sorry, before you insurance or income protection contracts. You have a legal duty to provide for us any information you know or could reasonably be expected to know, which may affect our decision to ensure you and on what terms. You do not need to tell us things that we already know or should know as an insurer or what reduces the rest. We insure you have this duty until the time we insert into the contract. If you fail to disclose the matter or you make a false statement and answer to our question, we may be able to decline a claim and place your conditions on your policy or avoid your policy entirely. Now, do you understand this yes or no? Perfect. Thank you so much for that. OK, so just these questions that I'm going to that I'm going to take you through. Now again, my address yes or no questions unless I do prompt you otherwise. Now If however, you're unsure about any question or you need me to reread or explain any questions to you, anything like that, just let me know. OK, So question number one, it starts off by reconfirming are you a citizen or permanent resident of New Zealand or a citizen of Australia who is currently residing in New Zealand? Perfect. So I'll just confirm you're permanent. Are you a permanent resident of New Zealand? Currently residing in New Zealand.

[17 minutes 27 seconds][Customer] : Yes, Yeah, I'm moving on residence, yes.

[18 minutes 14 seconds][Agent] : Perfect. Thank you so much for that. OK, now the next question, a lot of questions here in regards to your medical history with my main question here being, have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following? Sorry, just bear with me. My computer's being a little bit slow. It's just jumped out of the questions. I do need to go back into that one. Just bear with me for one moment, OK?

[18 minutes 45 seconds][Customer] : I'm good.

[18 minutes 46 seconds][Agent] : Just bear with me, OK? Just bear with me. I'm just pulling that one up for you now. OK perfect, so it is again. Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following? So the first is stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina.

[19 minutes 29 seconds][Customer] : Pardon again.

[19 minutes 30 seconds][Agent] : That's OK. So it is. Have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following? So stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina.

[19 minutes 30 seconds][Customer] : Please don't understand this question. What is it for?

[19 minutes 54 seconds][Agent] : OK. Is there a reason why you don't understand the question?

[19 minutes 59 seconds][Customer] : I can. Seriously. Can you please repeat again?

[20 minutes 2 seconds][Agent] : Yes, I can repeat it again, but is there a reason why you don't understand the question?

[20 minutes 8 seconds][Customer] : Yeah, because there I am. There is a network problem. And then the word is carried out tomorrow. Yeah.

[20 minutes 13 seconds][Agent] : Oh, sorry, it's a regular lines just cutting in and out a little bit.

[20 minutes 18 seconds][Customer] : Yeah, it's a little bit. They can work.

[20 minutes 19 seconds][Agent] : OK, that's that's OK. Let's try that one again. So it is the main question that we're asking is 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 one is stroke or heart conditions. This is such as, but not limited to palpitations, heart murmur, heart attack and angina.

[20 minutes 55 seconds][Customer] : No, nothing.

[20 minutes 56 seconds][Agent] : Perfect.

[20 minutes 57 seconds][Customer] : No, I couldn't. What do you wanna talk?

[20 minutes 57 seconds][Agent] : The next perfect The next one is lung disorder, excluding asthma, sleep apnea or pneumonia.

[21 minutes][Customer] : I said nothing.



[21 minutes 11 seconds][Agent] : Perfect. Thank you so much for that. The next one is cancer or leukemia, excluding skin cancer.

[21 minutes 19 seconds][Customer] : No.

[21 minutes 20 seconds][Agent] : Perfect anxiety, depression or stress requiring medical treatment or any other mental health disorder? No fantastic. Have you been diagnosed with a terminal illness, motor neuron disease, any form of dementia including Alzheimer's disease, or been told by a doctor that you have a condition that'll reduce your life expectancy? No Fantastic. OK, And the last 10 years Have you used illegal drugs, abuse prescription medication or receive treatment or counselling for drug or alcohol consumption?

[21 minutes 32 seconds][Customer] : No, no, no.

