

[4 seconds][Agent] : Hey, good morning. It's Abraham calling from One Choice Income Protection Insurance. How are you going today?

[3 seconds][Customer] : Nope, I'm good.

[11 seconds][Agent] : That's very good to hear. I was just giving a call because we had an expression of interest placed on our website for our income protection insurance and we're just here to help you do that enquiry just so I can do that for you. What was your first and surname?

[26 seconds][Customer] : Johnny Nawedy?

[28 seconds][Agent] : Beautiful. And John, do you have a a nickname that might have been put down here?

[28 seconds][Customer] : No idea.

[42 seconds][Agent] : OK Was your name like, was it John? That was your your first name? Yeah. No, that's OK. I can update that for you. I've got here John Nolte. And what was your date of birth? 1984? And that was 19th of March. OK, so was that February the second, the second of the month?

[46 seconds][Customer] : Nine yeah, umm 19 of 5th 1984 9/19 of Feb 1984 uh, the yeah, the second of the like, uh, fifth yeah, the 2nd of the month yeah.

[1 minutes 18 seconds][Agent] : Beautiful, beautiful. And John, just with a yes or no, can I confirm that you are a male New Zealand resident currently residing in New Zealand? Perfect. And with our calls, Please note all our calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they're suitable for your needs. We do not consider your personal circumstances. But as well, thank you so much for placing that inquiry on our website just so I can have that better understanding. Do you currently have some income protection insurance in place? No, no, that's OK. Was this your first time looking into some income protection?

[1 minutes 27 seconds][Customer] : Yeah, no, yeah.

[2 minutes 2 seconds][Agent] : Yeah, no, that's alright.

[2 minutes 1 seconds][Customer] : I was just like, yeah, Yep.

[2 minutes 4 seconds][Agent] : I'll let you know how it works with the main features and benefits and we'll we'll run through some pricing as well with the cover. It's designed to provide a monthly income

benefit paid directly to you if you are unable to work due to a disabling sickness or injury and you suffer a loss of income. It's designed to help cover your bills and living costs if your salary is interrupted for the cover. You can apply if you work at least 15 hours per week in paid employment. What we offer is an income benefit of up to 75% of your monthly pre tax income from \$1000 up to a maximum of \$15,000. With the process. We keep it nice and simple for you as everything's done over the phone. There's no forms for you to fill in medical checks or blood tests to complete. We just simply go through some health and lifestyle questions and it just determines the pricing and the terms of the policy. Once that it's in place, it will cover you until your policy anniversary following your 65th birthday. Keep in mind that there are some exclusions that apply as outlined in the policy document. And then also please keep in mind that premiums for income protection are generally tax deductible depending on the policy structure, which could make it even more cost effective for you. But you've got to speak to your tax professional to find that out as well. But John, what we'll do is to begin with, I've just got to ask a couple of questions in relation to your work. Judies. I do just need to mention before answering any of our questions, it is important that you are aware of your duty to answer all of our questions accurately and honestly. Failing to do so could impact your cover at claims time. But the first one, John is asking, do you work 15 hours or more per week? Yes or no? Beautiful. 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?

[3 minutes 50 seconds][Customer] : Yes, post that.

[4 minutes 11 seconds][Agent] : Would you like, would you like me to repeat the question?

[4 minutes 14 seconds][Customer] : Yeah. And can you refresh the question for me, please?

[4 minutes 16 seconds][Agent] : Yeah, that's OK. So it's just asking about your work and the duties of your work. So ask is your role of administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment, Was that yes or no?

[4 minutes 42 seconds][Customer] : Indoors.

[4 minutes 45 seconds][Agent] : OK. So that's yes to that question.

[4 minutes 43 seconds][Customer] : Yep, yes, Yep, yes.

[4 minutes 49 seconds][Agent] : No problem. And are you required to perform any physical duties? No problem. Do you perform heavy physical duties, use heavy machinery or drive a vehicle? Are you qualified skilled or semi skilled or hold the required licenses to perform your role? Perfect. And I'm so sorry, John, was that yes to that question as well. So sorry, was that yes to that question.

[4 minutes 55 seconds][Customer] : Yes, yes, yeah, sorry, yes.

