

[11 seconds][Customer] : Hello.

[12 seconds][Agent] : Hey, good morning, Margaret. My name's David. I'm calling from Australian Seniors. How are you today?

[17 seconds][Customer] : Yeah, I'm good. Thank you.

[18 seconds][Agent] : That's good to hear. Well, the reason for my call today, Margaret, it's just in regards to that life insurance inquiry they received online.

[25 seconds][Customer] : Yep.

[24 seconds][Agent] : So I'm happy to help you out with that today.

[27 seconds][Customer] : OK.

[26 seconds][Agent] : I just wanted to confirm that I've got the right details here. First and foremost, am I speaking with Margaret Stroud?

[33 seconds][Customer] : Yeah.

[34 seconds][Agent] : Wonderful and date of birth that I've got here for yourself, Margaret, 6th of the 5th 1961, is that correct? Beautiful. And last thing I just wanted to confirm is that you're a female Australian resident.

[40 seconds][Customer] : Yep, I am.

[47 seconds][Agent] : Beautiful and just wanted to let you know as well that calls are recorded. Any advice I provide is general in nature and may not be suitable to your situation. Now, just for my better understanding as well for your own situation, Margaret, is this your first time looking into life insurance?

[1 minutes 3 seconds][Customer] : No, I did look into it. Oh, a long time ago, but I I never ended up doing anything. Yeah.

[1 minutes 6 seconds][Agent] : OK, OK, well look what I'll do for you today is I'll explain the main features and benefits with our product care, of course, and then provide some pricing to you as well along the way. But what are you wanting to get out of this life insurance at the end of the day? Was it more so to provide protection for your loved ones? OK, beautiful. And who would that be for yourself?

[1 minutes 25 seconds][Customer] : Yeah, I have got five children. Yes, yes.

[1 minutes 31 seconds][Agent] : Five children, beautiful, all grown up or still running around the house.

[1 minutes 36 seconds][Customer] : Oh no, too old to have a young one.

[1 minutes 40 seconds][Agent] : Yeah, fair enough. Well, look, age is just a number, I guess at, at some stage. My, my mom is quite old as well, uh, for her age to have kids. Uh, yeah, like hasn't been, uh, a long time since I was just running around the house as well myself. But yeah, with, with our life insurance, of course, uh, market, uh, it's designed to provide that financial protection for your loved ones. And that's done through a lump sum payment if you were to pass away before your 85th birthday when the policy ends. OK. And the reason I ask you, in regards to your beneficiaries or, or who you would want to leave this money behind to, you can actually nominate up to five beneficiaries to receive that nominated benefit amount and you can choose cover.

[2 minutes 18 seconds][Customer] : There we go. We have 5.

[2 minutes 19 seconds][Agent] : Yeah, perfect. It's just the right one. No one left out. Umm, And you can choose cover between \$10,000 all the way up to \$200,000, which is our top level of cover.

[2 minutes 22 seconds][Customer] : Yeah, yeah. I was looking at the custom.

[2 minutes 30 seconds][Agent] : Umm, yeah, of course. Uh, the top level of cover, of course is, is a main driving point in price as well, as well as age, time of application and a couple of different factors as well. Uh, but with this covered here, Margaret, there's, uh, a feature built in, which means that if your death was due to an accident, uh, what will happen is your chosen benefit will triple. And we also include an advance payment of 20% to your loved ones, uh, of the benefit amount to help with things like immediate funeral costs or any of their final expenses at the time while your claim is getting processed. Does that make sense?

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

[3 minutes 4 seconds][Agent] : Yeah.

[3 minutes 4 seconds][Customer] : I do have funeral cover though.

[3 minutes 7 seconds][Agent] : OK. Yeah. Well, either way, that does get paid out in that time if, uh,

if your death was due to an accident.

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

[3 minutes 13 seconds][Agent] : OK. Yeah.

[3 minutes 14 seconds][Customer] : Awesome.

[3 minutes 14 seconds][Agent] : That, that might just be extra support for your children that, that, you know, of course, difficult time of breathing.