[22 minutes 12 seconds][Agent] : Perfect. The next section here it 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 weight ranges. So First off please what is your exact height?

[22 minutes 39 seconds][Customer] : My height is five with 9 inch. Yeah, nearly like that.

[22 minutes 43 seconds][Agent] : 5 feet 9 inches, perfect. That's OK. So I just confirmed my last time you checked your height, you're confident that you're 5 foot 9 inches, perfect. Perfect. And what is your exact weight, please? Yep. So what was do you know what it was last time you checked your weight?

[22 minutes 54 seconds][Customer] : Yeah, I can say this much that wait, 57 6/7.

[23 minutes 7 seconds][Agent] : 57 or 6/7, 6-7 and is that KGS?

[23 minutes 13 seconds][Customer] : Yeah, it's in KG.

[23 minutes 14 seconds][Agent] : Perfect. Thank you so much for that. Now, have you experienced any unexplained weight loss of more than 5 KGS in the last 12 months? No. Fantastic. OK, I'm just lighting up the next question here for you now. OK, So the next question it does ask here, sorry, it's just loading up for you. So does your work require you to use explosives, travel to area or sorry, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or

work offshore? Nice, fantastic. Now I do need to reconfirm again, are you A employed or B self-employed?

[23 minutes 26 seconds][Customer] : No, Yeah, no, I'm working, employed.

[24 minutes 11 seconds][Agent] : So you're employed or are you self-employed? Employed. Have you been in your current occupation for at least 12 months?

[24 minutes 15 seconds][Customer] : Employed, yes.

[24 minutes 26 seconds][Agent] : Perfect. Do you intend to change your current occupation in the next 12 months? That's OK. I, I know we never know what the future does hold, but at this current stage, do you have any intentions to change your current occupation in the next 12 months? No. Fantastic. Now the next question here is do you have a second occupation that generates a taxable income? Have you ever been declared bankrupt or placed in receivership involuntarily, involuntary liquidation or under administration?

[24 minutes 35 seconds][Customer] : I don't know that they can do like no, no, no, no.

[25 minutes 16 seconds][Agent] : Perfect. OK, now the next question here for yourself is to the best of your knowledge, are you affected with or you're in a high risk category for contracting HIV which causes AIDS? Perfect. Do you have definite plans to travel or reside outside of New Zealand, IE you've booked or you will be booking travel within the next 12 months? Perfect. Do you have existing in competition cover?

[25 minutes 34 seconds][Customer] : No, no, no.

[25 minutes 56 seconds][Agent] : Perfect. OK, now the next other questions are in regards to your medical history again. So my main question for yourself now is have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following? So the the first one that I have for you is diabetes raised blood sugar anti glucose tolerance or impede fasting glucose perfect chest pain, high cholesterol or high blood pressure perfect tumor molar cysts including skin cancer some spots or Melanoma. Perfect. Have you ever had an abnormal PSA test or an enlarged prostate?

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

[26 minutes 59 seconds][Agent] : Thyroid condition or neurological symptoms such as dizziness or fainting.

[27 minutes 7 seconds][Customer] : Pardon.

[27 minutes 8 seconds][Agent] : Thyroid condition or neurological symptoms such as dizziness or fainting.

[27 minutes 15 seconds][Customer] : Nothing.

[27 minutes 17 seconds][Agent] : Perfect disorder of the stomach, bowel, gallbladder, or pancreas. Hepatitis or any disorder of the liver.

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

[27 minutes 30 seconds][Agent] : Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis.

[27 minutes 37 seconds][Customer] : No. Oh, sorry. What did you say again? The last one.

[27 minutes 38 seconds][Agent] : Bladder or urinary tract disorder, that's OK. So it's epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis.

[27 minutes 55 seconds][Customer] : What is paralysis?

[27 minutes 58 seconds][Agent] : So a paralyzation. So that's OK. So I'm going to read you what because it's not just permanent paralyzation.

