

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Hi, my name is George, I'm calling from Wheel Insurance. How are you today?

[7 seconds][Customer] : Hi, George. Yeah, it's Madeline. I'm good, thank you.

[10 seconds][Agent] : That's good. I was calling in relation to the online enquiry that was put through for the life insurance.

[10 seconds][Customer] : That's right.

[16 seconds][Agent] : Just so I can discuss it with you further. Could I get you to reconfirm your full name and date of birth for me please?

[22 seconds][Customer] : Madeline Joyce Williams, 2nd of April 70.

[27 seconds][Agent] : Bateson, you are a female Australian resident, is that correct?

[30 seconds][Customer] : Yes.

[31 seconds][Agent] : Beautiful. So all calls are recorded. Any advice that provides to normal nature may not be suitable to your situation. And what's prompted the enquiry today? What's great, looking into life insurance.

[43 seconds][Customer] : Well, my sister had it years ago when she was dying. She died of cancer.

[49 seconds][Agent] : Sorry.

[49 seconds][Customer] : And I just thought the way you guys handled it promptly send a bouquet of flowers. The money was straight into my account. So like, you know, didn't have to wait weeks to have her funeral.

[1 minutes 9 seconds][Agent] : There's a car.

[1 minutes 9 seconds][Customer] : And it was really good because it was very hard on my father at the time. He was one of those people that, you know, didn't like to wait. And so we got with it immediately, as soon as the money got in the bank. And yeah.

[1 minutes 10 seconds][Agent] : Yeah, yeah, yeah. Well, I'm glad we could help in that aspect. Now you make sure it's for her funeral, but you put through an enquiry for life insurance.

[1 minutes 33 seconds][Customer] : Oh.

[1 minutes 32 seconds][Agent] : Was it funeral cover that you needed or was it life insurance?

[1 minutes 35 seconds][Customer] : Oh, you don't cover? Yes, sorry.

[1 minutes 37 seconds][Agent] : A funeral?

[1 minutes 37 seconds][Customer] : You don't put it in the wrong number.

[1 minutes 38 seconds][Agent] : OK, No, that's OK.

[1 minutes 40 seconds][Customer] : Oh. OK.

[1 minutes 40 seconds][Agent] : No, that's right.

[1 minutes 45 seconds][Customer] : Hmm. Mm.

[1 minutes 41 seconds][Agent] : Well, let me take you through how the funeral cover works and we'll go through just the name and features and benefits 1st and then once you've got that price, set it up, we'll have a look at the different options. But I do take you through it. Let me know if you have any questions. OK, perfect.

[1 minutes 56 seconds][Customer] : OK, that'll be great.

[1 minutes 58 seconds][Agent] : So the funeral cover, it's better make sure that if in the event you were to pass away, hope you're not for a very long time.

[2 minutes 6 seconds][Customer] : Excuse me.

[2 minutes 8 seconds][Agent] : No, that's OK.

[2 minutes 7 seconds][Customer] : I'm sorry, just my husband's been playing up a little bit today.

[2 minutes 14 seconds][Agent] : No, that's alright. Do you want to take a sip of water, nap it away?

[2 minutes 20 seconds][Customer] : Sorry. That come out of the blue.

[2 minutes 22 seconds][Agent] : No, that's OK. No, that's OK.

[2 minutes 26 seconds][Customer] : Yeah. So I'm sorry. What was your name again? Georgia.

[2 minutes 29 seconds][Agent] : My name's Georgia. Yes, that's right.

[2 minutes 31 seconds][Customer] : Sorry, Georgia.

[2 minutes 33 seconds][Agent] : That's OK. Now I was just saying, just in regards to the funeral cover, I mean, hopefully nothing happens for a very long time, but it's just there to give you that Peace of Mind that if anything were to happen, there is money readily available so your family can use it to help cover the cost of the funeral themselves.

[2 minutes 48 seconds][Customer] : We've just really experienced that literally on the 5th of December my sister-in-law passed away suddenly.

[2 minutes 52 seconds][Agent] : Yeah, No, yeah.

[2 minutes 56 seconds][Customer] : Did not, did not smoke, work six days a week, couldn't go out partying, anything. She had a pretty solemn life, took care of her elderly sister, is intellectual and head and just up and dies in her sleep. And the family struggled with money.

[3 minutes 17 seconds][Agent] : Goodness, it's horrible, isn't it?

[3 minutes 18 seconds][Customer] : And so it sort of me out of it.

[3 minutes 20 seconds][Agent] : Yeah, actually thinking.

[3 minutes 22 seconds][Customer] : And we better get out of order because anything happens to us.

[3 minutes 31 seconds][Agent] : Exactly. I, I that's exactly right. Yeah. I mean, you know, it's tough as you know, the time's gonna be when it comes.

[3 minutes 27 seconds][Customer] : Our kids, you know, don't have to have that strain that married one minute.

[3 minutes 37 seconds][Agent] : I mean, at least there's, you know, your families are having to try and find the money themselves to help pay it off. Exactly.

[3 minutes 41 seconds][Customer] : Sorry, that's right.

