

[2 seconds][Customer] : Hello, Thomas speaking.

[4 seconds][Agent] : Hello, this is Ethan here calling from One Choice Insurance regarding the income protection enquiry that you made with us earlier today.

[12 seconds][Customer] : Hi.

[12 seconds][Agent] : So calling to view the main features and benefits of the cover, run through some pricing and answer any questions that you might have had for us as well.

[20 seconds][Customer] : Sure, Thank you.

[20 seconds][Agent] : Just before we get started, I'd that's OK. Just before we do get started, I do need to let you know that all of our calls are recorded and any advice I provide is limited to the products that we offer. And it's just you need to make a decision about whether they are suitable for your needs. And we do not consider your personal circumstance circumstances. But if you have any questions along the way, feel free to let me know and I'll be more than happy to assist you.

[45 seconds][Customer] : Thank you.

[44 seconds][Agent] : Do you mind reconfirming your full name and date of birth so I can make sure I'm speaking with the right person please?

[50 seconds][Customer] : Sure. 10/1 at 411th of April 1977.

[55 seconds][Agent] : Perfect. Thank you for that. And just confirming as well that you are of course a female New Zealand resident currently residing in New Zealand. Yep, perfect. And I've got your e-mail as Donna paul.nz@yahoo.co dot NZ.

[1 minutes 2 seconds][Customer] : That is correct, correct.

[1 minutes 10 seconds][Agent] : And also I can see here that you have made some enquiries with us previously. I know that you do have some life insurance with us, so I just wanted to thank you for your continued business with us. And just confirming that you're still at 26 Bristol Street, TR Trentham, Upper Hutt, 5018. And that's your home and postal address as well, is that right?

[1 minutes 25 seconds][Customer] : That's correct, Correct.

[1 minutes 31 seconds][Agent] : Yep. Alright, perfect. Thank you so much for that. Have you ever looked into income protection cover before?

[1 minutes 37 seconds][Customer] : No, I have not. So yeah, I was hoping to get there and have a look at that.

[1 minutes 36 seconds][Agent] : It's OK, Yeah, no worries. Well, what our income protection cover is designed to do is to provide a monthly income benefit paid directly to yourself if you are unable to work due to a disabling sickness or injury and you suffer a loss of income. So it's designed to help cover your bills and living costs if your salary is interrupted.

[2 minutes 4 seconds][Customer] : Sure.

[2 minutes 3 seconds][Agent] : You can apply if you work at least 15 hours per week in paid employment. We offer an income benefit of up to 75% of your monthly pre tax income from \$1000 up to a maximum of \$15,000. And would you keep everything nice and simple as everything is done over the phone so there's no forms to fill in medical checks or blood tests to complete. We simply take you to your health and lifestyle questions as this will determine the pricing and terms of the policy. So is there anything in particular that you were looking at covering what the monthly benefit if you are unable to work in your claim on the policy, for example, like is it primarily just for like your living expenses or do you have like some other things that you might want to cover?

[2 minutes 50 seconds][Customer] : Uh, pretty much just yeah.

[2 minutes 55 seconds][Agent] : Yeah, sure. Any mortgage repayments?

[2 minutes 52 seconds][Customer] : Living expenses, so no.

[2 minutes 59 seconds][Agent] : OK, no worries. Uh, yeah, for sure. Well, we can definitely have a look at that for you, uh, with our, uh, income protection cover. It will cover you up until your Pol up until the policy anniversary following your 65th birthday. Umm, and keep in mind that there are some exclusions that apply as outlined in the policy document. Also keep in mind that premiums for income protection are generally tax deductible depending on the policy structure which could make it even more Co costly active for you. So it might be something worth having a chat to your tax professional to find out about. So I've just got some questions regarding your duties at work. Now before answering any of our questions it is important that you are aware of your duty to answer all our questions accurately and honestly. Failure to do so could impact your cover at claims time. So

first of all, do you work 15 hours or more per week?

[3 minutes 35 seconds][Customer] : Sure I do.

[3 minutes 57 seconds][Agent] : Perfect. And is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment?

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

[4 minutes 9 seconds][Agent] : Mm Hmm.