[27 minutes 59 seconds][Customer] : No, no, no, no, no, no, no. I understand. I can't understand that.

[28 minutes 6 seconds][Agent] : So what it is is that's OK. So with this one here, I'm just gonna pull it up for you. So for this one here, paralysis is a loss of muscle function and feeling, sensory loss and a part of the body. Perfect. So I'll just confirm again. The question is, have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease, or paralysis? Perfect.

[28 minutes 26 seconds][Customer] : No, no, no, no, no, no, no, no, no, no. Nope.

[28 minutes 47 seconds][Agent] : Now the next one is bladder or urinary tract disorder, kidney disorder, blood disorder or disease, sleep apnea or asthma, 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 and tendons, including replacement or reconstructive surgery.

[29 minutes 29 seconds][Customer] : Nope.

[29 minutes 30 seconds][Agent] : Osteoporosis or osteopenia.

[29 minutes 34 seconds][Customer] : Nope.

[29 minutes 36 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[29 minutes 43 seconds][Customer] : Nope.

[29 minutes 44 seconds][Agent] : Perfect. Thank you so much for that joke. Now I'm just loading up the next question here for you now. So the next question here is in regards to the last three years only. So it is other than what you have already told me about South in the LA, other than what you have already told me about in the past three years. Have you sought medical advice on treatment by medical practitioner or specialist? Or are you awaiting the results of any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy? Perfect  
O2 Now the next one here is 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 other than what you have already told me about? Sorry, other than what you have already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury?

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

[31 minutes][Agent] : Perfect. We've just got three more questions left here to go now, Joe. So the next question here is in regards to your family history. So it says here, to the best of your knowledge, have any of your immediate family now your immediate family for us being your mom and dad, brother or sister, only living or deceased? Ever been diagnosed with polycystic kidney disease, Huntington's disease, or familial hypercholesterolemia, polyposis. Perfect. Now the next one is, to the best of your knowledge, have any of your immediate family, again your mom dead, brother or

sister only suffered from cancer, heart condition, stroke or any other hereditary disease. This is prior to the age of 60.

[31 minutes 30 seconds][Customer] : No, no.

[31 minutes 54 seconds][Agent] : Perfect. OK, last question that I have here for you now there Joe. So other thing, one of events, so in the form of gift certificate, vouchers, etcetera. Do you engage in or intend to engage in any of the following aviation? Umm, aviation other than is a fair paying passenger on a recognized airline, motor racing, parachuting, mountaineering at sailing, super diving deeper than 40 meters, cable wreck diving or any other hazardous activity. Perfect. Thank you so much for that. OK, so that's all the questions that I do need to ask you there Jade. So First off and foremost, I do want to let you know a very big congratulations, your application for income protection cover and has been fully approved here. OK, So what I'm gonna do now is I'm going to load up the pricing for you. So we were looking at a monthly benefit amount of \$4000.

[32 minutes 28 seconds][Customer] : No, Yeah, yes.

[32 minutes 57 seconds][Agent] : Now this is what the waiting period of 30 days and the benefit period of one year, OK. So if we were to look at that, that covered there, so \$4000 monthly benefit with 30 day waiting period, one year benefits. So a one year benefit. You're looking at a fortnightly payment of \$53.92, so it's \$53.92 per fortnight. How does that one sound?

[33 minutes 29 seconds][Customer] : Sounds good, but yes, I need to configure it because I just bought the house. Not that long.

[33 minutes 35 seconds][Agent] : Mm hmm.

[33 minutes 35 seconds][Customer] : I'm still finalizing everything.

[33 minutes 38 seconds][Agent] : OK. So is that because when you say you need to consider it as is that because you're a little bit worried it's not going to be out of fit with the mortgage repayments, Right.

[33 minutes 38 seconds][Customer] : My Yeah, No, it's gonna be good, but just the bad thing. The problem is that you need to settle down everything.

[33 minutes 58 seconds][Agent] : OK.