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

[3 minutes 19 seconds][Agent] : Umm, and it's easy to apply with us here, Margaret. We don't send you out on umm, you know, any doctor's check or anything like that. We just ask you 8 yes, Sir, no questions, just relating to your health over the phone to see if you are approved. And if you are accepted, and once you do decide to commence the policy, what you'll be covered for is, uh, you'll be covered immediately for death due to any cause except suicide in the 1st 13 months. So that's the only waiting period that we have to serve. In addition as well there, Margaret, there is a terminally ill advanced payment that's included in the cover. And what that means is if you were diagnosed with 24 months or less to live by a specialized medical practitioner and that unfortunate instance there, Margaret, would you pay out the claim to yourself in full to help you with things like medical costs and of course, with your five children to plan out for the future as well? Yep. Yeah. How's that sounding so far to you?

[4 minutes 9 seconds][Customer] : Yeah, Good.

[4 minutes 13 seconds][Agent] : Sorry.

[4 minutes 12 seconds][Customer] : OK, good. OK. Yeah.

[4 minutes 15 seconds][Agent] : OK, that's great to hear. Umm, but did you have any questions about the cover itself? Beautiful. So let's get through some pricing then. Uh, So what I'm here to do for yourself there Margaret, is find something that's affordable and suitable just to have something to leave behind for your loved ones and your children as well, of course. Umm, but let's load this one up. OK, Sorry, it's just taking its time. And what's your preferred title there, Margaret?

[4 minutes 19 seconds][Customer] : No, Yeah.

[4 minutes 40 seconds][Agent] : Is it miss, uh, miss or misses?

[4 minutes 45 seconds][Customer] : Anything. I don't care.

[4 minutes 46 seconds][Agent] : OK, we go with miss.

[4 minutes 48 seconds][Customer] : Yeah. Hello.

[4 minutes 49 seconds][Agent] : OK, beautiful. OK, I'll just slide this one out. So it's just taking a sweet time there today. Margaret, how's your morning so far?

[5 minutes 1 seconds][Customer] : Yeah, nothing. Quiet.

[5 minutes 5 seconds][Agent] : Pretty quiet, beautiful.

[5 minutes 6 seconds][Customer] : Yeah, grandchild after school and that's quiet.

[5 minutes 9 seconds][Agent] : Oh, you've got grandchildren as well. How many?

[5 minutes 9 seconds][Customer] : Oh yeah, I have 5 all up, but I have one that lives with me because I'm his mother's carer, because she was in a car accident.

[5 minutes 15 seconds][Agent] : OK, OK, I'm sorry to hear about that.

[5 minutes 24 seconds][Customer] : So I look after her and him.

[5 minutes 26 seconds][Agent] : OK, well, must keep you busy then.

[5 minutes 28 seconds][Customer] : Oh yes.

[5 minutes 30 seconds][Agent] : That's the one. Umm, but with this one here, umm, I just need to ask you first. It's just in relation to your smoking status. So have you had a cigarette in the last 12 months? Yes or no?

[5 minutes 40 seconds][Customer] : I'm rolling on right now.

[5 minutes 42 seconds][Agent] : OK, Umm, so just for compliance purpose, uh, the, we do need to have a clear yes or no, uh, for these questions. So, yeah, would there be a yes for that, uh, question?

[5 minutes 49 seconds][Customer] : Yes, yes, yes.

[5 minutes 54 seconds][Agent] : Beautiful. Thank you. Uh, and for the top level of cover, of course, uh, if you're looking at the top level of cover, that means we've got a lot of room to play uh, around in terms of, uh, discover. It does start from 10,000 and then goes in increments of \$10,000. But for that

top level of cover for yourself there, Margaret, it is coming up as a fortnightly premium of \$264.28.

So that's every two weeks. How's that sounding to you?

[6 minutes 23 seconds][Customer] : It's getting a bit expensive.

[6 minutes 25 seconds][Agent] : Yeah, and that's fair enough. Did you want to look at, uh, lower levels of cover at all to just have something to, umm, maybe compare with, uh, did you want to see that on a monthly basis?

[6 minutes 32 seconds][Customer] : If you get that 200 to monthly, that'd be good, yeah.

