

[4 seconds][Agent] : Hi there show. It's Alexis again calling from real insurance. Oh, sorry. Hi there, Sheree, what did I say?

[3 seconds][Customer] : Hello, Cheryl.

[14 seconds][Agent] : Sorry. Oh my gosh, I'm so sorry. I just want to let you know again that all calls are recorded and any advice or providers should know in nature may not be suitable to your situation. And can I just get you to confirm Russell's full name and date of birth for me?

[31 seconds][Customer] : Yes, sure. Russell James Bullen and his date of birth is 28th of January 1960.

[41 seconds][Agent] : Perfect.

[45 seconds][Customer] : Yes.

[41 seconds][Agent] : And just confirming that Russell is a male Australian resident, Perfect. And what I'm going to do, So I'm going to swap the the policy to yours and then we can add Russell onto it. Can I please get the spelling of your first name? So Cherie? And is your last name Colin as well?

[1 minutes][Customer] : Cherie, Cherie yes.

[1 minutes 12 seconds][Agent] : Sherry Perfect. And just confirming that you are a female Australian resident. Perfect. And can I please grab your date of birth as well? Sherry.

[1 minutes 20 seconds][Customer] : Cheriem yes. 25 May 1970.

[1 minutes 33 seconds][Agent] : Perfect. All right. And the and now we're just down here. I have RC bold96@gmail.com. Did you wanna update that or is that OK? Is that a joint e-mail?

[1 minutes 41 seconds][Customer] : Yes, no, that's joint. Yeah.

[1 minutes 47 seconds][Agent] : OK, perfect. Well, now that that's what I'm so sorry about that, Cherie. It was. I have no idea what happened. I just got back from lunch. And then you were the first number I called and all just messed out.

[1 minutes 59 seconds][Customer] : Technology.

[2 minutes 1 seconds][Agent] : I know. Yeah. And it's always at the most inconvenient times as well.

[2 minutes][Customer] : What a love it it does.

[2 minutes 8 seconds][Agent] : Yeah. But, umm, so in regards to the funeral covered issue, is there

any in particular reason while, umm, while you and Russell were looking into this? Or was it more so just curious.

[2 minutes 20 seconds][Customer] : Well, what Russell said before. He's not getting any younger. He's 65 at the end of the month, so.

[2 minutes 19 seconds][Agent] : So yeah, yeah, fair enough. And this. And for your beneficiaries as well, do you and Russell have any children? Or is it more so just, umm, to financially protect each other if one of these went apart?

[2 minutes 41 seconds][Customer] : Can we put down our surrogate daughter?

[2 minutes 44 seconds][Agent] : Yes, of course you can. So with your beneficiaries, you're able to nominate up to five and you can put whoever you feel you want to receive this money. Yeah, well, with our funeral insurance as well. What I'm going to do is I'm just going to run through the main features and benefits with you and then we can find some pricing which is most suitable for you and Russell, we can go from there.

[3 minutes 8 seconds][Customer] : OK. Thanks, Alexis.

[3 minutes 7 seconds][Agent] : OK, Cherie, perfect. That's OK. So with our funeral insurance, it is designed to provide a financial protection for your beneficiaries once you were to pass away and we provide a cash benefit up to \$15,000 to them.

[3 minutes 32 seconds][Customer] : Yep.

[3 minutes 24 seconds][Agent] : When the time comes when either of you pass, your beneficiaries are able to use the funds for your funeral expenses but also for other final expenses during that time also.

[3 minutes 37 seconds][Customer] : Oh, what? So if we've included it, what, two days before we pass?

[3 minutes 42 seconds][Agent] : Yeah, they can always use the funds towards that also. So they have all free will of the of that money.

[3 minutes 48 seconds][Customer] : Yes.

[3 minutes 49 seconds][Agent] : Perfect. And there is a couple of additional benefits included in the

funeral cover, one of them being an accidental death benefit. So if you were about to were to pass away due to an accident, the choice and benefit amount will triple. There's also an accidental serious injury benefit. So if you of us 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. Included in well as sorry, included as well, there is a terminal illness benefit. So after holding your policy for 12 months, if you or Russell were first diagnosed with the terminal illness with 12 months or less to live by a medical practitioner, we will pay your claim in full to help you both with any medical expenses during that time.

