

[3 seconds][Customer] : Hello.

[4 seconds][Agent] : Hi, good morning there, Robert. My name is Amy. I'm calling from Australian Seniors Insurance. How are you?

[10 seconds][Customer] : Yeah, next question.

[14 seconds][Agent] : I'm giving you a call in regard to the inquiry that's been popped through for the life insurance that we do have here. So I'm here to help you with that.

[20 seconds][Customer] : No, goodness me, that's quick.

[22 seconds][Agent] : Yes, that could be as efficient as possible, but I just happen to be available when you were the first one in line. So, so umm, I'll just make sure we have the right details that have come through from online and let you know our calls are recorded. Any advice that I do provide, it is general in nature. It may not be suitable to your situation.

[40 seconds][Customer] : Yep, I'll work.

[40 seconds][Agent] : I have your name here as Mr. Robert Reed, Is that correct?

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

[45 seconds][Agent] : And I have your date of birth, the 10th of the 7th, 1953.

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

[50 seconds][Agent] : Very good. And you are a male Australian resident as well.

[53 seconds][Customer] : It is.

[54 seconds][Agent] : Perfect. Now what I'll do is explain the main features and benefits and then we'll run through some pricing together with the seniors life insurance.

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

[1 minutes 2 seconds][Agent] : It's been designed to fill a bit of a gap in the market for seniors looking into life insurance, and it's there to provide financial protection for your loved ones through a lump sum payment if you were to pass away before your 85th birthday. When the policy ends, you can choose cover between 10,000 up to 200,000 and nominate up to five beneficiaries to receive the nominated amount. If death is due to an accident, your chosen benefit amount will triple and as part of the policy we also include an advance payment of 20% of the benefit amount to help with

funeral costs or any other final expenses of the time.

[1 minutes 39 seconds][Customer] : OK.

[1 minutes 40 seconds][Agent] : Now we've made it very easy to apply so we specialize in life insurance for over 50s and rather than sending you off a medical checks or blood tests or having you remember a lifetime of medical history, we just ask you a yes or no questions relating to your health over the phone to see if you're approved.

[1 minutes 55 seconds][Customer] : Oh, OK.

[1 minutes 57 seconds][Agent] : Yeah, if you are accepted and once you commence the policy, you will be covered immediately for death due to any cause except suicide in the 1st 13 months. In addition, there's a terminally ill advanced payment included in the cover. So if you were diagnosed with 24 months or less to live by a specialized medical practitioner, we will pay the benefit amount out to in full to help with medical costs to ensure that you receive the best care possible.

[2 minutes 6 seconds][Customer] : Yeah, wow.

[2 minutes 24 seconds][Agent] : Yeah, uh, we also provide you with a free online legal will which is valued at \$160.00 with each policy. So if you're updating will or if you haven't created 1 yet, they help you from start to finish. We also provide a complimentary subscription of Australian Seniors Day magazine with each policy. So we'll have a look at some pricing together to begin. Have you had a cigarette in the last 12 months? A very good idea. Is it a yes or no for that one there?

[2 minutes 51 seconds][Customer] : That's right. I'll start it now.

[2 minutes 56 seconds][Agent] : Thank you. We can have a look at cover between 10,000 up to 200,000 as mentioned. So what benefit amount would you like for me to select for you?

[2 minutes 55 seconds][Customer] : I'm trying. Let's see, I'm in the middle, probably 100.

[3 minutes 15 seconds][Agent] : Yeah. Let's have a look and we can look at as many different amounts as you'd like to find the right level for you. For \$100,000 cover that comes to a fortnightly premium of \$218.77. How does that sound?

[3 minutes 32 seconds][Customer] : Excuse me? Yeah. That's not it.

[3 minutes 38 seconds][Agent] : Would you like to look at any other levels of cover?

[3 minutes 35 seconds][Customer] : That's not it to them, Yeah. Can you give me a quote for, say, 80?

[3 minutes 45 seconds][Agent] : Yeah, sure. So 80,000 that comes to a fortnightly premium of \$175.02. So that sound more manageable.

[3 minutes 54 seconds][Customer] : Yes, at the MO at the moment. I'm going to a bit of a a storm with my health, but no, no good. No, no, no, no.