[5 minutes 23 seconds][Agent] : No problem at all. And do you work in any of the following fields, Aviation as a pilot or crew, entertainment or sporting industry, Air Force, Army, armed forces, or do you handle explosives? Do you regularly work underground or underwater, work at heights above 10 meters, work offshore, carry a firearm or drive long haul? No problem at all. And John? So what we're going to do is we're going to go through this section in regards to the amount that you can choose. So I've just got to ask as well, have you had a cigarette in the last 12 months? Yes or no? No that's OK. And John I also need to confirm your employment status. So are you currently employed or self-employed?

[5 minutes 39 seconds][Customer] : No, no, no, umm, employed.

[6 minutes 21 seconds][Agent] : Employed. No problem with pre tax Income is a 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, what we'll do is determine how much cover we can offer you and I'll provide you with the definition of the pre tax income. What is your annual practice? What is your annual pre tax income?

[6 minutes 52 seconds][Customer] : And I have no idea I can make it to anymore.

[6 minutes 49 seconds][Agent] : John, do you know how much like you get a a year before before the tax comes like pre tax?

[7 minutes 2 seconds][Customer] : So not as good as that. But we we. So yeah. How to how to cooperate that I have I have no idea. Only I know is that I could a weekly payment. Weekly wage is from yeah, from where I work, it's \$816 a week. Yeah, yeah.

[7 minutes 39 seconds][Agent] : OK, well I can, I can definitely work out how much you get before the tax. So every week, do you know how much you get before the tax comes or after the tax

comes?

[7 minutes 54 seconds][Customer] : After that only I know after tax comes. So after the tax is eight, 816, yeah.

[8 minutes 3 seconds][Agent] : 816 OK, and that's a week and you don't by chance know how much that would be like before the tax.

[8 minutes 13 seconds][Customer] : Oh, maybe I can.

[8 minutes 18 seconds][Agent] : Yeah, if, if, if you have any, like if you have any mail, I can stay on the phone for you because it's just this this section. It it calculates the the amount of benefit that we can choose for you.

[8 minutes 15 seconds][Customer] : Can I get 'cause I have emails like for the Yeah, maybe I yes, yeah, I'll just get through the my PC please.

[8 minutes 34 seconds][Agent] : Yeah, No, no, no rush at all.

[8 minutes 37 seconds][Customer] : OK, yes, please.

[8 minutes 35 seconds][Agent] : I'll just stay on the phone for you and I'll I can do the calculations on here for you no problem.

[8 minutes 42 seconds][Customer] : OK, just a minute. Umm.

[9 minutes 11 seconds][Agent] : Yes. None. None.

[10 minutes 20 seconds][Customer] : Yeah, So yeah, was right before tax day.

[10 minutes 32 seconds][Agent] : So 1100 and what was the number? Sorry, 18 or 16.

[10 minutes 26 seconds][Customer] : It's 1100 and the 1680 cent UH-16 \$0.80.

[10 minutes 38 seconds][Agent] : So one and 80 cents. OK. And that one is a week you get is that weekly you get?

[10 minutes 46 seconds][Customer] : Sorry, yeah.

[10 minutes 49 seconds][Agent] : Yeah, OK. So if I times that by 52, which is 52 weeks in a year that would come to \$58,000 and 73 sorry 58,000 and \$73.60 annually.

[11 minutes 6 seconds][Customer] : OK.

[11 minutes 5 seconds][Agent] : So every year \$58,000. Just confirming though, was that was that

correct that your annual income is \$58,000 annually?

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

[11 minutes 16 seconds][Agent] : Yeah, no problem at all. And I can note that down in that section. The next one is just asking based on your duties and income. You can select the monthly benefit amount from \$1000 up to a maximum amount of 3624 dollars.

[11 minutes 42 seconds][Customer] : Uh, maybe can you put me like 2?

[11 minutes 37 seconds][Agent] : But what amount would you like me to quote you one first for you 2000?

[11 minutes 47 seconds][Customer] : Yeah.

[11 minutes 47 seconds][Agent] : Yeah, we definitely can do that for you 2000 and you also have the option to select different waiting periods and benefit periods depending on your circumstances. 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?

[12 minutes 14 seconds][Customer] : Umm, daily days.

[12 minutes 16 seconds][Agent] : 30 days? No problem. And the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. You can choose from six months, one year, two years or five years. But which benefit. Would you like me to select?

[12 minutes 39 seconds][Customer] : Umm, yeah, yeah.