[4 minutes 9 seconds][Customer] : Administrative.

[4 minutes 11 seconds][Agent] : Yeah, yeah. And are you required to perform any physical duties? And do you work in any of the following fields? Aviation as a pilot or crew, entertainment industry, Air Force, Army, armed forces? Or do you carry a firearm or handle explosives? Sorry. Ah, perfect.

[4 minutes 15 seconds][Customer] : No, no, no, no, I don't carry a firearm, man.

[4 minutes 35 seconds][Agent] : Yes, a yes or no is fine.

[4 minutes 34 seconds][Customer] : That's that's more global infrastructure.

[4 minutes 39 seconds][Agent] : That's OK. Yeah, just a yes or will be fine. Sorry, I just didn't hear what you said before whether it was a yes or no just because the phone was a bit funny. So was it a yes or no for this question? Sorry. Perfect, thank you for that. Alright, so another thing as well, have you had a cigarette in the last 12 months? Yep, no worries. And are you currently employed or self-employed?

[4 minutes 47 seconds][Customer] : That was no, he's employed.

[5 minutes 7 seconds][Agent] : OK perfect. So I'll D I'll give you the definition of pre tax income to help determine how much cover we can offer you. So for someone who's employed, pre tax income is the total annual remuneration paid to you by your employer before tax, including salary and regular commissions or bonuses. However excluding employer, Kiwi saver and super contributions. So currently what is your annual pre tax income? Yeah, sure. So I'll put \$90,000 for you, is that correct?

[5 minutes 36 seconds][Customer] : About 90,000, yeah, Yep.

[5 minutes 46 seconds][Agent] : Yep. Perfect. So based on your duties and income, I can I can quote you on a monthly benefit amount from \$1000 up to a maximum benefit amount of \$5625.00. So what amount would you like me to quote you on?

[6 minutes 7 seconds][Customer] : Is it for the month?

[6 minutes 10 seconds][Agent] : Yeah, this is the monthly benefit amount.

[6 minutes 9 seconds][Customer] : Are you saying we'll go the five 625?

[6 minutes 21 seconds][Agent] : Yeah, sure, no worries. And you've also got the option to select different waiting periods and benefit periods depending on your circumstances. So the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. You can choose 30 days or 90 days. Which waiting period would you like me to select?

[6 minutes 45 seconds][Customer] : 90 days is fine.

[6 minutes 47 seconds][Agent] : Sure, no worries. And for the benefit. This is the maxi.

[6 minutes 51 seconds][Customer] : Oh sorry, can we go back? Sorry, can we go to 30 days?

[6 minutes 55 seconds][Agent] : That's OK, No worries. And the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. So you can choose six months, one year, two years or five years. Which benefit. Would you like me to select?

[6 minutes 53 seconds][Customer] : Sorry, that's five years, eh?

[7 minutes 13 seconds][Agent] : Five years, OK, no worries. So obviously the more, the higher the benefit. The more expensive it is going to be. So, and by the way, it is per it's per injury or illness as well. So if you've got two, OK, so let's say you've got like an injury that that happens that you claim on and then you've got an illness that you've claimed on. It'll be five years for each one individually, by the way. So are you still cool with the five years or do you want to look at something lower just to keep your premiums a bit lower? It's up to you.

[7 minutes 45 seconds][Customer] : I'll go lower.

[7 minutes 47 seconds][Agent] : OK, sure. So we got six months, one year, two years or five years. So if you were to be off work due to injury or illness, what do you think the sort of like maximum

amount of time out of those options you would need to be covered for would be per like per condition, for example?

[8 minutes 4 seconds][Customer] : I'll just go one year.

[8 minutes 6 seconds][Agent] : OK, yeah, sure. No worries. OK, so let me just load that up for you. I just thought I'd let you know so it just so it wasn't too expensive as well, just so you're not paying any more than you need to sort of thing.

[8 minutes 17 seconds][Customer] : Thank you.

[8 minutes 17 seconds][Agent] : And then also that's all right, because I know sometimes, like sometimes people might think that it's like the five years is for like all conditions included, like five years across all, you know, possible conditions. So I just wanted to sort of clarify just to make sure, but I'll take you through the health and lifestyle questions to confirm what the final cost is gonna be and also to determine what the what the terms are that we can insure you under as well.

