

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Hi there. It's Angel calling from One Choice. How are you today? That's good to hear. I'm just giving you a call as we received your expression of interest online with regards to our life insurance and I'm just here to take you through that enquiry. Perfect. So thank you for taking the time to put the enquiry through with us. I'll just confirm, am I speaking with Graham Holt?

[16 seconds][Customer] : Yeah, yeah, yeah.

[28 seconds][Agent] : Perfect. Thank you. And Graham, the date of birth that we received for yourself was the 20th of the 7th, 1954, is that right? Beautiful, thank you. Can I also confirm that you're a male New Zealand resident currently residing in New Zealand? Thank you. Now firstly, Please note all our 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. Now. Thank you for that Graham.

[35 seconds][Customer] : Yep, Yep, Yep.

[1 minutes 2 seconds][Agent] : And just so I can have a better understanding of what sparked your interest, are you new to life insurance or do you have cover in place already? OK.

[1 minutes 11 seconds][Customer] : I do have one policy out there and it was taken out of it by Chubb, and that was what's that?

[1 minutes 19 seconds][Agent] : And that was a life insurance with job, was that a life insurance policy?

[1 minutes 29 seconds][Customer] : Yeah, that was yeah.

[1 minutes 30 seconds][Agent] : Right. OK, not a problem.

[1 minutes 35 seconds][Customer] : No Sir, I was just trying to figure out what the how much it is for certain, umm, things for insurance.

[1 minutes 46 seconds][Agent] : Yeah, absolutely. So I can see that you were looking at 100,000, is that right?

[1 minutes 52 seconds][Customer] : Yeah, something like that. But just run. Find out what the payments would be a fortnight.

[1 minutes 57 seconds][Agent] : Yeah, Perfect. I can absolutely help you with that one. Now, what I can do is go through the main features and benefits of the policy and then I can take you through some pricing. Now if you do have any questions along the way, Graham, you just let me know. OK, Perfect. OK, so with our life insurance policy, it's designed to provide the financial protection for your loved ones through a lump sum payment if you were to pass away. Now, this benefit, it could be used to help maintain their lifestyle by helping them pay off things like a mortgage or loans and any other costs that are involved in raising the family.

[2 minutes 14 seconds][Customer] : Yeah, yeah.

[2 minutes 39 seconds][Agent] : Basically, it's there to give you that Peace of Mind that if something happened to you, then your family would have that financial security now. Beautiful. So you can nominate up to five beneficiaries to receive this benefit amount.

[2 minutes 47 seconds][Customer] : Oh, yeah, Yep.

[2 minutes 54 seconds][Agent] : Do you have an idea on who you might or who you may have already nominated or OK?

[3 minutes 1 seconds][Customer] : Still still working that one out because I have a couple of waffles, but they're sort of hesitant about doing it because I don't realize that I do need somebody to think I go to sort it for me. So if anything does happen, then I know it's going to get paid and they they can try and apply for it.

[3 minutes 22 seconds][Agent] : Right. OK. So you're just in the process of organizing who you might nominate. Not a problem at all.

[3 minutes 21 seconds][Customer] : Yeah, yeah, yeah.

[3 minutes 29 seconds][Agent] : That's not a problem. Now they can also request an advanced payout of \$10,000 to help with funeral costs or any other final expenses at the time. And there is a terminally ill advanced payout included in the cover also. Now we do keep it nice and simple for you as everything is done over the phone with no forms to fill in medical checks or blood tests to complete. We would simply take you through health and lifestyle questions as this will determine the pricing and terms of the policy.

[4 minutes 7 seconds][Customer] : Yeah.

[4 minutes 7 seconds][Agent] : Now to begin with, Graham, have you had a cigarette in the last 12 months? Thank you.

[4 minutes 15 seconds][Customer] : No, like she gave it up.

[4 minutes 19 seconds][Agent] : Oh, you gave up smoking?

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

[4 minutes 22 seconds][Agent] : Oh, beautiful. How long have you been smoke free?

[4 minutes 24 seconds][Customer] : Well, it's just over a year now.

[4 minutes 29 seconds][Agent] : Aww, congratulations.

[4 minutes 27 seconds][Customer] : A year and a half, Yep.

[4 minutes 33 seconds][Agent] : It's very exciting. And I'm sure your bank account is very pleased with that as well. I've heard they're very expensive these days.

[4 minutes 40 seconds][Customer] : Yeah.

[4 minutes 41 seconds][Agent] : Yeah. Alright, well let's have a look here. Oh really? Wow, you'll need to give me some tips. Alright, so I'll just have a look at the range for yourself. Now you can choose between 100,000 and \$500,000 of life cover. Now, I know you're looking at 100,000, so we'll have a look at the pricing for that one.