[12 minutes 40 seconds][Agent] : One year, OK, no problem at all. What we'll do together is the next step is just going through the health and lifestyle questions and it determines the final pricing and the terms of the policy, which we'll go through together. Right now. John, I've just got to read to you, it is a paragraph that says in terms of your answers to these questions and just some information that's been provided so far, it says 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 with other service providers for the purpose of administering your 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. I also need to inform you about your duty of disclosure before you enter into an income protection contract. Do you have a legal duty to provide to us any information you know or could these be expected to know which may affect our decision to insure you and on what terms? You do not need to tell us things that we already know or should know as an insurer or which reduces the risk we insure. You have this duty into 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. John, just with a yes or no, do you understand this? Beautiful. And what we'll do is we'll go through these together with the questions. They just require yes or no answers for them. The first one's asking would be yes or no. Are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand?

[14 minutes 10 seconds][Customer] : Yes, tell me understand.

[14 minutes 29 seconds][Agent] : Beautiful. Would that be a yes to the whole question?

[14 minutes 32 seconds][Customer] : Yes.

[14 minutes 33 seconds][Agent] : No problem at all. We'll keep moving through. The next one is with medical history. Just asking, 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 one, stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. No problem at all. I'm so sorry. Was that no, No, to that question?

[14 minutes 58 seconds][Customer] : No, yeah.

[15 minutes 4 seconds][Agent] : No, no problem at all. The next one is lung disorder, excluding asthma, sleep apnea or pneumonia, cancer or leukaemia, excluding skin cancer, no problem. Anxiety, depression or stress require medical treatment or any other mental health disorder. Have you been diagnosed with a terminal illness, murder, neuron disease, any form of dementia including Alzheimer's disease or being told by a doctor that you have a condition that will reduce your life expectancy?

[15 minutes 3 seconds][Customer] : No, no, no, no, no, no.

[15 minutes 40 seconds][Agent] : And in the last 10 years, have you used illegal drugs, abuse prescription medication, or received treatment or counseling for drug or alcohol consumption? No problem. Then 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. With this being said, what is your exact height in either centimeters or feet? In inches? 172 centimeters, no problem. And what is your exact weight? You need the kilos, pounds or stones? 86 kilos, no problem with your weight. Have you experienced any unexplained weight loss of more than 5 kilos in the last 12 months?

[15 minutes 49 seconds][Customer] : No, it's 172 centimeter 86 KG, no.

[16 minutes 35 seconds][Agent] : No, that's OK, we'll keep moving through this.

[16 minutes 51 seconds][Customer] : No.

[16 minutes 38 seconds][Agent] : One is just asking in terms of your work, does your work require you to use explosives, travel to areas experiencing war or civil unrest, all work offshore and are you a employed or B self-employed? Is there a section? No problem. And have you been in your current occupation for at least 12 months?

[16 minutes 58 seconds][Customer] : Employed, Yeah, yeah, Yep. Yes.

[17 minutes 12 seconds][Agent] : Yes, no problem at all. And do you intend to change your current occupation in the next 12 months?

[17 minutes 19 seconds][Customer] : No idea. No.

[17 minutes 22 seconds][Agent] : It's OK. So I've just got to grab your answer. Was that yes or no for that question?

[17 minutes 26 seconds][Customer] : So can you say that again?

[17 minutes 28 seconds][Agent] : Yeah, that's OK. So it's asking, do you intend to change your current occupation in the next 12 months?

[17 minutes 38 seconds][Customer] : That's a tough question, eh?

[17 minutes 44 seconds][Agent] : That's OK. Just confirming. Was that. No, no, to that whole question, no problem at all.

[17 minutes 42 seconds][Customer] : And now no, no, yeah, sorry. Can you repeat the, the, the, yeah, the one before that one?

[17 minutes 49 seconds][Agent] : And John, the next one is, do you have a second occupation that generates a taxable income, that one, Yeah, that one also the one that was before.

[18 minutes 2 seconds][Customer] : Yeah, that's yeah, yeah.

[18 minutes 7 seconds][Agent] : Yeah, I'll go back to it. So that one was, do you intend to change your current occupation in the next 12 months? And so it's asking like in the next year, do you intend to change your work or like you're intending to stay, stay there within the next 12 months.