[8 minutes 45 seconds][Customer] : Thank you.

[8 minutes 45 seconds][Agent] : So I'm just going to reach that's alright. I'm just going to read you out a pre underwriting disclosure statement before we go through that. So it just says here. 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 the 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 enter into a life insura. Before you E sorry, before you enter into an income protection 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 insure you and on what terms. Uh, and then it says, umm, 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. Uh, and then it says 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 a claim, impose new conditions on your policy,

or avoid your policy entirely. Do you understand this?

[10 minutes 16 seconds][Customer] : I did.

[10 minutes 17 seconds][Agent] : Yep. Alright, perfect, thank you for that. Alright, so most of these questions are going to be yes or Nos. I'll go through each one one by one and I'll read out the full question to you before I gain your answer. So the first question says, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand, Yes or no? Yep, perfect. And the next part says have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following? The first part is stroke or heart conditions such as they're not limited to palpitations, heart murmur, heart attack and angina. Perfect. And by the way, as you can see, you might have picked this up, a lot of these questions are going to be similar to when you went through the life insurance policy with us. So there's a lot of questions that are that are similar as well. Yeah. So a lot of these might sound pretty familiar. The next one is lung disorder, excluding asthma, sleep apnea or pneumonia. Yes or no. Perfect.

[10 minutes 41 seconds][Customer] : Yes, no, Yeah, No cancel.

[11 minutes 32 seconds][Agent] : Cancer or leukaemia, excluding skin cancer, Yeah. So I'll put a yes to that for you. And then it says no benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from cancer. So I just thought I'd let you know about that. The next one is kidney disorder, yes or no Hepatitis or any disorder of the liver, 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 neurone disease or any O or any form of dementia including Alzheimer's disease?

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

[12 minutes 33 seconds][Agent] : Perfect. And the next section is in relation to your height and weight. Please be aware that I'm required to obtain a confident single figure measurement for each in order to continue with the application. The system does not allow me to enter any approximate figures, words or height and weight ranges. So first of all, what is your exact height, please?

[12 minutes 55 seconds][Customer] : It's around 1.7.

[12 minutes 58 seconds][Agent] : Yeah. So are you confident for me to put in 170 centimeters?

Perfect. And what is your exact weight, please? I'm sorry, 86. What was that? Sorry.

[13 minutes 2 seconds][Customer] : Yep, 8060 small 5 86 1/2 Thank you.

[13 minutes 15 seconds][Agent] : Oh, so 86.5 K kilograms. Yep. Alright.

[13 minutes 17 seconds][Customer] : Yep, thank you.

[13 minutes 19 seconds][Agent] : Perfect. That's alright. And also have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? Perfect. Alright, awesome.

Right. So just hopping over to the next page for you. So it says does your work require you to go underground? Oh sorry, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? Nope. And it says are you A employed or B self-employed support employed for you? Is that correct option A Yep.

[13 minutes 31 seconds][Customer] : No, no, that's correct.

[14 minutes 4 seconds][Agent] : Alright, perfect. And have you been in your current occupation for at least 12 months?

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

[14 minutes 11 seconds][Agent] : Yep. Perfect. Do you intend to change your occupation? Sorry. Do you intend to change your current occupation in the next 12 months? Perfect. Do you have a second occupation that generates a taxable income?

[14 minutes 20 seconds][Customer] : No, no.

[14 minutes 30 seconds][Agent] : And have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration? Nothing and to the best of your knowledge are you infected with or are you in a high risk category for contracting HIV which causes AIDS? And do you have definite plans to travel or reside outside of New Zealand, IE booked or will be booking travel within the next 12 months?

[14 minutes 51 seconds][Customer] : No, I'm unsure, I may be going to worry the end of the year, nearing the end of the year, but I am still not sure. Nothing. People do anything.

[15 minutes 13 seconds][Agent] : OK. Well, I'll just reread the question. It says do you have definite

plans to travel or reside outside of New Zealand, IE booked or will be booking travel within the next 12 months? Again, this is regarding, this is regarding definite plans. Yeah, perfect. OK. And do you have existing income protection cover?