[4 minutes 46 seconds][Customer] : OK, Yeah.

[4 minutes 45 seconds][Agent] : OK, perfect. And I want to let you know as well is that for the 1st 12 months you will be covered for accidental death and accidental serious injury only and then after the first 12 months you will be covered for death due to any 'cause.

[5 minutes 10 seconds][Customer] : OK.

[5 minutes 3 seconds][Agent] : That is just because it is a guaranteed acceptance for all Australian residents aged between 40 and 79, just like yourself.

[5 minutes 12 seconds][Customer] : So if if we would have an accident roughly not saying it's going to happen, he would be covered within that first 12 months of that? Oh, right. OK, Yeah.

[5 minutes 25 seconds][Agent] : Yes Sir, if Russell was to if Russell was to pass away due to an accident, yes. So if he was to pass away due to an accident or if he was to pass away due to an accident in the 1st 12 months, the chosen benefit amount will triple and you will be covered.

[5 minutes 43 seconds][Customer] : Oh, right. OK, Well, that's one worry. I don't have to worry about this. It makes it a lot easier that way, doesn't it? Really?

[5 minutes 47 seconds][Agent] : Yeah, fair enough to be and with your benefit amount as well, you can choose from \$3000 all the way up to \$15,000 and I can go through as many pricing as you need me to today until we find something that is best suitable. But you're in regards to your premiums as well, Sherry. They are designed to stay the same as you get older and when you reach 85 years of age, I know it seems like a while away for you both, but your premiums will stop at that point.

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

[6 minutes 25 seconds][Agent] : Perfect. Then when you turn 85 as well, you will automatically receive a 25% bonus cover that will be applied to your benefit amount.

[6 minutes 33 seconds][Customer] : Uh huh.

[6 minutes 35 seconds][Agent] : But you can also find information about our premium structure on our website if you're wanting to.

[6 minutes 41 seconds][Customer] : Yeah.

[6 minutes 40 seconds][Agent] : Another option that you'll cover will provide for you and Russell is to call an early cash out option. So at any time after you or Russell reach 85 years of age, you can choose to end your cover and we will pay you 75% of the funeral insurance benefit. But let's go through some pricing. So as I mentioned before, you can choose cover from 3000 up to \$15,000. What amount would you like to look at first? Yeah, of course. And can I please grab Russell's, uh, I just want to confirm Russell's details again just so that I can add him on here.

[7 minutes 15 seconds][Customer] : Go go 9000 U double SE double L yes.

[7 minutes 28 seconds][Agent] : So I've got his first name is Russell RU double SE double L perfect and Bulen BU double Len perfect. And can I please grab his date of birth? That's the 28th of the 1st 1960 and just re confirming that he is a male Australian resident.

[7 minutes 47 seconds][Customer] : 1960, Yep.

[7 minutes 58 seconds][Agent] : Perfect. And I'll add him on here and then with that way we can get the pricing for you both. So the premium that I'm going to give you Sheree is the combined premium. So it's umm has both of the prices. It's not each. OK, OK. So for \$9000 for both you and Russell, the fortnightly premium is \$52.94. In terms of current suitability for you both though, what do you find that that fortnightly premium is suitable? Would you like to look at any other levels of cover?

[8 minutes 40 seconds][Customer] : No, we can, we can afford that.

[8 minutes 43 seconds][Agent] : OK, Well, that's great. It is important. Affordability is the most important thing when coming to this kind of stuff. Umm, do you? All of us will have a current well in place by any chance, Sherry?

[8 minutes 57 seconds][Customer] : We do have one, but yeah, it's it's like about 10 years old. So I think we might have to update ours, our will.

[9 minutes 3 seconds][Agent] : Yeah, yeah, fair enough. Yeah, that's understandable. Well, with your policy, we will provide you with a free online legal will, umm, for both you and Russell. So that might be a good opportunity for you guys to do that together. Umm, we also have a real reward attached to the policy. And So what that is, is following your first policy anniversary date, we will refund you 10% of the premiums you have paid during that time.

[9 minutes 21 seconds][Customer] : Oh, OK.