[3 minutes 43 seconds][Agent] : Yeah, that's right. So I mean, the application process, it's very easy. I mean, we do not require any medical checks. Regardless of your medical history.

[3 minutes 56 seconds][Customer] : Mm hmm. Only for 12 months.

[3 minutes 52 seconds][Agent] : You have guaranteed acceptance with us because of your age and your residency status, but for the 1st 12 months you'd be covered for accidental death and accidental serious injury only, and then after the first 12 months you're covered for death due to any cause. What was that?

[4 minutes 9 seconds][Customer] : Is that only the first 12 months?

[4 minutes 8 seconds][Agent] : Sorry, correct.

[4 minutes 11 seconds][Customer] : Could you continue that on?

[4 minutes 13 seconds][Agent] : Yep. So for the 1st 12 months it's death, it's accidental death and accidental serious injury only during that 12 month period.

[4 minutes 23 seconds][Customer] : Oh yeah.

[4 minutes 23 seconds][Agent] : And then after the first 12 months it is death due to any cause, whether it's accidental death, death due to an illness, due to natural causes, then on after. OK.

[4 minutes 36 seconds][Customer] : OK, so it's accidental. Covered for accidental death and serious injury.

[4 minutes 42 seconds][Agent] : An accidental serious injury. That's right. Yeah.

[4 minutes 44 seconds][Customer] : Accidental.

[4 minutes 44 seconds][Agent] : Because in that first 12 months, because we don't require you to go through any health checks or blood tests or anything like that, because you have guaranteed acceptance, we have to have that 12 month waiting period in place. Understandable. We know that accidents can happen, so that's why there's still coverage for that in that meantime. But yeah, after the first 12 months, it's due to any cause. Now, if at any point during the policy you were to pass away as a direct result of an accident, your family will receive triple the payout instead, just because we understand accidents are generally quite sudden, so there may be additional expenses left behind. So it's just to make sure your family's got that additional protection and there is a terminal illness benefit included as well. So after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner, we would then put that claim out in full, which can help with things like medical costs.

[5 minutes 50 seconds][Customer] : The terminal illness one, I'm sorry.

[5 minutes 55 seconds][Agent] : That's OK. Yeah, certainly.

[5 minutes 53 seconds][Customer] : I'm just quickly taking notes so I can explain it to my husband because I actually put his name down too.

[6 minutes][Agent] : Yep, Yeah, that's fine.

[6 minutes 2 seconds][Customer] : I did one for him, so he'd probably get a phone call today too. Paul Williams. Yeah.

[6 minutes 8 seconds][Agent] : Mm, hmm. That's fine.

[6 minutes 12 seconds][Customer] : So what was the terminal illness term? Sorry.

[6 minutes 16 seconds][Agent] : So it means that, so once you've taken out a policy after holding the policy for 12 months, if you were first diagnosed with a terminal illness or a medical practitioner so that you've got 12 months or less to live, we would then pay that claim out to you while you're still alive.

[6 minutes 22 seconds][Customer] : Oh yeah, yeah.

[6 minutes 34 seconds][Agent] : And then you can use that money to help, you know, with medical costs, the cost of medication, all of that. So it's up to you. You don't have to claim on it if you don't want to. You can leave it for the original reason, which was just the funeral cost. But it just gives you that added option that if you did want to use it to help cover those medical costs, you can now do keep in mind the premiums are level. So that means that they're designed to stay the same each year for you. OK.

[6 minutes 53 seconds][Customer] : Oh, yes, yeah, OK, good. Premium. Stay the phone.

[7 minutes 9 seconds][Agent] : Now we are up to pricing, but I just want to confirm, do you have any other questions as what I've explained so far?

[7 minutes 15 seconds][Customer] : No, I don't. I don't think you're doing a beautiful job of explaining.

[7 minutes 20 seconds][Agent] : Thank you. Let's have a look at the different options we have now because being a funeral cover is going to range between 3000 up to \$15,000. So I can quote you on as many amounts as you like, but how much coverage do you think you would need?

[7 minutes 38 seconds][Customer] : Oh, I'd say do you have, Oh, there is one question. Do you have funeral cover and life insurance in the same like payment plan?

[7 minutes 51 seconds][Agent] : Not in the same. They would. They're two different policies. You'd have to, yeah. If you wanted to look at life cover as well, we can, but it would just be a separate policy being taken out.

[7 minutes 52 seconds][Customer] : No, Yeah, we'll do the funeral one first.

[8 minutes 4 seconds][Agent] : Yeah, No, that's fine. Now, how much coverage do you think you would need between 3000 up to 15? Yeah. Yeah. Let's have a look. That is a fortnightly premium of \$35.47. That's fortnightly.

[8 minutes 9 seconds][Customer] : OK, 15,000 all up, that sounds beautiful.

[8 minutes 21 seconds][Agent] : How is it sounding so far for you now? Do you want to look anything slightly low? Yeah, and \$0.47 a fortnight.

[8 minutes 27 seconds][Customer] : Sorry, can I just fortnightly 35 40170, we'll just say \$0.50. Yep.