[15 minutes 31 seconds][Customer] : Oh, yeah, no, no.

[15 minutes 42 seconds][Agent] : Perfect. Alright, awesome. OK, so just hopping over to the next page for you. Umm, OK, so it says. Have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following? So same question as before, different list of health conditions. So first one is diabetes raised blood sugar, impaired glucose tolerance or impaired fasting glucose?

[16 minutes 20 seconds][Customer] : I'm sorry, can you please say that one more time? It is clutched up for some reason.

[16 minutes 25 seconds][Agent] : Yeah, sure, so it says. Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following diabetes, Raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure, tumour, mole or cysts including skin cancer, sunspots or Melanoma?

[16 minutes 43 seconds][Customer] : No, no, no.

[16 minutes 59 seconds][Agent] : Have you ever had an abnormal HAP or cervical smear and the next one is thyroid condition or neurological symptoms such as dizziness or fainting, and the next one is disorder of the stomach, bowel, gallbladder or pancreas? Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis? Any illegal drug use, abuse of prescription medication, or received medical advice or counseling for alcohol consumption. Bladder or urinary tract disorder. Blood disorder or disease.

[17 minutes 4 seconds][Customer] : No, no, no, no, no, no, no, no, no.

[17 minutes 56 seconds][Agent] : Sleep apnea or asthma, excluding childhood asthma. Back or neck pain or disorder.

[18 minutes 2 seconds][Customer] : No, not the sort of bar used to be like a pain. Yes, I don't have it

all the time. It's not constant.

[18 minutes 15 seconds][Agent] : So again, the question is asking you, have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following? And then for back or neck pain or disorder, is that a yes or a no? Did you say that you had back pain before?

[18 minutes 32 seconds][Customer] : It'll be a no, yes, but it's not consistent. It's not like I've followed that five years ago put my back. I'm not I'm having any medication for it, but I have had it.

[18 minutes 50 seconds][Agent] : Doesn't that mean, doesn't that mean that you've been diagnosed with or treated for back pain?

[18 minutes 49 seconds][Customer] : But I don't have it right now either with Panadol.

[19 minutes][Agent] : OK, Yep.

[18 minutes 58 seconds][Customer] : Yes, I have used Panadol but not I haven't had any surgery or anything like that. But I have had to take Panadol for it and headache when I've had a headache.

[19 minutes 2 seconds][Agent] : So if, oh sorry, did I mention, did I mention anything about surgery?

[19 minutes 13 seconds][Customer] : No, sorry, I've not even confused it. I don't know.

[19 minutes 17 seconds][Agent] : Sorry.

[19 minutes 17 seconds][Customer] : No, no, you didn't. I was just saying I haven't had anything like that for my back.

[19 minutes 20 seconds][Agent] : Oh, OK, you haven't had any.

[19 minutes 26 seconds][Customer] : But I have had that pain.

[19 minutes 30 seconds][Agent] : Well, if you've ha isn't if you've been diagnosed with or treated for back pain in the past. Is that not part of the question?

[19 minutes 37 seconds][Customer] : Yep. But but that was like many years ago. But I still can't say. Oh, yeah. OK. Yeah.

[19 minutes 42 seconds][Agent] : Well, the question says have you ever had symptoms of being diagnosed whether or treated for or intend to seek medical advice for any of for any of the following.

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

[19 minutes 53 seconds][Agent] : So is it a yes or a no?

[19 minutes 54 seconds][Customer] : Back pain. Yep.

[19 minutes 58 seconds][Agent] : Is it a yes or a no?

[20 minutes][Customer] : Yes, yes.

[20 minutes 1 seconds][Agent] : Yes. OK, perfect. And are you on restricted work duties or have limited mobility? That's perfect. And have you had symptoms requiring treatment in the last two years? Yeah, for the back or neck pain or disorder.

[20 minutes 7 seconds][Customer] : No for the back pain, no. But I have had chemo.

[20 minutes 25 seconds][Agent] : You've had chemo in the past two years? Oh yeah. We've already disclosed that, though.

[20 minutes 23 seconds][Customer] : Oh, OK, sorry.