[9 minutes 35 seconds][Agent] : Perfect. But I do want to let you know because this is an insurance policy, that you may pay more in total premiums over the life of the policy than the benefit amount. I just want you both to please be aware this insurance does not have a savings or investment element. So if you cancel outside of the 30 days, your cover will stop and you will not receive anything back unless you are eligible for and decide to take up that early cash back offer. Perfect.

[10 minutes][Customer] : Well, OK then, yeah, understood.

[10 minutes 3 seconds][Agent] : But what I can do, yeah. So do you have any questions for me in regards to the cover, Sherry?

[10 minutes 12 seconds][Customer] : Russell's sitting here shaking his head nose.

[10 minutes 16 seconds][Agent] : Is there any certain reason on why he's not? I'm looking into the cover or if there's any questions I can re clarify.

[10 minutes 14 seconds][Customer] : So you're right with everything that she said. Yeah, he's fine with it. So.

[10 minutes 34 seconds][Agent] : OK, perfect. And umm, but what I can do for you, umm, for both you and Russell today is I can get you both covered over the phone today. You're not required to make a payment. I can schedule that for when you are both ready and I will also send all of the policy documents to your address as well as to your e-mail address for you both to review.

[10 minutes 56 seconds][Customer] : Uh huh.

[10 minutes 56 seconds][Agent] : You will have a 30 day cooling off. Also, so, umm, during that time,

if you decide that this is not and that is suitable for you both, you can always give us a call and cancel within the 30 days. But are you happy to continue with that today?

[11 minutes 12 seconds][Customer] : Fine, let's go ahead.

[11 minutes 15 seconds][Agent] : All right, let me set this out for you then, Cherie. And to begin with, can I please grab your post code? I'm so sure you cut out a little bit. Then what was that and what area would that be? And a couple came up on my end. Oh, perfect, there it is. And your address line? Yeah.

[11 minutes 24 seconds][Customer] : 44 64406 OK Bogan KOGAN 335 Crystal Creek Rd.

[11 minutes 58 seconds][Agent] : Oh, perfect, there it is. And is that the same as your postal address?

[12 minutes 2 seconds][Customer] : Yes.

[12 minutes 3 seconds][Agent] : All right. So I will organize for your policy documents to be sent to your address along with your e-mail address. And I'm just confirming here as well. Is this your best contact number ending in 616? Perfect. And what would your phone number be? Sure.

[12 minutes 16 seconds][Customer] : Well, that's Russell's, yes, but if you would like to put mine down on file is fine, 0429090519.

[12 minutes 36 seconds][Agent] : Alright, umm, perfect. And so I was just reloading again. Hopefully it doesn't break. There we go. And when would you like your first collection day to be?

[12 minutes 51 seconds][Customer] : I'll just have a look at my calendar. Monday the 6th.

[12 minutes 59 seconds][Agent] : Yeah, of course. I can definitely schedule that in for you. So I put the first payment on Monday, which is the 6th and then every fortnight on Monday the payment will come out. Were you wanting to set this up with your credit card number or your BSB and account number today?

[13 minutes 10 seconds][Customer] : Yep, would be better with the best pay.

[13 minutes 18 seconds][Agent] : Yeah, of course. And was that a savings account or a check account? Yeah.

[13 minutes 21 seconds][Customer] : What's the saving?

[13 minutes 23 seconds][Agent] : Alright. And just reconfirming that you're happy to get covered for the \$9000 each with the fortnightly premium of \$52.94.

[13 minutes 33 seconds][Customer] : Yep.

[13 minutes 34 seconds][Agent] : Perfect. And what would that be SB be when when you're ready, Sir. Yep. Alright. And your account number please.

[13 minutes 38 seconds][Customer] : OK, so Heritage building society it's 638010 1350 7788.

[14 minutes 2 seconds][Agent] : And the account name, was that just Sheree Bullet? So RJ? And is it CJ?

[14 minutes 5 seconds][Customer] : It's RJ and CA Bullen BIA Apple.

[14 minutes 19 seconds][Agent] : Oh, sorry, CCA bullet. That's a joint account with you. And Russell, I just want to confirm that you were authorized to debit from this account.