[33 minutes 56 seconds][Customer] : It sounds good because I just asked inquiry and you guys called me guys. No, no, as nearly 50, I don't know.

[34 minutes 6 seconds][Agent] : MM Hmm. Do you mind me asking what it is that you're wanting to consider the end?

[34 minutes 3 seconds][Customer] : I have to pay a fortnightly, which is not a bad deal and I need to no, I need to like make my budget and everything. This is what I do.

[34 minutes 17 seconds][Agent] : Oh, OK. But that's \$53.92 per fortnight, but it is affordable for yourself.

[34 minutes 18 seconds][Customer] : Yeah, if if we pull down to 35135 hundred per monthly, then what happens?

[34 minutes 30 seconds][Agent] : Yeah, look, absolutely, we can safely go down to 3500 as a monthly benefit. The monthly amount. Keep in mind as well, we can also adjust the benefit. If you're wanting to reduce that premium, but if we were to look at 3500 monthly benefit amount with that 30 day waiting period and the benefit period of one year, you're looking at \$47.18 per fortnight.

[34 minutes 42 seconds][Customer] : OK, OK. Now I will. That sounds good.

[34 minutes 58 seconds][Agent] : How does that figure sound out of the two figures? What 1 sound thing sort of best suited for you? Would you be leaning more towards that 3500 monthly benefit amount or you more leaning towards that 4000 monthly benefit amount?

[35 minutes 17 seconds][Customer] : Now the \$5 is really big deal for me. I will work hard on it. So I I need to really work out on my budget.

[35 minutes 20 seconds][Agent] : Yeah, Yep.

[35 minutes 24 seconds][Customer] : So yeah, I will call back to you, right.

[35 minutes 26 seconds][Agent] : That's, that's OK. I understand you're wanting to work out a little bit of a budget, but out of those two figures that we've gone through, is there one that's sounding more better suited for your budget? Is it the lower level of cover or would it be that full 4000?

[35 minutes 42 seconds][Customer] : No, 4001 will be fine.

[35 minutes 44 seconds][Agent] : OK, perfect. Now I do also want to let you know in terms of this

one here we also include with your cover what's called a rehabilitation, umm, benefit. OK, so how that rehab so this can help assist you, umm, in return in your return to work there. So how the rehabilitation benefit works as it says to pay an additional reimbursement of up to 50% of your monthly income benefit amount up to a maximum of \$3000. And this can be used to help in any sort of rehabilitation costs whilst you're claiming. Or what we can also do is reimburse up to six times your income benefit towards the cost of things such as equipment or modifications that will be required to assist you in returning to work there. OK, now with this one here, I do also want to let you know your premium is set, which means it will generally increase as your age. In addition, this policy has what's called an automatic indexation, which means each year your sum insured will increase by 3% until you reach the maximum benefit amount of 15,000 per month with associated increases in premium. And you can opt out of this indexation each each year. So each year round your policy anniversary, of course, much like the life insurance, we will send you out a letter saying this is what the new sum insured is going to be with associated increases in premium. And of course, you cannot doubt of that one each year there.

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

[37 minutes 18 seconds][Agent] : OK, perfect. So look, there are a couple of options that I do have available for you there today. Now I know you have said at this stage the \$4000 worth of cover at 5392 per fortnight is affordable for you. You're just wanting to go through and do a final review of your budget. So there are a couple of options that I do have available for you. Keep in mind of course we can definitely look at sending you through just that basic information and pricing there for you to review or one of the other alternate of options that we do have available for yourself. Being that we have got that cover fully approved and you have said that that fortnightly premium is affordable. I am able to give you that little bit of Peace of Mind and that little bit of financial security by actually looking at getting some cover set up and in place with yourself today without any upfront payments or upfront costs. What we of course do is we note down our preferred payment day and payment method that is suitable for you in the near future from Yeah, what I didn't do is I sent you out an e-mail. Well I read you out a quick declaration and I sent you out an e-mail included with all