[20 minutes 31 seconds][Agent] : Remember we did the cancer question already.

[20 minutes 34 seconds][Customer] : Oh yes.

[20 minutes 35 seconds][Agent] : Yeah, we we we're not told. Yeah. So let's talk W was there cancer in your back or something like that?

[20 minutes 41 seconds][Customer] : No, no, I don't know.

[20 minutes 43 seconds][Agent] : OK, wait, So what do you so how come you're bringing up the chemo at this part?

[20 minutes 52 seconds][Customer] : Because you said something about treatment.

[20 minutes 52 seconds][Agent] : OK, It says, it says. So this is still regarding the back or neck pain or disorder. It says.

[21 minutes 1 seconds][Customer] : Oh, sorry.

[21 minutes 1 seconds][Agent] : Did you have surgery to treat this condition? OK, perfect. Sorry. I'm just just. Yeah, it's I was getting a bit confused because you brought up the chemo. All good.

[21 minutes 1 seconds][Customer] : No, no, I think that's a lot of people.

[21 minutes 12 seconds][Agent] : And the next one is sorry.

[21 minutes 16 seconds][Customer] : I can see it's a lot of people.

[21 minutes 15 seconds][Agent] : Oh, OK, no worries. And the next one is arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia, joint or muscle pain, ligament injuries including replacement or reconstructive surgery, osteoporosis or osteopenia, any defect of hearing or sight other than which is corrected by glasses or contact lenses.

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

[21 minutes 51 seconds][Agent] : Perfect. Alright, awesome. OK, so the next part says here, other than what you've already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy? Yep, and it says what condition required the medical examination or advice. Did we not disclose cancer already?

[22 minutes 18 seconds][Customer] : Yes, breast cancer, yeah. But I'm not too sure on how to answer that question. That's just reasonable. But sorry, say the question again.

[22 minutes 38 seconds][Agent] : Sorry, wait, sorry. I'm just going to go back and make sure that the cancer question, I'm pretty sure that already covers breast cancer. Let me just have a look here.

[22 minutes 51 seconds][Customer] : Thank you. So I'm just unsure on how to answer. I just keep going back to making sure that I cover everything.

[22 minutes 58 seconds][Agent] : Well, we already asked you before cancer or leukaemia excluding skin cancer. So did you disclose yes to that one because of the breast cancer? OK, Well then we've already just we've already, we've already spoken about that already.

[23 minutes 7 seconds][Customer] : Yes, bye.

[23 minutes 13 seconds][Agent] : So the OK, the question that we're up to, I'm just going back to now. So I'm just trying to get back to the page you're on. OK, so it says other than what you've already told me about. In the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays scans, blood tests or biopsy? Again, this is other than what you've already told me about. So not including, you know, what you've already told me

about.

[24 minutes 8 seconds][Customer] : Understand.

[24 minutes 10 seconds][Agent] : OK, perfect. All right, I'll just change your answer to that one. And it says other than what you've already told me about, are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? And other than what you've already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury?

[24 minutes 8 seconds][Customer] : And it's a no, no, no.

[24 minutes 35 seconds][Agent] : Perfect. Alright, so on the next page when we say immediate family, this refers to father, mother, brother or sister. So it says to the best of your knowledge, have any of your immediate family living or deceased ever been diagnosed with polycystic kidney disease, Huntington's disease or familial adenomatous polyposis?

[24 minutes 57 seconds][Customer] : No.

[24 minutes 59 seconds][Agent] : And to the best of your knowledge, how many of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

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

[25 minutes 11 seconds][Agent] : Yep. And how many of your immediate family suffered from cancer? How many of your immediate family suffered from heart condition and or stroke and how many of your immediate family suffered from other hereditary disease?

[25 minutes 17 seconds][Customer] : 1 1 None.

[25 minutes 32 seconds][Agent] : Perfect. All right, awesome. And the last question says here, other than one of the events gift certificate or vouchers, do you engage in or intend to engage in any of the following aviation other than as a fare paying passenger on a recognised airline, Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity. Perfect. Thank you for that. Alright, what did you love? I'm just loading up the results for you now.