[4 minutes 3 seconds][Agent] : OK, yeah, no.

[4 minutes 15 seconds][Customer] : Yeah.

[4 minutes 6 seconds][Agent] : Well, hopefully it, you know, it, it gets itself a little bit better sooner, but I understand, you know, wanting to make sure that there's something in place, umm, you know, for Peace of Mind. So I'll take you through. We'll check to see if you're eligible. Umm, now your premium is stepped, which means it will increase each year. So as an indication, if you make no changes to the policy, your premium next year will be a fortnightly premium of. Let me just bring that up, \$187.27. You get made on a month prior to these changes each year, but you can also find information about our premium structure on our website. Now I'll grab your address. If you are accepted, I'll get some documentation sent out for you to review. So can I start with your post code and suburb please? Mm hmm.

[4 minutes 57 seconds][Customer] : It's, excuse me, it's Holsworthy, NSW.

[5 minutes 5 seconds][Agent] : What's the post code there?

[5 minutes 10 seconds][Customer] : I'm I'm just living with my daughter at the moment.

[5 minutes 22 seconds][Agent] : Yeah, no worries.

[5 minutes 31 seconds][Customer] : It's embarrassing, but I think it's two. I think it's 2573.

[5 minutes 23 seconds][Agent] : Let me see 2573. That's Tamil.

[5 minutes 45 seconds][Customer] : OK, what about 2753?

[5 minutes 50 seconds][Agent] : 2753 that's like Richmond Yarramundi. I can Google it. What's the suburb again?

[6 minutes 5 seconds][Customer] : Houseworthy.

[6 minutes 4 seconds][Agent] : Holsworthy, Holsworth. See post code Holsworthy NSW 2173. That's alright. And your street address there.

[6 minutes 6 seconds][Customer] : Yeah, it's it's 111B and and Avenue. You better ask me to spell that out here.

[6 minutes 26 seconds][Agent] : Mm Hmm, yes please. Or at least just the first couple of letters.

[6 minutes 46 seconds][Customer] : SANANDRAI think it is.

[6 minutes 52 seconds][Agent] : Is it SANANANDA? Perfect. It's OK.

[6 minutes 58 seconds][Customer] : Yes, it's it. You know, I didn't want to spell it out.

[7 minutes 6 seconds][Agent] : All right.

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

[7 minutes 6 seconds][Agent] : And is that your home and postal address currently Beautiful. OK, I'll read you a quick disclosure before we get started. Which states that? 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 they 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. By proceeding, you understand that you are applying 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 ask you and that you provide honest, accurate and complete answers. You need to answer each question in full, even if you have provided some information to us in any earlier discussions 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 to kind of claim, make adjustments to the terms and conditions of your policy. Do you understand and agree to your duty? Thank you. First question for us 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?

[8 minutes 16 seconds][Customer] : Yes, no.

[8 minutes 28 seconds][Agent] : No, thank you. In the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or stroke?

[8 minutes 38 seconds][Customer] : So I've just had a a pagemaker put in in July this year. Yep, every, everyone's in next week.

[8 minutes 49 seconds][Agent] : Oh, that's good. Was it as a result of a heart attack or heart failure? OK.

[8 minutes 53 seconds][Customer] : No, I was getting I was getting pains all around my chest. They didn't know what it was and I didn't know what it was when I thought, you know, I've had a break and move or something.

[9 minutes 1 seconds][Agent] : Yeah, lucky.

[9 minutes 1 seconds][Customer] : But to, to do the right thing, I just put a place tanker in and yeah, I'm still walking, Still walking around.

[9 minutes 9 seconds][Agent] : Oh, no, that's good. Well, this one is These questions are very specific, So if it doesn't fit into exactly what we've said, then you can say no to that question.

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

[9 minutes 17 seconds][Agent] : So I'll just repeat it. So in the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke? Thank you. In the last five years, have you been admitted to hospital as an inpatient because of a lung disease other than for asthma or pneumonia? As any conditions?