your policy documents as well as a postal copy of your documents. So the e-mail copy you'll receive generally within the next hour or so. The postal copy you'll take around about 5 to 10 business days. That will be whilst you are sitting down and doing a final review of the budget. You have got that little bit of Peace of Mind that there is that would have been protection in place. Now in terms of this one here, if you didn't decide that the cup is not suitable for you or you simply just wish to cancel, all you then need to do is give us a call and apply to do so. It is a very simple process there. There's no cancellation fees or no locking contracts or anything like that. I'd also want to advise you as well there Joe, that this policy gives you what's called a 30 day cooling off. So if you decide to cancel within those 30 days, you will receive a full refund of any premiums you may have paid. This is of course, unless a claim has been made. How does that sound?

[39 minutes 35 seconds][Customer] : Sounds good.

[39 minutes 37 seconds][Agent] : Perfect. So the next step here is we need to note down that preferred payment date and payment method. So Joe, in terms of this one here, of course we wouldn't actually take any payments off you today. As a business we do generally like to try and collect payment within the next 7 days. However, is there a date that would best suit yourself?

[40 minutes][Customer] : Is that possible? You can do with the same insurance you are deducting.

[40 minutes 5 seconds][Agent] : So we can definitely make it come out on the same day as your life insurance. Keep in mind it would be a separate payment. OK, so I can see here your next payment for your life insurance is next week Thursday, is that correct? Yep. So is that correct there? You pay every second Thursday.

[40 minutes 20 seconds][Customer] : OK, yes.

[40 minutes 26 seconds][Agent] : Perfect. So we can make the first payment come out on Thursday the 14th and then it will come every second Thursday thereafter. Now, George, for your security, I actually do not have access to your current payment details, so I would need to get those off you again. So we can do this either by a Visa debit, Visa MasterCard or credit card, or I can use your bank account number for a direct debit. What one best suits you? And the name on your bank account is under Jyot Singh. J Singh what 1 Jyot Singh or J Singh?



[40 minutes 54 seconds][Customer] : Direct debit, yes, Justin, the both of them.

[41 minutes 6 seconds][Agent] : Perfect. Thank you.

[41 minutes 7 seconds][Customer] : Justin, that is SBS.

[41 minutes 10 seconds][Agent] : SBS is the bank perfect?

[41 minutes 12 seconds][Customer] : Yeah, the SBS.

[41 minutes 12 seconds][Agent] : And what is what is your bank account number there please?

[41 minutes 17 seconds][Customer] : Hold on please.

[41 minutes 18 seconds][Agent] : That's OK, Take your time.

[41 minutes 28 seconds][Customer] : OK.

[41 minutes 30 seconds][Agent] : Yep.

[41 minutes 28 seconds][Customer] : The account is 031369073282000.

[41 minutes 40 seconds][Agent] : So 0313690732820 suffix 00 and that's you said it was with SBS, correct? Perfect. OK, So in order to finish setting up this payment with you now I do need to ask you 4 quick questions and redo a short declaration. And I just need a click yes or no at the ends of each there.

[41 minutes 49 seconds][Customer] : Yes, yes, OK.

[42 minutes 7 seconds][Agent] : OK, so question number one, it does say here do you have authority to operate this bank account alone?

[42 minutes 18 seconds][Customer] : Yes.

[42 minutes 19 seconds][Agent] : Question #2 have you cancelled a direct debit authority? 4, Have you cancelled a direct? Oh, sorry, let me reread that. The next one is do you have the authority? Do you need to directly authorize debits?

[42 minutes 34 seconds][Customer] : No, I don't need to join that, right?

[42 minutes 38 seconds][Agent] : Perfect. So when you set up perfect, we can answer no to that one. Next question, have you cancelled a direct debit authority for one choice? What's critical life as the initiator in the last nine months on the account you're providing? No. Perfect. Thank you so much for that. OK, now are you happy to set up a direct debit authority without signing a form?