[18 minutes 16 seconds][Customer] : The next 12 months in the next 12 months next say yeah, I OK, Yeah, what was mine?

[18 minutes 36 seconds][Agent] : That's OK.

[18 minutes 35 seconds][Customer] : No, yeah, no.

[18 minutes 37 seconds][Agent] : Just confirming was that no to that whole question, no problem at all. And this one is in terms of like other work, if you do have it, it's saying do you have a second occupation that generates a taxable income? No, that's OK. Have you ever been declared bankrupt or placed in receivership, in voluntary liquidation or under administration to the best of your knowledge? Are you infected with or are you in a high risk category for contracting HIV which causes AIDS?

[18 minutes 53 seconds][Customer] : No, no, no.

[19 minutes 16 seconds][Agent] : And do you have definite plans to travel or reside outside of New Zealand? Are you booked or be booking travel within the next 12 months?

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

[19 minutes 27 seconds][Agent] : No problem, I hope you do enjoy your trip. But which countries as countries do you intend to travel to or reside in?

[19 minutes 36 seconds][Customer] : In the Pacific island.

[19 minutes 38 seconds][Agent] : Pacific Garden Beautiful. And was that the that was the only country you tend to travel to?

[19 minutes 38 seconds][Customer] : Yeah, yeah, yeah.

[19 minutes 47 seconds][Agent] : No problem at all with you being overseas. Will you be overseas for longer than three consecutive months? No problem at all. We'll keep moving through. So the next one is, do you have existing income protection cover?

[19 minutes 55 seconds][Customer] : Longer than no, sorry. Can you repeat that?

[20 minutes 11 seconds][Agent] : Yeah. So we'll ask, do you have existing income protection cover, yes or no?

[20 minutes 18 seconds][Customer] : No.

[20 minutes 18 seconds][Agent] : No, that's OK. And we'll keep moving through these ones, John. It's just some further medical history questions again.

[20 minutes 27 seconds][Customer] : OK.

[20 minutes 27 seconds][Agent] : So it's just going to ask in terms of your history, sorry, it's just taking a second. 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? The first one's diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure. Tumour, mole or cyst, including skin cancer, sunspots or Melanoma. Have you ever had an abnormal PSA test or an enlarged prostate, thyroid condition or neurological symptoms such as dizziness or fainting? No problem. Disorder of the stomach, bowel, gallbladder, or pancreas. Hepatitis or any disorder of the liver.

[20 minutes 50 seconds][Customer] : No, no, no, no, no, no, no, no, no.

[21 minutes 28 seconds][Agent] : Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Bladder or urinary tract disorder. Kidney disorder, blood disorder or disease.

[21 minutes 35 seconds][Customer] : No, no, no, no.

[21 minutes 46 seconds][Agent] : Sleep apnea or asthma excluding childhood asthma?

[21 minutes 53 seconds][Customer] : Can't let me say that again.

[21 minutes 54 seconds][Agent] : Yeah, definitely. So this one is sleep apnea or asthma excluding childhood asthma, which childhood asthma is diagnosed between the ages of 0 and 17, and last symptoms of asthma ceased before age 18.

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

[22 minutes 14 seconds][Agent] : No problem confirming no to that whole question.

[22 minutes 12 seconds][Customer] : No, yeah.

[22 minutes 18 seconds][Agent] : No problem. The next one's back or neck pain or disorder. 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.

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

[22 minutes 47 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[22 minutes 54 seconds][Customer] : Can you say that again please?

[22 minutes 56 seconds][Agent] : Yeah, definitely Ken John. It says. Any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[23 minutes 4 seconds][Customer] : Uh, no.

[23 minutes 5 seconds][Agent] : No, that's all right as well. And there's only six more questions from here. John, I do appreciate your time. This one is other than what you have already told me about. In the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Well, are you awaiting the results of for any medical tests or investigations such as but not limited to any surgeries, X-rays, skins, blood tests or biopsy?

[23 minutes 34 seconds][Customer] : Uh, can you repeat that for me please?

[23 minutes 36 seconds][Agent] : Yeah, can definitely do that. It says other than what you have 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 the are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, skins, blood tests or biopsy?

No, that's OK. And other than what you have already told me about, are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks?

[24 minutes 3 seconds][Customer] : No, no, I'm OK. Yeah.