[26 minutes 1 seconds][Customer] : No, thank you.

[26 minutes 19 seconds][Agent] : That's alright. OK, All right, awesome. Well, look, congratulations, your application is approved for the below TER with the low terms. So we're looking at a maximum benefit amount and benefit. So \$5000 in two years respectively. And that's due to cancer or leukaemia. So we can look at a maximum of \$5000 for the monthly benefit amount and a maximum of two years for the benefit. Maximum benefit. So there is an exclusion here for cancer or leukemia. So again, like we spoke about, no benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from cancer. And there is a premium adjustment due to cancer or leukemia, which I'll give you the the quote for in just a second there. So if we look at a a monthly benefit amount of \$5000, a waiting period of 30 days and a benefit period of one year, you would be looking at a fortnightly payment of \$87.91 per fortnight. So again, that's \$87.91 a fortnight. How is that sounding so far for you?

[27 minutes 44 seconds][Customer] : Fortnight. Yeah, that'll be fine.

[27 minutes 46 seconds][Agent] : Yep. Alright, awesome. And that will, that's going to be affordable for you as well.

[27 minutes 51 seconds][Customer] : Yep.

[27 minutes 52 seconds][Agent] : Yeah, sure. All right. Awesome. Well, I know that you do have some life insurance with us. So what we'll do is we'll get this one covered over the phone today for you. So you can have that income protection cover as well. And you don't have to pay anything upfront to us. So how it works is that we generally collect payment within the next 7 days, but we do send out all of your documentation shortly after we set this up today. And this policy does give you a 30 day cooling off. So if you decide that the policy isn't suitable for you and you apply, try to cancel within 30 days of your first payment. Then you'll get a full refund of your premium unless a claim has been made. Now your premium is stepped, which means it will generally increase each year as you age.

[28 minutes 36 seconds][Customer] : Yeah.

[28 minutes 36 seconds][Agent] : In addition, this policy has automatic indexation. So what that means is each year your sum insured will increase by 3% until you reach the maximum benefit of

\$15,000 per month with associated increases in premium. You can opt out of this automatic indexation each year. And another thing as well is that I want to let you know that included in your policy is a rehabilitation benefit which can assist you to return to work, which you can have a read of and in your your policy documentation once we set this up as well. So for the next part, when would you prefer the first payment to come out?

[29 minutes 17 seconds][Customer] : So I get paid on a Tuesday evening. Where are we? So it's on the 11th. Which way to get paid up?

[29 minutes 20 seconds][Agent] : Yep, on the 7th, yeah. OK. So we do generally collect payment quite early on in the morning. Do you want to do the 8th instead? Just to be sure?

[29 minutes 35 seconds][Customer] : OK, the eighth will be fine. Yep.

[29 minutes 38 seconds][Agent] : Yeah, sure. So I have the first payment come out on the eighth of the 1st, and then every fortnight thereafter on a Wednesday will be your other payment collection dates. When do you want the first paym? Oh, sorry, WH where do you want the payment to come out of? Do you want to note down a bank account or a card?

[29 minutes 53 seconds][Customer] : I'll do a bank account, that'll be fine.

[29 minutes 59 seconds][Agent] : Yeah, sure. OK, I'll just need your account number whenever you're ready. Yep, Yep, Yep, Yep.

[30 minutes 3 seconds][Customer] : Four, it is 3/8, 90030958, 36602.

[30 minutes 35 seconds][Agent] : Perfect. And that's the name of Tijuana.

[30 minutes 39 seconds][Customer] : Yeah, it's P in D Paul.

[30 minutes 37 seconds][Agent] : Donna Paul with Kiwi bank TMD Paul. Yep, no worries. And that's with Kiwi Bank.

[30 minutes 44 seconds][Customer] : Yeah, that is great.

[30 minutes 52 seconds][Agent] : Yep. And so just to confirm the number again, just to be sure, so it's 389003095826602.

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

[31 minutes 4 seconds][Agent] : Sorry.

[31 minutes 5 seconds][Customer] : That's great.

[31 minutes 7 seconds][Agent] : Oh, Yep. All right. Perfect. Thank you so much for that. And also just a few questions regarding the use of that account. First of all, do you have authority to operate this bank account alone?