[8 minutes 38 seconds][Agent] : Perfect. So that's just for you. Did you want to have a look at your partner as well?

[8 minutes 38 seconds][Customer] : And that's just a movable Yes, please.

[8 minutes 43 seconds][Agent] : Because you can do a joint quote.

[8 minutes 45 seconds][Customer] : And I can use all these questions.

[8 minutes 45 seconds][Agent] : Yeah, yeah, that's fine. What's the same surname though, right? Williams. What was his first name again? Sorry, Paul. Thank you. And what's Paul's date of birth?

[8 minutes 51 seconds][Customer] : B of Jess Paul, Paul Thomas, 23rd of the 1st 66.

[9 minutes 4 seconds][Agent] : And he's an Australian resident as well. Is that right?

[9 minutes 7 seconds][Customer] : Yes, he is.

[9 minutes 9 seconds][Agent] : Perfect. Now Paul's is going to be a little bit more just because we base your premiums on the level of cover, but also age, time of application. So because he's 58, his will be slightly different. But the fortnightly premium for Paul would be \$40.82 per fortnight. So the total would be \$76.29 a fortnight.

[9 minutes 22 seconds][Customer] : Yep, 7629 a fortnight.

[9 minutes 39 seconds][Agent] : That's correct. That's if you wanted to look at the 15,000 each. That is obviously the maximum. So we can go slightly lower if you would like to. Perfect.

[9 minutes 39 seconds][Customer] : So no, no, that's fine.

[9 minutes 53 seconds][Agent] : Beautiful.

[9 minutes 51 seconds][Customer] : We earn good money, it's fine, we'd like that. And do you split it

up to weekly payments? OK.

[9 minutes 53 seconds][Agent] : Yep, we only have the options of fortnightly, monthly or annually.

[10 minutes 3 seconds][Customer] : No, that's fine. That's great. You know, that's that is really great.

[10 minutes 7 seconds][Agent] : Yep. Perfect. Well, let's see. Are you happy to leave it at fortnightly? Yep.

[10 minutes 6 seconds][Customer] : That's Yeah, we'll we'll have to.

[10 minutes 13 seconds][Agent] : Yep.

[10 minutes 13 seconds][Customer] : That's the only option you have.

[10 minutes 15 seconds][Agent] : Now just with this one issue, I wanted to do it for Paul as well. Is that right?

[10 minutes 15 seconds][Customer] : Yeah, that's right.

[10 minutes 19 seconds][Agent] : Both on the same policy. Excellent.

[10 minutes 21 seconds][Customer] : Same policy.

[10 minutes 23 seconds][Agent] : Yeah.

[10 minutes 23 seconds][Customer] : I will be bored.

[10 minutes 23 seconds][Agent] : W Absolutely. Yep, that's fine. Perfect.

[10 minutes 27 seconds][Customer] : And the person the money goes to, if Paul drops dead before me, and that's why I drop dead before Paul, the money will go to him to cover me. That's good.

[10 minutes 38 seconds][Agent] : Now I've got beautiful and e-mail address.

[10 minutes 44 seconds][Customer] : No, I won't put Paul there.

[10 minutes 41 seconds][Agent] : Yeah, that's OK.

[10 minutes 48 seconds][Customer] : I will put my daughter there. Yeah.

[10 minutes 50 seconds][Agent] : Yeah, perfect. You can put your daughter down this one.

[10 minutes 52 seconds][Customer] : I just gotta think of it. Yeah, she's actually got a cover with you. She's the one. Yeah. Reminded me of you guys.

[11 minutes 1 seconds][Agent] : Perfect. Now I've got an e-mail here. It's mjwills2019@gmail.com. Is that correct? And I'm just going to note down your address as well.

[10 minutes 59 seconds][Customer] : That's correct, 4825. That's Mount Isaac.

[11 minutes 11 seconds][Agent] : What's your post code and suburb?

[11 minutes 19 seconds][Customer] : Oh, park side.

[11 minutes 18 seconds][Agent] : Let's have a look.

[11 minutes 19 seconds][Customer] : It'll come up Mount Isaac, Park side.

[11 minutes 25 seconds][Agent] : What's the street number and name?

[11 minutes 26 seconds][Customer] : Oh, sorry. Yeah #6 9th Ave.

[11 minutes 32 seconds][Agent] : 9th Ave. Perfect. Yep. Coming up as Parkside. Yep, and that's your postal address as well.

[11 minutes 34 seconds][Customer] : after yes.

[11 minutes 41 seconds][Agent] : Alright, excellent. Now do keep in mind with this policy, so the cover will include an early cash out option. So anytime after you reach the age of 85, you can choose to end the cover. We'd pay you 75% of the funeral insurance benefit, but you can also find information about our premium structure on our website as well. Now, you may pay more in total premiums over the last the policy than the benefit amount. As I mentioned though, your premiums are designed to stay the same each year and the insurance does not have a savings or investment element. So if you cancel outside of the 30 days, the cover will stop and you will not receive anything back. And of course, unless you are eligible for and choose the early cash back offer now to provide you both with cover, everything gets emailed and posted out to you for you to have a good read through everything. Now you do not pay anything today so you can choose your first collection date in the near future that suits you best. Now it's again up to you when you'd like that first payment date to come out. I just need to confirm for the call recording. Are you happy to continue, yes or no?