[6 minutes 42 seconds][Agent] : Yeah. So with this, umm, with this calculator that we have here, Margaret, it does work out to be the same if you pay for it only or monthly or annually over the course of the year. But, umm, a lot of people assume that if you do fortnightly, then you just double it and it's monthly, but there is a few extra days in there. So for a monthly premium that's \$572.61. And that's if you decide to pay on a monthly basis. Yeah.

[7 minutes 9 seconds][Customer] : Well, it it sounds like a lot, doesn't it?

[7 minutes 12 seconds][Agent] : Yeah. Well, I'm, like I mentioned to you, we do have lots of room to play if you want to look at something, uh, affordable for yourself. And with that cover here as well, Margaret, we are quite flexible in being able to apply for a top up cover later in the future, of course, subject to waiting periods and, uh, eligibility at that time as well. Umm, and if you did find that the price is a bit higher for you, umm, down the line as well, it's also flexible in a way where you can just give us a call and apply to have that decreased as well. Bring your premiums down as well. Umm, and find something affordable for yourself as well. OK, sorry.

[7 minutes 44 seconds][Customer] : How does the average senior afford that? How would the average senior afford that?

[7 minutes 52 seconds][Agent] : Yeah, Look, I understand. Umm, this is our top level of cover, which is 200,000. Umm, so we try to find something affordable, uh, for for every person situation, of course. And I understand like, you know, being a senior might be hopping on the pension soon or something like that. Everyone's got their own different situations. Uh, but with our pricing here, it is coming up as, uh, \$572.61 for \$200,000 of cover. Yeah, yeah. Did you want to look at any other

levels of cover there, Margaret? Yeah, of course. No worries. Yeah, Well, look, we can, Yeah, of course we can go through the, umm, the questions, uh, very quickly for yourself. I'll just bring this up for yourself. Uh, Yep.

[8 minutes 19 seconds][Customer] : OK, I don't know whether I would be accepted first I think because I and then I can think about think about the thing 'cause I got got knocked back by insurance line way back, way, way, way back when.

[8 minutes 57 seconds][Agent] : Yep. Oh, OK.

[8 minutes 52 seconds][Customer] : I fir like what I mentioned to you when I had tried to get it ages ago, but I think because of my history they decided no. But now we're we're like 10-10 years down the track.

[9 minutes 10 seconds][Agent] : Yeah, sorry, were you declined due to like some health conditions with insurance line?

[9 minutes 15 seconds][Customer] : Not so much health conditions.

[9 minutes 20 seconds][Agent] : Oh, OK. Yeah. Well, look, these questions are mm, hmm.

[9 minutes 17 seconds][Customer] : It's what I've done in the past Yeah, because I, I don't have any health conditions at the moment, but I have a little bit of high blood pressure.

[9 minutes 31 seconds][Agent] : Yeah.

[9 minutes 30 seconds][Customer] : But just given my age, this, this normal. But see, I have a history of drugs which so long ago now, but we'll go back to 2006.

[9 minutes 39 seconds][Agent] : OK, OK, OK.

[9 minutes 47 seconds][Customer] : See, it was not, I think it was about 2009 when when I tried to go for life insurance A and because of my, my drug history, they decided no.

[10 minutes][Agent] : OK. OK. Yeah, of course.

[9 minutes 59 seconds][Customer] : But now like we're now in 2024 and my drug history is way back there.

[10 minutes 8 seconds][Agent] : Yeah. Well, look, we can have a look if you can be approved for our cover here. Of course, every, umm, insurance provider is going to be different in terms of their

underwriting and the questions that the underwriters want to ask the customers before approving them for cover.

[10 minutes 26 seconds][Customer] : Yeah. Alright then.

[10 minutes 21 seconds][Agent] : So let's just get through those ones just to make sure that we can be approved for the time in the 1st place and then we'll find something suitable for yourself. OK. Umm, but the first one is just in relation to umm, COVID-19 there. So 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?

[10 minutes 28 seconds][Customer] : Yeah, No, no.

[10 minutes 40 seconds][Agent] : Wonderful. It's just before I hop into these questions is just asking me for an address here for yourself that Margaret, what's your post code 4300, Beautiful. And what suburb is that in? Goodness. Beautiful. What's your address as well?

[10 minutes 49 seconds][Customer] : Full 300 Goodna #8 Hallett St.