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

[9 minutes 42 seconds][Agent] : In the last five years, have you been diagnosed with or treated for any of the following cancers, lung cancer, cancer of the esophagus, stomach or pancreas cancer, brain cancer, multiple myeloma or any other cancer that has spread to other organs? Or are you currently or soon to be treated with chemotherapy? Do you have a renal condition that currently requires dialysis or transplant or a doctor has advised will be required in the future? Do you have a liver condition that will require a transplant in the future? 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 In the last five years? Have you attempted suicide or been hospitalized for a mental health condition? Are you experiencing any unexplained symptoms or are you currently undergoing or waiting for the results of any health related tests or investigations or been diagnosed as having 12 months or less to live?

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

[10 minutes 44 seconds][Agent] : Not very good. That is all done with for us, Robert. So let's have a look at your outcome here and I can let you know, congratulations, your application has been approved, which is great to see. So what we'll do is get you immediately covered and I will send out all of your policy documentation for you to start to review. Now this policy, it does give you a 30 day cooling off period to decide if the policy is suitable for you. So if for any reason at all you decide it's not suitable for you, Robert, if you cancel within 30 days from your first payment, then you will receive a full refund of your premium unless a claim has been made. And you're also not required to make any payment today. So we can choose a collection day anywhere from today up to 30 days in the future that suits you best. So when would be the best collection day or date for you, do you think?

[11 minutes 29 seconds][Customer] : What's today?

[11 minutes 38 seconds][Agent] : Today is Wednesday, the 15th.

[11 minutes 43 seconds][Customer] : Probably, but I wait. But I.

[11 minutes 47 seconds][Agent] : Friday. That's the next week, the 24th.

[11 minutes 55 seconds][Customer] : No, a fortnight from this. A fortnight from this Friday, if that's possible.

[11 minutes 59 seconds][Agent] : Yeah, OK, sure. That would be the 31st.

[12 minutes 3 seconds][Customer] : Yeah, that'd be fine.

[12 minutes 4 seconds][Agent] : Beautiful. And is that a savings or check account?

[12 minutes 7 seconds][Customer] : Savings.

[12 minutes 8 seconds][Agent] : And the account name is that Robert Read? Yep.

[12 minutes 10 seconds][Customer] : Yes, it is.

[12 minutes 10 seconds][Agent] : And the BSB for that moment when you're ready.

[12 minutes 47 seconds][Customer] : No, no, no, no, no, no.

[13 minutes 15 seconds][Agent] : That's OK, there's no rush. If you need time to log in and all of that stuff, that's alright. You just let me know when you're ready.

[13 minutes 42 seconds][Customer] : Let me waste your time.

[13 minutes 44 seconds][Agent] : No, not at all. That would probably be dangerous if you know that with online shopping and all that.

[13 minutes 59 seconds][Customer] : You said that when they says it, but yeah, yeah. Tell ya. Get in there.

[14 minutes 35 seconds][Agent] : You're fine.

[14 minutes 37 seconds][Customer] : Yeah, one minute. I used to know those things you can down, so I don't know what's the one. Just go down, down, down.

[15 minutes 8 seconds][Agent] : So OK, is this no problem at all?

[15 minutes 14 seconds][Customer] : Get off the phone after you finish with them. Get off if you just send her that idiot on the phone.

[15 minutes 10 seconds][Agent] : Honestly, no, not at all. Give me a break from talking before I have to read. Read more.

[15 minutes 49 seconds][Customer] : OK. Yeah, yeah.

[16 minutes 46 seconds][Agent] : That's OK.

[16 minutes 44 seconds][Customer] : Come on. Come on. No.

[18 minutes 27 seconds][Agent] : Oh, I'm sipping away. You guessed it.

[18 minutes 23 seconds][Customer] : You could have gone home and had a cup of coffee by the time and get oh come on now, hold me up. Yeah, that's playing up.

[19 minutes 14 seconds][Agent] : That's alright. We we can use a credit card if that's easier for you. If you want to keep trying with locking in, I don't mind.

[19 minutes 38 seconds][Customer] : Oh yeah. How about that, right.

[19 minutes 48 seconds][Agent] : Mm hmm.

[19 minutes 46 seconds][Customer] : The BSB number is 112898879. It's 441, 752611.