[24 minutes 19 seconds][Agent] : That's OK. So sorry again, John, was that yes or no for that question? No problem at all. And other than what you have already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury?

[24 minutes 18 seconds][Customer] : No, no, no.

[24 minutes 35 seconds][Agent] : No problem. This is some family history questions, John. We're only going to reference immediate family, which are father, mother, brother or sister. But 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 abnormalities, ollyposis?

[24 minutes 58 seconds][Customer] : Uh, can you refresh that for me?

[25 minutes][Agent] : Yeah, I'll repeat that one again for you. So this is going to ask about some family history and it's only going to reference your father, mother, brother or sister. And it's asking would these conditions, to the best of your knowledge, have any of your immediate family living or disease ever been diagnosed with polycystic kidney disease, Huntington's disease or familial adenomatous polyposis? No problem at all. And to the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

[25 minutes 28 seconds][Customer] : No, right, 860.

[25 minutes 45 seconds][Agent] : Yeah. So this is before age 60. Have any of your immediate family suffered from any of those? OK. And it happened before age 60.

[25 minutes 49 seconds][Customer] : Oh, yes, before, before. Yeah.

[25 minutes 59 seconds][Agent] : OK, so I'll just answer yes to this question. But John, it's just going to ask how many of your immediate families suffered from cancer?

[26 minutes 8 seconds][Customer] : No, no, no, she'll no, yeah, she don't get that.

[26 minutes 6 seconds][Agent] : Would that be anyone or would that be 0 zero no for tha no can answer 0 for that one heart condition and or stroke. Would that be anyone one OK, I'll note down one there for you and other hereditary disease. Would that be anyone or would that be 0 as well?

[26 minutes 18 seconds][Customer] : Yeah, 1 zero, yeah. Only that's that's only the R3, Yeah.

[26 minutes 28 seconds][Agent] : Zero the heart condition. OK. Can you answer 0 for that one as well? And we'll move to the last question. So this is other than one off events, gift certificates, slash 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 metres, cave or wreck diving or any other hazardous activity.

[27 minutes][Customer] : No.

[27 minutes 4 seconds][Agent] : No problem at all. Lovely. And I'm just going to see with this application, it's just loading up for me right now. Perfect. So I do want to congratulate you John, we have some great news. Your application is approved. So, John, for \$2000.00 of income protection with a waiting period of 30 days and a benefit period of one year, you're looking at a payment of \$26.85 a fortnight. And that one's for the \$2000 worth of cover. But how does that one all sound there for for you there, John, No 26 and \$0.85. That one's a fortnight. So every two weeks, I know you get paid weekly. So just to let you know what that would be a week that works out to be at \$13 and 42.5 cents a week. Umm, that's for the \$2000.00. But how was, how was that one sounding there in terms of umm, the affordability at, at that amount there?

[27 minutes 45 seconds][Customer] : 2424 alright, 36 and \$0.85 and yeah, that's alright, that's alright.

[28 minutes 17 seconds][Agent] : No problem. I also wanted to sorry, I didn't mean to cut you off. So, John. Li, no def definitely. Sorry I just missed your question. Do you wanted to?

[28 minutes 16 seconds][Customer] : But maybe, yeah, maybe that's that's good, but maybe, umm, can I like, umm, call later and like let you guys do that for me Like umm, I I can you guys give me more time to think about that and then I'll give a call to you guys.

[28 minutes 40 seconds][Agent] : I definitely understand. Was there like anything specifically you

wanted to think about?

[28 minutes 56 seconds][Customer] : Yeah.

[28 minutes 53 seconds][Agent] : Was it like with pricing or hmm?

[28 minutes 56 seconds][Customer] : Well, price you and like trying to. Yeah, just try to see everything that's going out in the family and then if it's so good and then I'll just give you a bicycle.

[29 minutes 13 seconds][Agent] : Yeah, can definitely understand, John, just with pricing, Sir. I just want to make sure that amount is suitable for you because with the 2000, you can choose like if it was a waiting period of 90 days, it can lower the premium as well in terms of the cover. Just want to check though, was at 2026 Eighty 5, was that still in the price range that was affordable for you? Yeah, no problem.

[29 minutes 38 seconds][Customer] : Oh yeah, that's the yeah, so yeah, the parking. So. So what's up? I have no idea. Just.