[42 minutes 53 seconds][Customer] : No, yes.

[43 minutes 4 seconds][Agent] : Perfect. Thank you so much for that. Now in order to decide, I need to read the following declaration and I'll need your confirmation at the end. So this is just a short one paragraph declaration in regards to the direct debit and it rates you agree. This Authority is subject to the terms and conditions relating to the bank account provided and the specific directed the 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 accounts in accordance with these terms and conditions, yes or no?

[43 minutes 42 seconds][Customer] : Can you please repeat again?

[43 minutes 44 seconds][Agent] : That's OK. So it says here you agree. This authority is subject to the terms and conditions that relate to the bank account provided umm, and the specific direct debit terms and conditions that relate to this authority. You authorize your bank to allow Clinical Life, who is the initiator for one Choice to direct debit this account in accordance with these terms and conditions, yes or no?

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

[44 minutes 15 seconds][Agent] : Perfect. Thank you so much for that. So that's our payments all set up for you now. So \$53.92 that'll come out on Thursday the 14th, which is next like Thursday and then it'll be every second Thursday thereafter. All that's for me to do now to finalize this one for you and get you sent out all your personalized policy documents. There is read you our final declaration. So please bear with me. This is a couple of paragraphs long. I'm going to try to get through as quick as possible for you, but all I need at the start, halfway through and at the end been prompted. It's just your agreeance with either a clear yes or no. Now, Joe, if there's any part of the declaration that you're unsure of, or if you'd like me to stop to reread over any part, or you even just simply have a question about anything I'm reading, I read it a little bit too quickly for you. Just interrupt me along the way. I'm gonna be more than happy to do so.

[45 minutes 14 seconds][Customer] : OK.

[45 minutes 12 seconds][Agent] : OK, perfect. So it starts off by saying thank you Joe Singh. It is

important you understand the following information. I will ask for your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One choice income protection insurance is issued by Pinnacle Life Insurance Limited, whom I refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited, whom I refer to is GFS, to assure and arrange this insurance on its behalf. 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, so make a decision about whether One Choice Income Protection Insurance is suitable for your needs. On the basis of the information you provided to us about your general circumstances, we're providing this advice. We have not considered just specific financial needs or goals, or considered any other insurance 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 suits out more information which can assist you to decide whether to act on any advice we provide. Can you please confirm that you understand and agree to this? Yes or no? Perfect. I just want to go back and reread one sentence there. I just want to confirm the advice we have provided to you is limited to assisting you to make a decision about with the one choice income protection insurance is suitable for your needs. OK.

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

[47 minutes][Agent] : Now the next part of the declaration says 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 in assessing your application. I need to remind you of the duty of disclosure that you agreed. So can you please confirm you have answered all of our questions in accordance with your duty of disclosure, yes or no?

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

[47 minutes 28 seconds][Agent] : Perfect. Thank you so much for that. OK, now by agreeing to this declaration you can seem to be to being contacted by us in relation to other products and services. You can opt out of this at any time. By contacting us, you have agreed to take out a single one choice Income Protection insurance policy with the following cover for Judge Singh, A monthly

insured amount of \$4000 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 may be less than the monthly insured amount as your income benefit is limited to 75% of your 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 or offsets from other sources. Your cover expires on November 14th, 2048, 12:00 AM. Your premium for the first year of cover is \$53.92 per fortnight Your premium is set, which means it will be calculated with each policy anniversary and will generally increase as you age. Your monthly benefit amount will also increase automatically by 3% each year and you cannot doubt of this included in your premium as an amount payable to GFS of BETWEEN 26% and 56% of each premium. Your premium will be deducted in accordance with the authority you have provided to us. I investigated Pinnacle with AB plus financial strength good and a triple B minus issuer credit rating with an outlook of stables. You can read more about these ratings on our website and then your policy documentation. The policy documentation will be sent to you via mail and if you've provided us with an e-mail address, 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 calling off. During which right you have a 30 day cooling off. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you've lodged a claim. Now I've got two final questions here for you now. Question number one, do you understand and agree what's the declaration? Yes or no question #2 would you like any other information now, or would you like me to read any part of the policy document to go?