[12 minutes 40 seconds][Customer] : Please, I'm very happy to continue.

[12 minutes 59 seconds][Agent] : Perfect. Now what date would you prefer the first premium to be debited again? You're both covered from today though.

[13 minutes 7 seconds][Customer] : The date would be next Thursday. Oh hang on, can we have a



Friday?

[13 minutes 14 seconds][Agent] : Yep, next Friday, that's the 10th. No, that's the 10th. Yep, that's right. And then it would be fortnightly there on after from that date. Now in the meantime, are we noting down a Visa or MasterCard or BSB and account number?

[13 minutes 33 seconds][Customer] : I just got my wallet. I'm sorry.

[13 minutes 33 seconds][Agent] : There is no, no worries.

[13 minutes 39 seconds][Customer] : No, it's pretty safe. Your site with them, you know, haven't. We've been ripped off so many times in our bank.

[13 minutes 46 seconds][Agent] : Oh, no, that's, I mean, you can never be too careful these days. I mean, you hear all about all these horror stories happening. But yeah, I mean, we got your enquiry off our website that you just put through yesterday in effect for the funeral cover.

[14 minutes 2 seconds][Customer] : Yeah, yeah. And a after this, can we talk about life insurance things?

[14 minutes 5 seconds][Agent] : Now, Yeah, absolutely. Yeah, we can. Now I will just let you know with your bank details, we actually pause the call recording. So it's not actually captured.

[14 minutes 8 seconds][Customer] : OK, Good. Mm hmm.

[14 minutes 16 seconds][Agent] : So it's, it's for security purposes, but the call recording will stop and it will recommence after we've collected your details. So I'm just going to pause it now, but it usually. Please be advised the call recording has now resumed for quality and monitoring purposes.

[15 minutes 15 seconds][Customer] : Lovely.

[15 minutes 15 seconds][Agent] : So last step is just to read out your legal declaration which should take roughly 4 minutes for me to read with two questions at the end for you.

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

[15 minutes 23 seconds][Agent] : Any questions while I read this out, please stop me at any point. OK.

[15 minutes 27 seconds][Customer] : Mm hmm.

[15 minutes 29 seconds][Agent] : All right, so it begins here with thank you, Madeline Williams. 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. Real funeral cover is issued by Hanover Life Free as well. Yeah. Real funeral cover is issued by Hanover Life Free of Australasia Limited who were referred to as Hanover. Hanover has an arrangement with Greenstone Financial Services trading as Real Insurance is going to arrange this insurance on its behalf. Asked your answers to the application questions and any related documents form the basis of your contract and insurance and then I relies upon the accuracy of the information you have provided when assessing your application. Handover has set a target market determination for this product which describes the type of consumers this product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. 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 Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. So by agreeing to this declaration you can sense be contacted by us in relation to other products and services. You cannot tell us at any time. By contacting us you have agreed to take out a joint real funeral covered with the following cover. Madeline Williams is covered for \$15,000 in the event of death In the case where death is accidental or if you suffer define accidental serious injury the benefit of Mount Will triple. Paul Thomas Williams is covered for \$15,000 in the event of death. In the case where death is accidental or if Paul Thomas Williams suffer define accidental serious injury, The benefit of Mount Will triple Cover is for accidental death only for the 1st 12 months of cover, with death by any causal diagnosis of a terminal illness covered thereafter. Accidental serious injury cover. Accidental serious injury cover for each life insured under age 75 starts immediately and ends on the policy anniversary following the life insured 75th birthday. Once a license short reaches age 85, you can choose to voluntarily cancel that person's cover just as a lump sum payment of 75% of the chosen benefit amount. If you take up this early cash out option, you will no longer have a right to claim under the policy for that life insured. This policy does. If this policy is an

insurance policy and does not have a savings or investment component, you can end your cover at any time by contacting us. If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. If cover ends prior to age 85, no benefit is payable and there is no refund of premiums after the calling off. If cover continues beyond age 85, the life you should will receive an additional 25% of bonus cover from that date and not be required to pay any further premiums. The bonus cover is not payable if the early cash out option has been taken out. Cover for each license should end the day prior to their 100th birthday. We will pay the funeral benefit and bonus cover for the license should. At this point the total premium your first year of cover is \$76.29 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and will only change if the alter your cover or the insurer just premium rates applying to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums and the benefit amount over the life of the policy. Included in your premium is an amount payable to real insurance, so between 34% and a 54% calculator on a level basis. Over the life of the policy, your premium will be debited. Over the life of the policy, your premium will be debited from your credit card, which you are authorized debit from and have provided to us. We may provide written communications to you via the e-mail address you have provided to us, and this will include any legal notices required to provide to you in writing. If you would prefer to receive these only via mail, you can update your communication preference at any time. The policy documentation, PDS and FSG will be mailed to you, and if you have provided us with an e-mail address, your policy documentation will also be emailed to you today. We should care if we can still of these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There are risks associated with replacing policies as your new policy will not be identical to your existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which can access at any time by contacting us. Full details are available online and in the documentation. We are. I'm sending you. So just to confirm as well, the insurer can only make a

change that is applied consistently across all policyholders. You may pay more in premiums in the benefit amount over the life of the policy and included in your premium is an amount paid with your real insurance between 34% and 54% calculated on a level basis over the life of the policy. So two last questions for you, which is do you understand and agree with the declaration, yes or no?