[29 minutes 51 seconds][Agent] : Yeah, no, that's OK. Just want to make sure like in terms of the cover that it is suitable in terms of the amount and the pricing includes. If it was something that you'd like to definitely speak about to your family and loved ones and definitely understand that we do have an option where if it was just wanting to read over some documents and speak to some of the family members, we can still cover you from today as you're not required to make any upfront payments for the policy. But there in the meantime, we send these documents to your home address and e-mail address for you to sit down and review with them. And with the policy, it's not like a lock in contract. So if you ever had a change in mind, you can always call us back and apply to have it cancelled. But as you mentioned, you didn't have any cover in place. Meanwhile whilst doing that, we can definitely cover you whilst reading it. Did that sound like a suitable option as well?

[30 minutes 24 seconds][Customer] : Yeah, yeah, that's, that's what I was talking about. Yeah. I have to like have some conversation with my family 1st and then yeah, that's that's the one. I mean, yeah, that's the one.

[30 minutes 50 seconds][Agent] : Yeah, beautiful. Umm, we can do umm, so that that option John, I was mentioning where we can set up your cover whilst you are speaking to them as well. So that

was what I was mentioning. Umm, we don't require you to make any upfront payments for the cover, but in the meantime we send the documents to you and your family to your home address and e-mail address for you to sit down and review. And with the cover, if you thought it was no longer suitable for you and you can always call us back and apply to have it canceled.

[31 minutes 20 seconds][Customer] : OK.

[31 minutes 19 seconds][Agent] : But whilst speaking to them, you have that protection and cover in place as well. We do have that option for you.

[31 minutes 27 seconds][Customer] : OK. Yeah, that'd be great.

[31 minutes 28 seconds][Agent] : Did that sound suitable? Did that sound suitable, setting it up while speaking to them and reading over the information?

[31 minutes 30 seconds][Customer] : Yeah, that's yeah, yeah.

[31 minutes 36 seconds][Agent] : Yeah, we can definitely do that for you. In terms of the benefits we also include, I'd like to let you know that the included in the policy is a rehabilitation benefit which can assist you to return to work and with premiums. So that's the amount for the insurance. Your premium is stepped, which means it will generally increase each year as you age. And in addition, this policy has automatic indexation, which means 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 update at this indexation each year, but umm John, as mentioned, what we can do is as mentioned, we can get you covered from today, but no payments will have to come out until a day that's suitable for you, whether that's in a week's time, 2 weeks time or three weeks time. We're very flexible in that aspect. But we're going to send the documents to your home address and e-mail address for you to review the policy. It does give a 30 day cooling off. And it's if you decide it's no longer suitable for you or cancel within 30 days, then you'll receive a full refund of your premium unless a claim has been made. But umm, John has mentioned we can cover from today. No payments have to come out until a day that's suitable for you. When would you like the first one to come out? The two weeks? Yeah, we can definitely do that. Do you have, do you have like a day preference, whether it's like umm, Thursday, Wednesday or Tuesday? Thursday, no problem. So

not next Thursday, the Thursday after that, the 17th. Yeah, we can definitely do that for you. We're going to send these documents to your home address as well. John, what was your home postal code?

[32 minutes 57 seconds][Customer] : I prefer the two weeks, so I prefer yeah prefer the two weeks, so 2 O50 yeah yeah, I'm 21 had a hoop replaced Papaqua.

[33 minutes 30 seconds][Agent] : How how was that one spelled?

[33 minutes 32 seconds][Customer] : I don't have yeah 8.

[33 minutes 32 seconds][Agent] : So sorry. A for Apple. Yep, Yep, Yep, Yep.

[33 minutes 34 seconds][Customer] : So like, yeah, ARA helicopter and Octopa Pita.

[33 minutes 51 seconds][Agent] : U place Papakuda. Got it. Perfect. 2210. Lovely. And was that the same as your postal address for your post codes? Beautiful. And so that was in Papa Papakuda 2110.

[33 minutes 52 seconds][Customer] : Yeah P yeah, Yep, Yep.

[34 minutes 10 seconds][Agent] : Yeah, perfect. I'm just going to note that down there for you as well, Papakuda, and I'm sorry you mentioned that was the postal address as well where your post codes perfect. John, do you best prefer Mr. Nawete as a title?

[34 minutes 21 seconds][Customer] : Yes, yes, yeah.