[49 minutes 58 seconds][Customer] : Yes, yes. I want to reconsideration about that 4035 hundred. Can I go for 3500 please?

[50 minutes 16 seconds][Agent] : Yep.

[50 minutes 16 seconds][Customer] : Is it OK?

[50 minutes 16 seconds][Agent] : You want to change to 35? Yep, that's perfectly fine there. So just bear with me. I'm just changing. I'm just going to jump out of the declaration. So the 3500, that is going to be 4718 per fortnight. Perfect. Just bear with me. I just have to read that change in the

declaration. And you're still happy for that to come out on Thursday the 14th and then every second Thursday thereafter?

[50 minutes 18 seconds][Customer] : Yes, yeah, yes.

[50 minutes 45 seconds][Agent] : Just like, just bear with me. I just need to go and update that in the declaration. Just bear with me for one moment, OK? Just bear with me. I'm just writing that one up for you now. Sorry. Just bear with me, Jo.

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

[51 minutes 35 seconds][Agent] : Sorry, I'm just lighting up the change in the declaration right now. So the change in the declaration says here umm for Joe saying a monthly insured amount of \$3500 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the events of the claim may be less than the monthly insured amount as your income benefit is limited to 75% of your average monthly income over any 12 of consecutive months during the two years before you suffered your disabling sickness or entry. So income benefit can also be reduced. And if you receive other disability payments or offsets from other sources, your premium for the first year of cover is \$47.18 per fortnight. So that's the only changes I did need to reach you. So I'll just reconfirm again. Uh, do you understand and agree with the declaration? Yes or no?

[52 minutes 32 seconds][Customer] : Yes.

[52 minutes 34 seconds][Agent] : And the next question here, would you like any other information now or would you like me to read any part of the policy document? CJ, what do? Sorry, what do you mean?

[52 minutes 43 seconds][Customer] : I just want to know if I'm not taking any claim for years, what's going to happen if I'm paying the insurance? Is there any benefit like if I'm not taking any claims?

[53 minutes 1 seconds][Agent] : Umm, not at this current stage, no. Umm, it it's the policy is, is just there. It just will take along until you need to make a claim or until the policy ends.

[53 minutes 12 seconds][Customer] : OK. Yeah, I'll just ask. Yeah.

[53 minutes 13 seconds][Agent] : OK, perfect. So I'll just reconfirm again. Would you like any other information about the insurance now or would you like me to read any part of the policy documents

for you?

[53 minutes 24 seconds][Customer] : Yeah.

[53 minutes 25 seconds][Agent] : Perfect. So I'm gonna go ahead and accept that declaration for you. Now. Congratulations. That's all done for you. Now. I would say welcome to the One choice family, but you're, you're already part of the family.

[53 minutes 24 seconds][Customer] : No, thank you.

[53 minutes 36 seconds][Agent] : So I welcome the addition to the One Choice family. Now your documents again, they're gonna be with you very shortly via post and via e-mail. If you have any questions or any concerns throughout the life of your policy, please do not hesitate on giving us the call. We'll be more than happy to help you. You OK?

[53 minutes 57 seconds][Customer] : All good.

[53 minutes 58 seconds][Agent] : Beautiful. Well tried. Is there anything else I can do for you today?

[54 minutes 2 seconds][Customer] : Thank you.

[54 minutes 4 seconds][Agent] : So you're most welcome. You have a lovely day and we'll talk again soon.

[54 minutes 8 seconds][Customer] : Yeah.

[54 minutes 9 seconds][Agent] : Alright, thanks. Bye.

[54 minutes 11 seconds][Customer] : Bye.