[11 minutes 3 seconds][Agent] : I've got Hollow Crescent or Holcourt. That's the wrong one.

[11 minutes 1 seconds][Customer] : HULE Double T No, both of them are wrong. HULE Double T St.

[11 minutes 17 seconds][Agent] : HRHU. OK, I'm sorry. I'm going to say that. And with your, is that same as your postal address as well?

[11 minutes 17 seconds][Customer] : Goodna, Yeah.

[11 minutes 25 seconds][Agent] : That'll let me hop into these questions here for you. It's just taking its sweet time. Wonderful. And just before I hop into this, I do need to read you through an underwriting disclosure.

[11 minutes 56 seconds][Customer] : Yeah, Yeah. That's fair enough.

[11 minutes 51 seconds][Agent] : It's just in regards to answering our questions truthfully, just because it might affect your if you do decide to take up the policy, it might affect your claims time.

[11 minutes 59 seconds][Customer] : Yeah.

[12 minutes][Agent] : 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. If you're covering other related services, we will share this with your insurer and may share it with other Australian service providers for the purpose of administering a policy or handling claims. A 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're applying to purchase a life insurance policy and as such, you have a duty to take reasonable care not to 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 reach your duty and if this happens, your insurer may be entitled to cancel your policy, decline a claim, or make adjustments to the terms and conditions of your policy. Now a question for yourself, Margaret. Do you understand and agree to your duty? Beautiful.

[13 minutes 3 seconds][Customer] : I do, yes.

[13 minutes 5 seconds][Agent] : Oh, sorry, just a, a clear yes, Sir. Sorry.

[13 minutes 9 seconds][Customer] : That's OK.

[13 minutes 8 seconds][Agent] : My, it does become a pain somewhere down the line. But yeah, just for compliance purposes, of course. So I just happened on to these health and lifestyle questions here. Umm, sorry, I might need to just ask you that COVID question just for compliance purposes again. So I'll read it out in full to yourself. Clear yes. And again, 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?

[13 minutes 10 seconds][Customer] : Yeah, Yeah, yeah, no.

[13 minutes 35 seconds][Agent] : Beautiful. And in the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke? 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 only conditions?

[13 minutes 42 seconds][Customer] : No, no. OK, just OK.

[13 minutes 52 seconds][Agent] : In the last five years have you been diagnosed with or treated for any of the following cancers, lung cancer, cancer, 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 seem to be treated with chemotherapy? Beautiful. And do you have a renal kidney condition that currently requires dialysis or transplant or a doctor has advice will be required in the future? So and do you have a liver condition that will require a transplant in the future?

[14 minutes 11 seconds][Customer] : No, no, no.

[14 minutes 29 seconds][Agent] : So, and have you been diagnosed with or currently undergoing testing for or has a doctor advised you to be tested for modern urine disease or any form of dementia, including Alzheimer's disease? So in the last five years, have you attempted suicide or been hospitalized for a mental health condition? So, and just the last question here for you, Margaret, 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?

[14 minutes 40 seconds][Customer] : No, no, no.

[15 minutes 4 seconds][Agent] : Beautiful. And just wanted to make sure that umm, Margaret, are you satisfied with the answers that you provided to us?

[15 minutes 10 seconds][Customer] : I am, yes.

[15 minutes 11 seconds][Agent] : Wonderful. I'll just accept this on your behalf and I'll just wait for this one to load up. Wonderful. So for this one, Margaret, it has come back fully approved, but no changes at all just because you've answered notes, all those health and lifestyle questions, of course. So what we can do now for yourself there, Margaret, is find something suitable for yourself in terms of price. Like I mentioned, we are quite flexible here at Australian Seniors where you can, you know, apply for those top up level covers or decrease the cover if you'd like somewhere in the future. Umm, what? What would be an affordable budget for yourself at this stage?

[15 minutes 50 seconds][Customer] : At this stage, I'd like you just to send me some information

about the prices and everything.

[15 minutes 57 seconds][Agent] : Yeah, look, I can definitely do that. I can provide, umm, a solid quote for yourself, Sir. Did you want to look at something lower like 100,000 maybe see what that would look like for yourself?

[16 minutes 6 seconds][Customer] : Yeah. Alright then.