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

[5 minutes 16 seconds][Agent] : So for \$100,000 of life cover, you're looking at indicative payment of \$147.64 per fortnight. Now, how does that sound for you?

[5 minutes 29 seconds][Customer] : Yeah, yeah. That's why I just want to inquire because it's, uh, that's a lot of state, 100,000 million. Can you get in there? Yeah.

[5 minutes 43 seconds][Agent] : So right now we aren't able to go lower, but look, we sometimes we do see the level and the amounts of cover. We can also change based on the health and lifestyle questions.

[5 minutes 56 seconds][Customer] : Oh yeah, yeah.

[5 minutes 56 seconds][Agent] : So it may be a case that after the questions, then there may be a

lower amount that we can offer. However, I wouldn't know that until we go through those questions there. But very simple though, it's just a yes or no questions.

[6 minutes 9 seconds][Customer] : Alright, I was in. No, I was just running a claim there so I can get back to you. So I know.

[6 minutes 19 seconds][Agent] : OK, well, how about I take you through those questions? That way we can see if we are able to approve you for something and then I can give you the final, you know, the final premium and the terms of the policy and you can compare it to your current policy. Yeah, like I said it they're just yes or no questions. So they they are very simple. So just open that one up there and that way we can determine what we can offer, what the final pricing is and you can take that and compare it with your current policy.

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

[6 minutes 55 seconds][Agent] : OK, so the first thing I'll read out is a pre underwriting disclosure statement.

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

[7 minutes][Agent] : Now that just outlines your privacy as well as your duty when it comes to the questions and it will just require a yes or a no at the end so that one there reads. Please be aware all calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and may share it with other service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy.

[7 minutes 40 seconds][Customer] : Yeah.

[7 minutes 36 seconds][Agent] : I also need to inform you about your duty of disclosure before you enter into a life insurance contract. You have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect 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 which reduces the risk we insure. You have this duty until the time we enter into the contract. If you fail to

disclose the matter or you make a false statement in answer to our questions, we may be able to decline the claim and post new conditions on your policy or avoid your policy entirely. Now, Graham, just as a yes or a no, do you understand this?

[8 minutes 20 seconds][Customer] : I have a family. What's that?

[8 minutes 23 seconds][Agent] : Pardon me.

[8 minutes 23 seconds][Customer] : What was that?

[8 minutes 25 seconds][Agent] : So just with a yes or a no, do you understand this the, the, the statement that I read out?

[8 minutes 24 seconds][Customer] : Yep, Yep, Yep.

[8 minutes 32 seconds][Agent] : OK, thank you. Now the questions are pretty straightforward, but if you do need need me to repeat a question, just let me know. I'm happy to do so. And they do just require a yes or a no from yourself. So the first question is are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand? Yes or no?

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

[8 minutes 59 seconds][Agent] : Beautiful thank you. The next few questions are around pre qualifying medical history.

[9 minutes 12 seconds][Customer] : 3.

[9 minutes 7 seconds][Agent] : So have you ever had symptoms of being diagnosed with or traded for or intend to seek medical advice for any of the following stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina? Thank you. Sorry.

[9 minutes 33 seconds][Customer] : Oh, that's, yeah, they've gone. They've never had those symptoms.

[9 minutes 40 seconds][Agent] : Yeah. Have you ever had symptoms of being diagnosed with?

[9 minutes 45 seconds][Customer] : Well, they had heart murmurs, but there were only three operations.

[9 minutes 51 seconds][Agent] : OK, but you have had heart murmurs.

[9 minutes 54 seconds][Customer] : No.

[9 minutes 56 seconds][Agent] : OK, so we will answer yes for that one so we can disclose the heart murmur. Alright, so based on your response, please answer yes or no for each of the following. So the first one is stroke. So have you ever had symptoms of or have you ever had a stroke? Thank you. And the next one is heart condition. So that one would be the heart murmur.

[10 minutes 25 seconds][Customer] : Yeah.

[10 minutes 30 seconds][Agent] : Alright. And have you been admitted to hospital as an inpatient because of a heart attack or heart failure? Is your condition limited to a heart murmur only? No. So you have another condition.

[10 minutes 38 seconds][Customer] : No, no, no.

[10 minutes 56 seconds][Agent] : OK. So is it is your condition limited to a heart memo only? OK, So it's only a heart murmur.

[11 minutes][Customer] : Uh, yeah, I need that, Yeah, Yeah.

[11 minutes 6 seconds][Agent] : OK. Thank you. Has your heart murmur been described by your cardiologist or General practitioner as functional or an innocent flow murmur?