[20 minutes 52 seconds][Customer] : Yes, I do.

[20 minutes 54 seconds][Agent] : And would you like any other information about the insurance now, would you like me to read any part of the PDS to you, yes or no?

[21 minutes 2 seconds][Customer] : Oh, I can cancel at any time.

[21 minutes 5 seconds][Agent] : Yep. You've got no luck in contract for cancellation fees.

[21 minutes 9 seconds][Customer] : If anyway we were able to pay 12 monthly straight up. Are we able to do that?

[21 minutes 17 seconds][Agent] : Yep. So you can pay annually, You can always give us a call back and apply to change that payment frequency.

[21 minutes 23 seconds][Customer] : Beautiful.

[21 minutes 24 seconds][Agent] : Excellent. Perfect.

[21 minutes 24 seconds][Customer] : That's that's right.

[21 minutes 27 seconds][Agent] : I will just confirm though, 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?

[21 minutes 35 seconds][Customer] : No, thank you.

[21 minutes 37 seconds][Agent] : Perfect.

[21 minutes 37 seconds][Customer] : If I have any more questions pop up in my head, I got your number down.

[21 minutes 41 seconds][Agent] : Absolutely. Yep. And yeah, my contact details will be included in all your policy documents as well. So you don't hesitate to give me a call back. Now, you said you wanted to look at the life insurance as well, Is that right?

[21 minutes 55 seconds][Customer] : Excuse me. Yes.

[21 minutes 56 seconds][Agent] : Yep, that's fine.

[21 minutes 56 seconds][Customer] : Is that OK?

[21 minutes 57 seconds][Agent] : We can do that now with the life insurance. We can't do joint policies. So we would actually have to wait to speak, to speak to Paul, to organise his. Because with the health and lifestyle questions we have, legally we can't go through them with anyone other than the person we're insuring. So that's why they'd be single policy, so we'd be able to have a look at yours. And then I need to speak to Paul at a later stage if he's is available to go through heads as well. OK.

[22 minutes 3 seconds][Customer] : Oh, yeah, If we do, yeah.

[22 minutes 26 seconds][Agent] : Yeah, no, that's fine.

[22 minutes 26 seconds][Customer] : Well, I've got to speak to him about that one first.

[22 minutes 28 seconds][Agent] : Yeah, absolutely. Yep.

[22 minutes 29 seconds][Customer] : There was a question when we put each other's names down, as you know, beneficiary for our funeral cover. Do we need to fill out paperwork?

[22 minutes 43 seconds][Agent] : So this is the only form that'll need to be filled in and sent back to us.

[22 minutes 47 seconds][Customer] : I bet you you're sending it by now.

[22 minutes 47 seconds][Agent] : So it'll be in all your policy documents both, yeah, by e-mail and by post.

[22 minutes 53 seconds][Customer] : How beautiful.

[22 minutes 53 seconds][Agent] : And then you can either e-mail or post it back.

[22 minutes 55 seconds][Customer] : Good job account. OK.

[22 minutes 55 seconds][Agent] : Now Paul would his default beneficiary is going to be you. You can choose your own beneficiary.

[23 minutes 2 seconds][Customer] : Mm. Hmm.

[23 minutes 1 seconds][Agent] : So, but if Paul was to pass away because you're technically the policy like you're the main life and a short on this funeral 1 you you you'd be the one to receive that 15,000 payout for Paul.

[23 minutes 12 seconds][Customer] : Yeah, OK.

[23 minutes 14 seconds][Agent] : Perfect. Now let me stop over to the life insurance. Life insurance is similar in a way like it still pays out in the events that you were to pass away. It would be paid out to your family, but because it's a higher benefit amount, it can help out with, you know, covering a mortgage, unpaid bills, any other large expenses may be left behind, even if it's just an extra money to your family. So have you had a cigarette in the last 12 months, Yes or no? Yep. And let me just bring up some pricing here.

[23 minutes 41 seconds][Customer] : Oh yes, I'm having one now.

[23 minutes 53 seconds][Agent] : Alright, let's have a look. Exactly. No, that's right. Now you are eligible for an amount starting at \$100,000, going all the way up to \$1 million.

[23 minutes 52 seconds][Customer] : So it's a bit daunting, these conversations, but you have to have them, yes. Not worth that much.

[24 minutes 7 seconds][Agent] : Now obviously things like smoking status, age and level of coverage all going to impact the overall price. So how much coverage do you think you would need to leave behind?

[24 minutes 15 seconds][Customer] : Yeah, probably just that 100,000.

[24 minutes 21 seconds][Agent] : Yeah, yeah, that's fine.