[34 minutes 28 seconds][Agent] : Beautiful. And John was just spelled John, surname NAWERE, date of birth 19th of February 1984 and best friend to contact 02040994307. And John, what was your e-mail address as well?

[34 minutes 49 seconds][Customer] : Umm, John Lovely 17.

[34 minutes 53 seconds][Agent] : 17 Yep.

[34 minutes 52 seconds][Customer] : So it's like you got it.

[34 minutes 55 seconds][Agent] : First name, surname 17.

[34 minutes 57 seconds][Customer] : Yes, first name, second name. But the second name is not W, it's VELE.

[34 minutes 58 seconds][Agent] : Yep, Yep. ELE. OK, I'll just want to make sure I've got it correctly.

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

[35 minutes 11 seconds][Agent] : So we'll start with first name, so John, and then after John is NAVELE and was at 17 and was that@gmail.com.

[35 minutes 23 seconds][Customer] : 17, yeah.

[35 minutes 27 seconds][Agent] : OK, perfect. So just to repeat, I want to make sure it's going to so Jo. I'll say J for Jaguar, O for Orange, H for Hotel, N for November, N for November, A for Alpha, V for Victoria, E for Elephant, L for Lion, E for elephantand17@gmail.com.

[35 minutes 47 seconds][Customer] : Yeah.

[35 minutes 48 seconds][Agent] : Perfect. I've got all those right there for you. And John, we have two ways of setting up the insurance policy for you. We have both via direct debit, which is through like an account number and account name. Or if you're wanting to set this up through like a Visa credit card, we can also do that for you as well for that first one. But as mentioned covered, from today, no payments will come out until the 17th of October and then every fortnight from then onwards. But John, how would you like to set up that first one?

[36 minutes 21 seconds][Customer] : Umm, just. Yeah, I think it's dealing with time.

[36 minutes 25 seconds][Agent] : Yeah, We can do direct debit for you. What we would require is just your first name, your surname, I mean, I'm so sorry, would just be what account number you'd like it to come out of, whether that's just your first name and surname or just initials on the account and just the account number as well. But if you have to grab those details, no rush at all. I can stay on the phone for you.

[36 minutes 47 seconds][Customer] : Yeah, please just send it.

[36 minutes 48 seconds][Agent] : No, no problem at all. I, I do require, sorry to set this up for you John, we would require what account number and account name you'd like it to come out of. But if you have to grab those details, I can stay on the phone and wait. Wait whilst you do that?

[37 minutes 5 seconds][Customer] : Yeah, OK.

[37 minutes 6 seconds][Agent] : No, no rush at all though. And whilst you're getting it, would it just be your first and surname as the account name or would it just be initials?

[37 minutes 17 seconds][Customer] : Yeah, it's just the first name of the Oh yeah, just J Navedy.

[37 minutes 22 seconds][Agent] : OK, so just J and then surname. Nobody beautiful.

[37 minutes 28 seconds][Customer] : So the account number.

[37 minutes 30 seconds][Agent] : Yeah. Ready when you are.

[37 minutes 31 seconds][Customer] : OK, Yeah.

[38 minutes 5 seconds][Agent] : I'm all all ready when you are there.

[38 minutes 7 seconds][Customer] : Yes.

[38 minutes 9 seconds][Agent] : Oh no, no rush as well. So sorry. Yep. So 1/2. Yep. Yep, Yep, 344.

Yep. Was that with the ASB bank? OK. And I'll just repeat the number back to you just to make sure it's correct. So I've got here 123118068534400. Perfect. And John, I've just got to ask these questions in the account you've provided and just to make sure that you have authority to use this account, it says do you have authority to operate this bank account alone, yes or no?

[38 minutes 21 seconds][Customer] : It's like umm 12 123118 umm 0685344 00 Yeah, yeah, sorry.

[39 minutes 19 seconds][Agent] : Oh, sorry. These questions they're just going to ask in relation to the account that you've given to us, just to make sure you have authority to use it. So ask do you have authority to operate this bank account alone? Yes or no? No problem at all. The next one is do you need to jointly authorised debits, yes or no? OK, I'll explain this one. Sorry John, it's a bit of a tricky one.

[39 minutes 32 seconds][Customer] : Yeah, yes, yes, yeah.

[39 minutes 45 seconds][Agent] : This is asking do you need someone else to authorise debits on the account or are you the one that does that by yourself?