[11 minutes 23 seconds][Customer] : Uh, well, it's hard to say because, umm, they only picked it up during, during me having my operations for so they had, umm, quite a few operations and they discovered their heart and then they come in into their phone, but I go, it only comes and goes. I don't, I don't stay there. It just comes and goes.

[11 minutes 34 seconds][Agent] : OK, right. OK. And that is during operations or it comes and goes any time.

[11 minutes 53 seconds][Customer] : Well, the last operation I had, they actually put the the pads on me prior to my operation so that I had to, they could just automatically set me straight away. The portion, yeah, but no. Otherwise, no. Then again, I'll check up on me to see how I can get it on.

[12 minutes 3 seconds][Agent] : Right, OK, right.

[12 minutes 10 seconds][Customer] : But otherwise, no, it doesn't bother me.

[12 minutes 14 seconds][Agent] : OK.

[12 minutes 23 seconds][Customer] : No, I don't.

[12 minutes 15 seconds][Agent] : And do you know what the heart murmur was described as by No. OK. So we can answer don't know to that question because the question was has your heart murmur been described by your cardiologist or General practitioner as functional or an innocent flow murmur?

[12 minutes 42 seconds][Customer] : Yeah, uh, just being a moment. It's a General practitioner because I haven't, I haven't been to a cardiologist.

[12 minutes 44 seconds][Agent] : So if you are unsure about pardon me, OK And OK and you're unsure about what the General practitioner has described your heart murmur as right? OK, would you like me to answer yes, no or don't know for that question, Yes, no or don't know?

[13 minutes 4 seconds][Customer] : No, I don't know.

[13 minutes 20 seconds][Agent] : Sorry, don't know. OK, not a problem.

[13 minutes 26 seconds][Customer] : Yeah.

[13 minutes 25 seconds][Agent] : We'll just pop that in. So we have a follow up question and that is was your murmur diagnosed in childhood aged 10 or less and does not require further follow up? OK. So no, do you still experience symptoms and or require a follow up with your medical practitioner?

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

[13 minutes 51 seconds][Agent] : OK, thank you for that. So we're going back to the main questionnaire and the next one is lung disorder excluding asthma, sleep apnea or pneumonia, any lung disorders. Thank you.

[14 minutes 8 seconds][Customer] : No, no, no.

[14 minutes 12 seconds][Agent] : Cancer or leukemia, excluding skin cancer, kidney disorder, hepatitis or any disorder of the liver.

[14 minutes 28 seconds][Customer] : No.

[14 minutes 31 seconds][Agent] : Anxiety, depression or stress requiring medical treatment or any other mental health disorder? Have you been diagnosed with or currently undergoing testing for, or has a doctor advised you to be tested for motor neuron disease or any form of dementia, including

Alzheimer's disease?

[14 minutes 57 seconds][Customer] : They're doing us. They I'm going to process of that. They're just I'm going for, I've been having assessment done to see if I'm having it or I'm at an early stage or not. They're not too sure.

[15 minutes 15 seconds][Agent] : OK.

[15 minutes 18 seconds][Customer] : Yeah, yeah. For the next one.

[15 minutes 16 seconds][Agent] : So you're currently undergoing testing and was that for dementia?

[15 minutes 21 seconds][Customer] : For the next one.

[15 minutes 21 seconds][Agent] : OK, OK, not a problem. So we will answer yes for that one as you are currently undergoing testing for any form of dementia. Alright, perfect. Thank you for going through those questions with me. So I'm just going to load the outcome for you. Alright. So Graham, like I said, thank you for going through those questions there.

[15 minutes 28 seconds][Customer] : Yeah, yeah, yeah, yeah.

[16 minutes 5 seconds][Agent] : Now based on the information disclosed, we are unable to offer you this cover at this time. Now what I can do though is I do have options for you. So I can refer you to our insurer Pinnacle Life to complete an online application or I can provide you with information and a quote on our funeral cover product. Which would you prefer?

[16 minutes 31 seconds][Customer] : Yeah, probably the funeral cover.

[16 minutes 37 seconds][Agent] : Funeral cover product not a problem at all. So let me bring up the information for the funeral cover product now. I will let you know that with the funeral cover there is no medical questions there, but I can provide you with a quote for that one and then I can, you know, maybe send you across some information.

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

[17 minutes 2 seconds][Agent] : That way you can have a look at it in your own time. Perfect, Sir. I'll just cover the information quickly and then I can provide you with the quote there and then you can have a think about it.

[17 minutes 5 seconds][Customer] : Yeah, yeah, yeah, I got in.

[17 minutes 18 seconds][Agent] : Perfect. OK, So with our funeral insurance, the cover does provide a cash benefit of up to \$30,000.

[17 minutes 27 seconds][Customer] : Yep.