[24 minutes 21 seconds][Customer] : Just just, yeah, \$32.14 fortnight. Yep.

[24 minutes 24 seconds][Agent] : That would be \$32.13 per fortnight and \$0.13 now.

[24 minutes 44 seconds][Customer] : Oh my.

[24 minutes 40 seconds][Agent] : Do you think that would sound suitable for you or did you want to have a look at a different amount?

[24 minutes 44 seconds][Customer] : That's perfectly suitable for me.

[24 minutes 46 seconds][Agent] : Yeah, alright. Well, let's say that's 100,000 just for the time being, because once you go through your health questions, depending on how you answer them, it may change the premium and it may change the level of cover you are eligible for. So what I've quoted you so far is just indicative.

[25 minutes 1 seconds][Customer] : Mm hmm.

[25 minutes 1 seconds][Agent] : We'll go through those health questions now and I'll be able to give you a final as to what level of cover and price that you would be eligible.

[25 minutes 8 seconds][Customer] : Mm hmm.

[25 minutes 8 seconds][Agent] : But let's just check here just while I am loading up those health questions as well. I just need to read to you your pre underwriting disclosure.

[25 minutes 16 seconds][Customer] : Mm hmm.

[25 minutes 15 seconds][Agent] : So to start off here with, please be aware all calls are recorded for quality and monitoring purposes. So 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 Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. So by proceeding, you understand that you are required to purchase a life insurance policy and as such, you have a duty to take reasonable care to not make any misrepresentations. This means that you need to ensure that you understand each question I asked 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 earlier discussion you have had. If you do not take reasonable care, you may breach your duty and if this happens, your insurer may be entitled to cancel your policy and decline a claim. Make adjustments to the terms and conditions of your policy. Do you understand and agree to your duty? Yes or no? Perfect. Alright, just for the call recording. Sorry to be standard but it is a yes to that one, is that right?

[26 minutes 21 seconds][Customer] : Absolutely yes.

[26 minutes 32 seconds][Agent] : Beautiful. Now the first question I have is have you been hospitalized for COVID-19 in the last six months or have you been diagnosed with COVID-19 in the last seven days?

[26 minutes 31 seconds][Customer] : Definitely never.

[26 minutes 45 seconds][Agent] : Perfect. So you're happy for me to note down a no to that full question?

[26 minutes 48 seconds][Customer] : No. I have had COVID but I didn't even know I had it.

[26 minutes 49 seconds][Agent] : Yep, Yep, that's fine. And are you a citizen or permanent resident of Australia or a citizen of New Zealand currently residing in Australia? Yes or no?

[27 minutes 3 seconds][Customer] : Yes, I'm Australian citizen.

[27 minutes 5 seconds][Agent] : Perfect. Have you ever had symptoms of, been diagnosed with or treated for, or intend to seek medical device for any of the following? So stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina? Yes or no. And a lung disorder excluding asthma, sleep apnea or pneumonia, cancer, leukaemia or Melanoma, excluding other skin cancer, kidney disorder, hepatitis, or any disorder of the liver, anxiety, depression or stress requiring medical treatment, or any other mental health disorder.

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

[27 minutes 49 seconds][Agent] : Have you been diagnosed with or currently undergoing testing before or has it?

[27 minutes 52 seconds][Customer] : We're talking about currently.

[27 minutes 55 seconds][Agent] : This is a have you ever questioned?

[27 minutes 58 seconds][Customer] : I have had depression in the past and I'm over it.

[28 minutes 1 seconds][Agent] : Sure, we'll note that down as a yes, that's OK perfect.

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

[28 minutes 6 seconds][Agent] : In the last five years have you attended suicidal, been hospitalised for a mental health condition and is your condition of form of schizophrenia, bipolar or psychotic disorder?

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

[28 minutes 20 seconds][Agent] : Is your condition depression, anxiety, post Natal depression or stress including post traumatic stress disorder? Would it just be a yes for the depression previously?

[28 minutes 30 seconds][Customer] : Previously, years ago, Yes.



[28 minutes 32 seconds][Agent] : Yep. Anything to do with anorexia, universal or bulimia, ADHD or ADD.

[28 minutes 36 seconds][Customer] : No, no.

[28 minutes 43 seconds][Agent] : Yeah of course, that's totally understandable.

[28 minutes 40 seconds][Customer] : It's just deep sadness for the loss of my father, No?

[28 minutes 47 seconds][Agent] : Any other mental illness right now with the depression, How many episodes have you had which required treatment? So there's at least one, obviously in terms of what happened with your father. But any other like any other episodes? No, because we have the option of between 1:00 to 2:00, three to 4-5 to six or seven plus. So it would be. Are you saying just the 1 then?

[29 minutes 4 seconds][Customer] : No, Yeah, it's just the one of when my father passed away.

[29 minutes 14 seconds][Agent] : Yep, of course. So the question is, was it more than one episode? We'll put a no to. Have you had symptoms or treatment for this condition within the last six months? Have you ever seriously contemplated or attempted suicide? Perfect. Have you been diagnosed with or currently undergoing testing for, or has a doctor advised you to be tested for motion neuron disease or any form of dementia including Alzheimer's disease?