[39 minutes 53 seconds][Customer] : Yes, this. Yeah.

[39 minutes 53 seconds][Agent] : No problem, just confirming. Sorry, was that yes or no? Do you need to join the authorised debits? No problem at all. The next one is have you cancelled a direct debit authority for one choice will Pinnacle Life as initiator in the last nine months on the account you are providing.

[39 minutes 54 seconds][Customer] : No, no, no.

[40 minutes 14 seconds][Agent] : And the last one is with direct debit. We do this through the phone with all of our customers through verbal consent. It's just us. Are you happy to set up a direct debit authority without signing a form, yes or no?

[40 minutes 26 seconds][Customer] : Yes. Yes.

[40 minutes 27 seconds][Agent] : Nope, no problem at all. I've just got to read this to you. It says you agreed. 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 initiated for one choice, to direct debit this account in accordance with these terms and conditions.

[40 minutes 49 seconds][Customer] : Yes.

[40 minutes 51 seconds][Agent] : No problem at all. And John, so I'm at the final stage here. Just want to do a little bit of a recap though with the documents. It's going to take 5 to 10 business days for the hard copy to come through your post. But on your e-mail address, you're going to get the electronic one within 15 minutes time. Just to recap as well. No payments come out until the 17th of October, which is in two weeks, Thursday and then every four nights from then onwards. I've just got to read this declaration to you answers. Thank you John. Now 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 a Pinnacle Life Insurance Limited whom are referred to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited whom are referred to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed for the Financial Market's authority to provide a financial into advice service. The advice you 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've 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 you provide just with a yes or no.

[42 minutes 31 seconds][Customer] : Yes, I understand.

[42 minutes 27 seconds][Agent] : Can you please confirm that you understand and agree to this beautiful and your answer to the application questions and any related documents form the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing your application. I need to remind you of the duty of disclosure that you've agreed to. Can you please confirm you've answered all of our questions in accordance with your duty of disclosure?

[42 minutes 54 seconds][Customer] : Yes. So can you repeat that for me?

[42 minutes 57 seconds][Agent] : Yeah, so this is just with the questions that we've gone through the application and asked. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure?

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

[43 minutes 9 seconds][Agent] : No problem at all. And by agreeing to this declaration, you can send to be contacted by us in relation to other products and services. You can update 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 John Nobody. A monthly insured amount of \$2000.00 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the event of a claim may be less than a monthly 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 suffer your disabling sickness or injury, your income benefit can be also be sorry. Your income benefit can also be reduced if you receive other disability payments or offsets from other sources. Your cover expires on October 17th, 2049 at 12:00 AM. Your premium for your first year of cover is \$26.85 per fortnight. Your premium is stepped, which means it will be calculated each policy anniversary and will generally increase as you age. Your monthly benefit amount will also increase automatically by 3% in 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. AM versus rated Pinnacle with AB plus financial strength good and triple B minus issuer credit rating with an outlook of stable. You can read more about these ratings on our website and then ratings on our website and in your policy documentation. The policy documentation will be sent to you via 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 ensure the product meets your needs. You have a 30 day calling 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, there is no refund of premiums after the calling off. John, I do appreciate your time to that declaration. I do just have two questions to get it in place for you. It just says with a yes or no. Do you understand and agree with the declaration? No problem. And just while we're on the phone right now together, would you like any other information or would you like me to read any part of the policy document to you? Yes or no?

[45 minutes 25 seconds][Customer] : Yes, yeah.

[45 minutes 38 seconds][Agent] : No, that's OK. So just want to make sure this goes through correctly for you. So perfect. That one's just going through, John. So covered from today, but no payments are going to come out until the day which is the 17th of October and then every fortnight from then with our office hours, John, we're open from 8:00 AM to 8:00 PM from Monday to Friday. If you have any questions about your policy, always feel free to contact us. But with those documents, they're going to be with you shortly.

[46 minutes 11 seconds][Customer] : OK. See. Thank you for your time.

[46 minutes 8 seconds][Agent] : Was there anything else I could assist with you today likewise as well. I appreciate your time and I hope you have a great rest of your week as welcome.

[46 minutes 13 seconds][Customer] : OK, thank you. Bye.

[46 minutes 20 seconds][Agent] : OK, see you.