[14 minutes 29 seconds][Customer] : Yes.

[14 minutes 30 seconds][Agent] : Perfect. And the final step for me to do for you today is I'm going to read the verbal declaration to you and then I will organize everything to be sent off to your address and your e-mail. OK, perfect. So it rates here. Thank you. Shirley Bullen 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 Rio Austra Lasia Ltd who will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services trading as real Insurance to issue and arrange this insurance on its behalf. The answers to the application questions and energy related documents form the basis of your contract of insurance and Hanover relies upon the accuracy of the information you have provided when assessing your application. Hanover has set a target market determination for this product, which describes the type of consumers this product is designed for.

[15 minutes 34 seconds][Customer] : Nothing.

[15 minutes 33 seconds][Agent] : 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, issue cover a number of 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. By agreeing to this declaration, you consent 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 joint real funeral cover with the following cover.

[16 minutes 22 seconds][Customer] : None.

[16 minutes 19 seconds][Agent] : Russell Bolin is covered for \$9000 in the event of death. In the case where death is accidental or if Russell Bolin suffer a defined accidental serious injury, the benefit amount will triple. Cherie Bolin is covered for \$9000 in the event of death. In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit amount will triple coverage for accidental death only for the 1st 12 months of cover, with death by any cause or diagnosis of a terminal illness covered thereafter. 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 life insured reaches age 85, you can choose to voluntarily cancel that person's cover so save a lump sum payment of 75% of the chosen benefit amount. If you take up this early cash option, you will no longer have a right to claim under the policy for that life insured.

[17 minutes 23 seconds][Customer] : Uh huh.

[17 minutes 22 seconds][Agent] : 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 or premiums after the calling of. If cover that continues beyond age 85, the life insured will receive an additional 25% of bonus cover from that date and you will not be required to pay any further premiums. The bonus cover is not payable if the early cash option has been taken out.

[18 minutes][Customer] : None.

[17 minutes 59 seconds][Agent] : Cover for each life insurance Sorry Cover for each life Insured

ends on the day prior to their 100th birthday. We will pay the funeral benefit and bonus cover for the life insured. At this point your total premium for your first year of cover is 52, \$2.94 per fortnight. Your premiums are level, which means they are designed to stay consistent year on year and will only change if you alter your cover or the insurer adjust the 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 than the benefit amount over the life of the policy. Included in your premium is an amount payable to real insurance of between 3234% and 54%, calculated on a level basis over the life of the policy. Your premium will be debited from your nominated bank account in the name of RJ and California Bullet, which you will authorize the debit form and have provided to us. We may provide within communications to you via the e-mail address you have provided to us, and this will include any legal notices we are 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 FSD 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. So a risk 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 in the documentation we are sending you. Should we? Do you understand and agree with the declaration? Yes or no? Perfect. And would you like any other information or would you like me to read any part of the PDF to you? Yes or no?

[20 minutes 8 seconds][Customer] : Yes, no thanks.

[20 minutes 17 seconds][Agent] : Alright, thank you so much for your time today. That is all completed for your organize for those to be sent and thank you so much for choosing wheel insurance as well. Is there anything else I can assist you both with today? Oh yeah.

[20 minutes 32 seconds][Customer] : With the beneficiary, do we put that down on on the paperwork

or?

[20 minutes 41 seconds][Agent] : Yeah, so when you get your hard copy in the mail, there will be a beneficiary form attached and you can just fill that out with your beneficiaries details and then send it back to us.

[20 minutes 51 seconds][Customer] : Beautiful. Thank you.

[20 minutes 52 seconds][Agent] : OK. Thank you so much for your time and Happy New Years to both you and Russell.

[20 minutes 58 seconds][Customer] : Thank you as well.

[20 minutes 59 seconds][Agent] : Thank you so much. Have a lovely night guys.

[21 minutes 3 seconds][Customer] : Thank you. May need you may need a drink now.

[21 minutes 6 seconds][Agent] : Yes, I do. I have my water ready.

[21 minutes 12 seconds][Customer] : OK. Thank you very much, Alexis.

[21 minutes 14 seconds][Agent] : Thank you very much for your muscle. Bye.

[21 minutes 17 seconds][Customer] : Bye.