[16 minutes 7 seconds][Agent] : Yeah, wonderful. I'll just bring this up for yourself. And so on a fortnightly basis, \$100,000 will cover for yourself. Is \$132.14.

[16 minutes 22 seconds][Customer] : Yeah. So now that's more affordable.

[16 minutes 24 seconds][Agent] : Yeah, more affordable for yourself?

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

[16 minutes 26 seconds][Agent] : Did you want to look at any other levels of cover, maybe see something that's more suitable for yourself?

[16 minutes 35 seconds][Customer] : No, not at this stage. If you can just send me the information and then I can take my time to sort of look over it.

[16 minutes 30 seconds][Agent] : Of course, yeah, of course. Let me just confirm some details here for yourself. Just before I do that for yourself, I will need to let you know as well, umm, Margaret, that uh, your premium is step, which means it will increase each year and as an indication for \$100,000 level of covers or if you make no changes to the policy, your premium next year will be \$141.39. OK. And if you are interested, you can also find information about our premium structure that's available on our website. And I know that you mentioned you wanted to look at the at an e-mail 1st and I can most definitely send that to you. Happy for you to have a look into that first and have a think about it.

Just confirming the e-mail address that I have here for yourself Margaret is Margaret Stroud 61@gmail.com. Is that correct?

[17 minutes 4 seconds][Customer] : Oh, yeah, yeah, that's correct.

[17 minutes 31 seconds][Agent] : Yeah, and just the details. I just wanted to triple check this got Miss Margaret Stroud date of birth 6th of the 5th 1961. Is that correct?

[17 minutes 31 seconds][Customer] : Yeah, that's correct.

[17 minutes 40 seconds][Agent] : Beautiful and gender here.

[17 minutes 40 seconds][Customer] : Yeah, that's correct.

[17 minutes 42 seconds][Agent] : I've got as a female Australian resident, uh, best phone number, uh, 40524 uh, 5772 and just an address here uh, in case you wanted to be sent by post, it's 8 uh, Hollett St.

[17 minutes 53 seconds][Customer] : Yeah, that's right. Yeah.

[18 minutes][Agent] : Good night, Queensland 4300 beautiful. So let me just hop out of this one, uh, with this one as well. Umm, Margaret, I will let you know we are quite flexible here at Australian senior. So, umm, I know you said you wanted to think about it, but what I can actually provide for you today that Margaret is some immediate coverage over the fund with the policy documents to review. We don't require any upfront payments today, and we actually let you select 27 days in the future to do so as well. What I'll let you know with this policy that Margaret is this does give you a 30 day cooling off. So at any time, if you decide you know this policy is not suitable for yourself and you cancel within the 30 days, we actually provide a full refund to yourself and unless a claim has been made. Now, how's that alternative sounding to you?

[18 minutes 47 seconds][Customer] : I'll just wait for the information. Thanks.

[18 minutes 48 seconds][Agent] : Yeah, fair enough.

[18 minutes 49 seconds][Customer] : Yeah.

[18 minutes 49 seconds][Agent] : Yeah, I'll send this up to you now. I should be with you in about the next hour or so. Sometimes it does wander into the junk mail there. Umm, I get. Yeah.

[18 minutes 55 seconds][Customer] : Oh, Yep, no worries. I'll have a look.

[18 minutes 56 seconds][Agent] : So just have a dig around, umm, what I'll do for yourself. I'll give you a call back in about two days for this. Yeah, two days time. That would be a Friday. And the same time works well for yourself.

[18 minutes 57 seconds][Customer] : Yeah, Yep, Yep, that's fine.

[19 minutes 8 seconds][Agent] : Too easy. I'll give you a call then just, uh, see, I'm sorry, mumbling myself over here. I just to check up on how things are going with yourself, of course, and how you're

going with the cover. Uh, also find something suitable for yourself at that time.

[19 minutes 21 seconds][Customer] : No worries then.

[19 minutes 21 seconds][Agent] : OK, wonderful. Too easy. I'll send this off to you. Thank you, Margaret.

[19 minutes 25 seconds][Customer] : Thank.

[19 minutes 25 seconds][Agent] : Bye.

[19 minutes 25 seconds][Customer] : Thank you. Bye.