[31 minutes 21 seconds][Customer] : I do.

[31 minutes 22 seconds][Agent] : Yep. Alright, perfect. And do you need to jointly authorize debits with anyone else in this account? And have you cancelled a direct debit authority for One Choice with Pinnacle Life as the initiator in the last nine months on the account you are providing? And just confirming that you're that you're happy to set up a direct debit authority without signing a form.

[31 minutes 29 seconds][Customer] : No, no, that's correct.

[31 minutes 51 seconds][Agent] : Yeah, perfect. And I've got a statement here that says you agree. This authority is subject to the terms and conditions relating to the bank account provided and the specific direct debit 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 account in accordance with these terms and conditions. Is that also correct?

[32 minutes 16 seconds][Customer] : That's great.

[32 minutes 17 seconds][Agent] : Yep. All right, perfect. And last of all, I just need to read out the declaration to you, which will just take me a few minutes to complete, and then at the end we'll get everything sent out to you by e-mail and post.

[32 minutes 29 seconds][Customer] : Thank you.

[32 minutes 30 seconds][Agent] : No worries. So it just says here, thank you Tim, Owana, Don and Paul. 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 will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services and that Limited, whom I refer to as GFS, to issue and arrange this insurance on its. 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 to 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. When providing this advice, we have not considered your specific financial needs or goals or considered any other insurers, 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 sets 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? Yep, perfect. And then it says your answer to the application questions and any related documents form the basis of your contracted insurance. And Pickle relies upon the information you have provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure, Yes or no?

[33 minutes 54 seconds][Customer] : I am yes, yes.

[34 minutes 20 seconds][Agent] : Yep, perfect. And then and then it says by agreeing to this declaration you can set it to be 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 Team 1 is on a pull a monthly insured amount of \$5000 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 maybe less than the monthly and 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 in addition to the standard exclusions contained within the policy document. The following exclusions apply for Team Moana Donna Paul Income Protection Benefit. No benefit will be payable for any disability condition, disease, disorder, treatment, all complications related to or arising from cancer. Your cover expires on Jan January 8th, 2043 at 12:00 AM. Your premium for the first year of cover is \$87.91 per fortnight. Your premium is stepped, which means it will be calculated at each policy

anniversary and will generally increase as you age. Your monthly benefit amount will also increase automatically by 3% each year and you can opt out of this. Included in your premium is 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. AFS has a rated Pinnacle with AB plus financial strength good and Triple B minus issue a credit rating with an outlook of stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation will be sent to you by mail and if you have 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 cooling off. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. Last of all, just two questions at the end here for you. The first one is do you understand and agree with the declaration, yes or no?

[36 minutes 57 seconds][Customer] : I do. Hello. Yes, yes, sorry.

[37 minutes 4 seconds][Agent] : Yep. Perfect. That's alright. And would you like any other information now or would you like me to re Sorry, would you like any other information or would you like me to read any part of the policy document to you just while I've got you?

[37 minutes 16 seconds][Customer] : It's absolutely fine.

[37 minutes 18 seconds][Agent] : Nope. Alright, perfect. I'll just go ahead and accept the declaration for you. And like I said, the first payment will come out on the eighth of the 1st and then every fortnight thereafter on a Thursday, sorry, Wednesday will be your other payment collection dates. Is there anything else at all that I could do for you today while I've got you?

[37 minutes 36 seconds][Customer] : That's absolutely fine. Thank you very much.

[37 minutes 39 seconds][Agent] : No worries. But look, if there is anything else, as you know, you can just give us a call. We're open 8 to 8 on weekdays. And yeah, if there's anything else we can assist you with, just give us give us a buzz and we'll be more than happy to help. Other than that, I just want to thank you so much for your time and patience today and for choosing one choice again. And, and I hope you enjoy the rest of your week as well.

[37 minutes 58 seconds][Customer] : Thank you so much. You too.

[38 minutes][Agent] : Will do. Alright, Thank you. See you later.

[38 minutes 2 seconds][Customer] : Thank you. Bye.

[38 minutes 4 seconds][Agent] : Bye.