[19 minutes 54 seconds][Agent] : Yep, and account number Perfect. And I have your e-mail address m.k.j.b1953@yahoo.com dot AU, right?

[20 minutes 10 seconds][Customer] : Yes, that's correct.

[20 minutes 12 seconds][Agent] : Beautiful. I'll read you your declaration now. Which states? Thank you Robert Reid, 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 seeing as life insurance is issued by Hanover Life, we have Australasia Ltd Hanover has an arrangement with Greenstone Financial Services, trading as Australian Seniors Insurance Agency, to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of the information you have provided when assessing your application. That includes information we initially collected from you to provide a quote. Another has set a target market determination for this product, which describes the type of consumers this product is designed for. Now, distribution practices are consistent with this determination and you can attend a copy on our website. I need to remind you of the duty to take reasonable care that you've agreed to. Can you please confirm you have answered all of our questions in accordance with your duty?

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

[21 minutes 9 seconds][Agent] : Thank you. We may from time to time provide offers to you. They are the communication methods you have provided to us in relation to your other products and services. By agreeing to this declaration, you consent to allow us to contact you for this purpose until you opt out. The accepted cover pays lump sum benefit amount of the folding. Robert Reid receives \$80,000 in the event of death. If death is as a result of an accident, the benefit payment will include an accident or death benefit which will equate to a total payment of triple the benefit amount. The benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your cover expires on 09/07/2038 12:00 AM. Your premium for your first year's cover is \$175.02 per fortnight. Your premium is stepped, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable to Australian seniors of



between 14% and 46% of each premium, calculated on the level basis of the life of the policy. Your premium will be debited from your nominated bank account in the name of Robert Reid, which you are authorized to debit from and have provided to us. We may provide written communications to you via the e-mail address you have provided to us. This will include any legal notices they are required to provide to you. 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. You should carefully consider 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 may 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 you can access at any time by contacting us. Full details are available online and then the documentation we are sending you. Do you understand and agree with the declaration? Would you like any other information or would you like me to read any part of the PDS to you?

[23 minutes 9 seconds][Customer] : Yes, no, thank you.

[23 minutes 14 seconds][Agent] : No worries, I have your best contact number being 0434460500. Is that correct?

[23 minutes 24 seconds][Customer] : Yes, that's correct.

[23 minutes 25 seconds][Agent] : Is your second contact number you'd like to pop down or is it just this one for you?

[23 minutes 28 seconds][Customer] : No, it's just something.

[23 minutes 30 seconds][Agent] : That's OK, that's fine. All right, that is all done there for you, Robert. Your documentation will be out with you shortly, so it should come through your e-mail within about 15 minutes. A hard copy is usually about 3:00 to 5:00 working days to your postal address. That includes your beneficiary forms, which you can fill out and launch back through postal

e-mail, or you can also nominate beneficiaries over the phone with our support team.

[23 minutes 42 seconds][Customer] : OK, OK.

[23 minutes 52 seconds][Agent] : The brochure for the Safe will website for you to create a will, uh, will be included in there as well.

[23 minutes 58 seconds][Customer] : Oh, thank you.

[23 minutes 58 seconds][Agent] : So it will explain how to do all of that.

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

[23 minutes 59 seconds][Agent] : Also, umm, if you have any questions, you're not too sure about anything, don't hesitate to give us a call. We have an entire support team that said to help you. Umm, but is there anything else that I can help you with or any other questions that you could think of today?

[24 minutes][Customer] : Good, good. No thank you. You've explained it perfectly. Thank you.

[24 minutes 17 seconds][Agent] : All right, no worries. So thank you Robert. Well, I hope that that gives you the Peace of Mind that you were looking for and I hope that your health is looking on on its way up. Umm, I wish you all the best and you have a good day.

[24 minutes 28 seconds][Customer] : Yes, you too. And thank you for your time.

[24 minutes 30 seconds][Agent] : No worries.

[24 minutes 31 seconds][Customer] : Thank you.

[24 minutes 31 seconds][Agent] : Thank you. Bye bye.

[24 minutes 32 seconds][Customer] : Bye bye.