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

[29 minutes 43 seconds][Agent] : The next section is in relation to your height and weight. So please be aware that I am required to obtain a confident single figure measurement for each in order to continue with the application. So the system does not allow me to enter any approximate figures, words or height and weight ranges. So what is your exact height? If I can accept centimeters or feet and inches? Yes. And what is your exact weight? Perfect. So just to confirm, exact height 157 centimetres, exact weight 82.2 kilograms, perfect.

[30 minutes 4 seconds][Customer] : Well, my licence is I'm 157 centimetres, 82.2 kilos, yes, and I only weighed myself this morning.

[30 minutes 22 seconds][Agent] : Beautiful. Extra accurate. And have you experienced any unexplained weight loss of more than 5 KGS in the last 12 months? Perfect. All right. Now, does

your work require you to go underground? Work at heights above 20 meters, 5 steps below 40 meters?

[30 minutes 32 seconds][Customer] : No, definitely not.

[30 minutes 43 seconds][Agent] : Use explosives or travel to areas experiencing war or civil unrest, or work offshore to the best of your knowledge? Are you infected with or are you in a high risk category for contracting HIV which causes AIDS?

[30 minutes 59 seconds][Customer] : No.

[31 minutes][Agent] : Do you have definite plans to travel or reside outside of Australia IE booked or will be booking travel within the next 12 months? And do you have existing life insurance policies with other life insurance companies? With a combined total sum is short of more than \$5 million.

[31 minutes 9 seconds][Customer] : Oh no, definitely not.

[31 minutes 21 seconds][Agent] : No, that's fine. Now have you ever had symptoms of been diagnosed with or treated for or intended to seek medical advice for any of the following diabetes based blood sugar impede glucose tolerance or impaired fasting glucose?

[31 minutes 37 seconds][Customer] : I am diabetic type 2.

[31 minutes 39 seconds][Agent] : Yeah, type 2. So we'll put that a yes. So type one or type 2? Three. Yes, two. It's just loading. OK. Now in that case, based on the disclosure of the Type 2 diabetes, you have been approved with the following terms and conditions. So we are able to offer you a benefit amount of between 50,000 up to \$200,000 with a policy term of 20 years or until your 85th birthday, whichever occurs first. Now for the 1st 12 months, similar to the the funeral cover for the 1st 12 months, you will be covered for accidental death. Only after the 12 months, you'll be covered for death due to any cause. However, suicide is not covered in the 1st 13 months of the policy and there is still a terminally ill advanced payment as well. So after holding your policy for 12 months, if you were diagnosed with 24 months or less to live by a medical practitioner, we would then pay out that full amount to you while you're still living. Now there has been a premium change for the 100,000. The fortnightly premium would then take it to \$110.97. That's for 100,000. Now, because there's been a that's per fortnight, yes, But because there's been a change to the

application, the actual minimum amount that you can go to is 50,000. Would you want me to show you what 50,000 would be?

[32 minutes 56 seconds][Customer] : I thought not yes, please.

[33 minutes 9 seconds][Agent] : Yep, that would be. So everything that I've explained, all those benefits I've explained would be \$55.48 per fortnight. How would that sound a little bit.

[33 minutes 19 seconds][Customer] : It's a little bit tied on my money before 4 hours when I Yeah, I could have. Yeah. Fif. What was it, 55?

[33 minutes 22 seconds][Agent] : OK, that'd be the best price we can, \$55.48 per fortnight. That includes the 50,000 as well as the terminal illness benefit as well.

[33 minutes 43 seconds][Customer] : No, I wouldn't worry about the terminal illness. 1 5548 fortnight for only 50,000.

[33 minutes 55 seconds][Agent] : That's a few 1000 correct?

[34 minutes][Customer] : Yeah, that was 100,000. I'd probably squeeze it. Maybe down the track I'll look at life insurance.

[34 minutes 13 seconds][Agent] : Sure. Yeah, that's entirely up to you. I can leave that one with you if you'd like.

[34 minutes 17 seconds][Customer] : It's just recovering from one funeral.

[34 minutes 18 seconds][Agent] : But yeah, that is the the, Yeah, right.

[34 minutes 21 seconds][Customer] : We have the P payment plan in place already, so it's over bills, house and that mortgage, you know?

[34 minutes 29 seconds][Agent] : Yeah, that's OK.

[34 minutes 31 seconds][Customer] : Yeah.

[34 minutes 31 seconds][Agent] : Well, what I'm gonna do just because you have techni that approved already, I'm gonna send out a pre activation e-mail for the life insurance. Think it over. I'm gonna send it out to that e-mail. If it's something that you do want to go ahead with, you can purchase it via the e-mail. OK, so because it'll have the included answers to your health question, the the e-mail is gonna be password protected just to access it. It's just the 8 digits of your date of

birth, so 02041970.

[35 minutes 1 seconds][Customer] : OK, OK.

[35 minutes 1 seconds][Agent] : So I'll get that sent out to you at least it's going to be saved for about 30 days. So if you change your mind during that. At least you have the option there. Still, you don't have to go through everything again.