[17 minutes 26 seconds][Agent] : And it's designed to provide you with that Peace of Mind that, you know, if you were to pass away, we would pay that money to your loved ones or to your beneficiaries. And that's to help not only for funeral expenses, but any other final expenses such as unpaid bills.

[17 minutes 43 seconds][Customer] : Yeah, yeah. That's the one. That's the one. Yes. No.

[17 minutes 44 seconds][Agent] : Would this would this OK now with this one here you can nominate up to five beneficiaries to receive this benefit amount. And Graham, if your death was due to an accident, your chosen benefit will triple.

[17 minutes 56 seconds][Customer] : Yeah, yeah.

[18 minutes 3 seconds][Agent] : And also, if you were to suffer an accidental serious injury such as quadriplegia or paraplegia before the policy anniversary following your 75th birthday, the benefit amount will also triple. And for the 1st 12 months you will be covered for accidental death and accidental serious injury. Only after the first 12 months you will be covered for death due to any cause.

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

[18 minutes 31 seconds][Agent] : In addition, there is a Terminal Illness Benefit which means after holding your policy for 12 months, if you are first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner, then we pay your benefit amount to you in full. Beautiful. Now with this one here, you can choose between \$3000 up to \$30,000 and your premiums are level, which means they are designed to stay consistent year on year.

[19 minutes 4 seconds][Customer] : Yeah.

[19 minutes 4 seconds][Agent] : And when you reach the age of 85, your premiums will cease, which means you stop paying premiums, but your cover remains in place. And we will add a 25% bonus cover automatically to your benefit amount.

[19 minutes 18 seconds][Customer] : Yeah.

[19 minutes 18 seconds][Agent] : But also at any time after your 81st birthday, you'll have what's called an early cash out option, and that's where you can choose to end your cover and we will pay you 75% of the funeral insurance benefit. Now let's have a look at some pricing together. So like I mentioned, the level of cover does range from \$3000 up to \$30,000. So do you have a benefit amount in mind that you'd like me to quote you on? If not, that's OK, have a look at something else.

[19 minutes 52 seconds][Customer] : Well, I just want to have a look to see what the \$30,000 quote would be.

[19 minutes 57 seconds][Agent] : 30,000 OK, so let's have a look at that one. So for \$30,000 of cover, the premium will be \$145.18 a fortnight.

[19 minutes 59 seconds][Customer] : Yeah, yeah.

[20 minutes 16 seconds][Agent] : So would you like to look at another amount or how is that one sounding? Yeah.

[20 minutes 33 seconds][Customer] : 20.

[20 minutes 21 seconds][Agent] : So we can go down to 29 thousand 2827 all the way down to 3000, the 20. Yeah, of course. Let's have a look. So for \$20,000 of cover, the premium will be \$96.78 per fortnight. Yeah. How's that one sounding? Is that a bit better?

[20 minutes 50 seconds][Customer] : Oh yeah, yeah, that sounds better.

[20 minutes 57 seconds][Agent] : OK. Would you like to adjust it again? Maybe we can find something. That sounds great, you know? OK. Alright then.

[21 minutes 5 seconds][Customer] : No, there's no that one's there on the right one. But I'll, I'll decide. I'll have a think about it and then I'll get back to you.

[21 minutes 16 seconds][Agent] : Yeah, absolutely. Would you like me to send this information through to you?

[21 minutes 20 seconds][Customer] : Uh, yes, please.

[21 minutes 22 seconds][Agent] : OK, perfect. So I can send it to your e-mail address. Is that graham.holt01@gmail.com? Is that your preferred e-mail address? OK, perfect. Alright, so I'll just

send that through to you now.

[21 minutes 27 seconds][Customer] : Yeah, yeah, yeah, yeah.

[21 minutes 38 seconds][Agent] : That way you can have a look, you know, read it in your own time and you come back to us and let us know your thoughts and you know what? You've decided.

[21 minutes 49 seconds][Customer] : I get it.

[21 minutes 48 seconds][Agent] : OK, alright, beautiful.

[21 minutes 52 seconds][Customer] : Thank you very much for that.

[21 minutes 51 seconds][Agent] : Well, do you have a not a problem at all. Graham, do you have any questions for me before I let you go?

[21 minutes 57 seconds][Customer] : No, no, no questions.

[22 minutes 1 seconds][Agent] : OK. Not a problem at all. Alright. Well, you have a lovely day, Graham, and I look forward to speaking with you in the future.

[22 minutes][Customer] : Thank you.

[22 minutes 7 seconds][Agent] : Yeah. Have you? Have a lovely Christmas.

[22 minutes 10 seconds][Customer] : Thank you.

[22 minutes 11 seconds][Agent] : Thank you. Bye.

[22 minutes 12 seconds][Customer] : Bye.

[22 minutes 14 seconds][Agent] : Bye.