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

[35 minutes 12 seconds][Agent] : OK, All right, beautiful.

[35 minutes 15 seconds][Customer] : That'll be good.

[35 minutes 16 seconds][Agent] : Anything else I can help you with today?

[35 minutes 19 seconds][Customer] : No, thank you.

[35 minutes 21 seconds][Agent] : Perfectly fine then? Well, any questions? Once you've read through the policy documents to the funeral or with the life insurance, if you have any questions once you read through that, please don't hesitate to give me a call back. OK?

[35 minutes 32 seconds][Customer] : Yeah, no, that's fine.

[35 minutes 38 seconds][Agent] : Yep. Yep, that's fine.

[35 minutes 34 seconds][Customer] : You won't need to bother ringing Paul now because if I've got him on the funeral insurance and I will put my name down for him, for him to Co to collect for me before I happen to drop debt.

[35 minutes 47 seconds][Agent] : Yep, that's perfectly fine. We'll just include that in that beneficiaries form and you can get it sent back to us and we'll be able to note that down on your policy for you as well. OK.

[35 minutes 57 seconds][Customer] : Wonderful.

[35 minutes 59 seconds][Agent] : Alright. Excellent. Well, thank you so much for your time, Madeline. I hope you enjoy the rest of your day.

[35 minutes 58 seconds][Customer] : Yep, you too.

[36 minutes 7 seconds][Agent] : Not to worry.

[36 minutes 4 seconds][Customer] : And thank you very much for your time and I look forward to

payments coming out.

[36 minutes 10 seconds][Agent] : Yeah.

[36 minutes 9 seconds][Customer] : So what was that? 7 instruction 55? I'll have to do some maths before I yeah, 'cause I'm just started to work on a budget now because of our agreements. Well, our other payments coming out. So yeah, thank you for that anyway.

[36 minutes 20 seconds][Agent] : Yeah, yeah, no worries.

[36 minutes 29 seconds][Customer] : And I'll, I'll look into it.

[36 minutes 32 seconds][Agent] : Beautiful. Thanks for your TI.

[36 minutes 32 seconds][Customer] : I can probably believe it. OK.

[36 minutes 35 seconds][Agent] : Yeah, think about it. I mean, at least you've you've got some time to to think through it. But yeah, I mean, that's all safe there. So the only thing you need to do if you do want to go ahead is just press the Buy Now button on that e-mail.

[36 minutes 47 seconds][Customer] : Yeah, and I'll, yeah, and I'll probably want to play what's yearly?

[36 minutes 55 seconds][Agent] : Are you want me to check? Yeah, let me have a look.

[36 minutes 52 seconds][Customer] : Oh, sorry, what's yearly for that 55 183152? Oh, so I've got  $5548 * 24$ .

[36 minutes 58 seconds][Agent] : It would be annual \$1442.58 at 26 Cos it's 26 fortnights in a year.

[37 minutes 22 seconds][Customer] : Oh \*\*\*\* there is 2 I'm just down by the 12 months sorry Yeah there is 26 Yeah, you're correct yeah 144248.

[37 minutes 37 seconds][Agent] : Mm, hmm.

[37 minutes 38 seconds][Customer] : If, if I could just save up.

[37 minutes 46 seconds][Agent] : Yeah.

[37 minutes 41 seconds][Customer] : Oh, I can pay that one payment either the other bills when we get in a better levelling with our budget and live within our means because we tend to give the young father a bit of money. Now. I'll just stop that. He's a good excuse. They'll find me bills, mate.

[38 minutes 7 seconds][Agent] : Mm. Hmm.

[38 minutes 4 seconds][Customer] : But yeah, no, that sounds great.

[38 minutes 9 seconds][Agent] : All right. Perfect.

[38 minutes 9 seconds][Customer] : No, Thank you very much for that.

[38 minutes 11 seconds][Agent] : No worries. So, yeah, I mean, if you think of any other questions, please reach out. But that life insurance health application that we went through, that's well into 30 days. So if you do have a change of line at that time, just jump back onto that e-mail and we can organise that for you then.

[38 minutes 24 seconds][Customer] : I will. I'll definitely have a look at that and really think about it.

[38 minutes 29 seconds][Agent] : Yeah, that's it.

[38 minutes 28 seconds][Customer] : But today I'll go over this budget in the next couple of days and see what I can do. But I definitely want the funeral cover to come out.

[38 minutes 38 seconds][Agent] : Yep, on the 10th.

[38 minutes 36 seconds][Customer] : Start coming out next Friday, please, on the 10th for both of us.

[38 minutes 40 seconds][Agent] : Yep, that's fine.

[38 minutes 42 seconds][Customer] : Yeah. Awesome. Thank you very much, Georgie.

[38 minutes 46 seconds][Agent] : You're welcome. You too.

[38 minutes 45 seconds][Customer] : Have a wonderful day and weekend.

[38 minutes 47 seconds][Agent] : Thanks, Madeline.

[38 minutes 49 seconds][Customer] : Bye. Bye.

[38 minutes 49 seconds][Agent] : Thank you. Bye.