

[3 seconds][Agent] : Hi. Hello. How you doing?

[2 seconds][Customer] : Hi, good. Thanks Bonnabus. Umm, I've got Bonneville on the line now. Her partner may be there with her, but she's uh, they are interested in umm, she's got a one choice life insurance policy and they're interested in umm taking out one for, umm, her partner as well. So can I, umm, pop them through to you?

[26 seconds][Agent] : OK.

[26 seconds][Customer] : I haven't. I haven't ID the partner at all. I've Id'd her, umm, name, date of birth, address, e-mail, phone number, everything. But I haven't spoken to the partner yet. Another partner is there. I don't know.

[37 seconds][Agent] : Oh, OK.

[37 seconds][Customer] : I don't know if he's on the line now or if he's gonna get on the line.

[41 seconds][Agent] : Oh, OK. No worries. That's OK.

[41 seconds][Customer] : OK, yeah, yeah, but that's all taken care of.

[43 seconds][Agent] : It says he pending lots on her one does she did she OK? OK, perfect.

[48 seconds][Customer] : Yeah, I've, I've, I've, I've, I've done all the customer care stuff.

[52 seconds][Agent] : OK, cool. Perfect. Sounds cool.

[52 seconds][Customer] : So yeah, you don't need to go into any of that.

[54 seconds][Agent] : Yeah, sweet. Sounds cool. Yeah. That's it.

[54 seconds][Customer] : So it's just, it's just a, just a matter of doing, uh, you know, a new, a new policy for him, hopefully.

[59 seconds][Agent] : Wonderful.

[1 minutes][Customer] : Alright, thanks none of us.

[1 minutes 2 seconds][Agent] : Yeah, sure.

[1 minutes 1 seconds][Customer] : I'll just transfer the now.

[1 minutes 2 seconds][Agent] : No worries.

[1 minutes 3 seconds][Customer] : Thanks a lot.

[1 minutes 3 seconds][Agent] : Whenever you're ready.

[1 minutes 4 seconds][Customer] : Thank you.

[1 minutes 30 seconds][Agent] : Hi. Hello. Thanks so much for calling into One Choice Insurance. You're speaking with Bonnie. How are you today?

[1 minutes 36 seconds][Customer] : Good. Thank you.

[1 minutes 37 seconds][Agent] : Yeah, that's.

[1 minutes 37 seconds][Customer] : How are you?

[1 minutes 38 seconds][Agent] : Yeah, I'm very well. Thank you and thanks so much for asking. I do just believe my colleague had just let me know briefly that you're looking at some life insurance. OK, No worries. Is your partner there today for me to speak to your partner?

[1 minutes 47 seconds][Customer] : Yes, for my partner, right.

[1 minutes 56 seconds][Agent] : Hi. Hello. My name is Barney. I'm with One Choice Insurance. How are you today? Yeah, that's good to hear. That's good to hear. Umm, I do understand. We'll be looking at some life insurance for you today, so I'll take you through the cover and get you some pricing so we can see how that sounds for you. Can I just have your first and last name, please?

[2 minutes 18 seconds][Customer] : Oh, Patrick Petty.

[2 minutes 23 seconds][Agent] : OK. And your surname. Do I spell that PIRI PERE? OK perfect. And Patrick, what is your date of birth please?

[2 minutes 20 seconds][Customer] : Patrick Joseph Petty PEERE Penny, Yeah, uh, fourth of the 10/19/68.

[2 minutes 39 seconds][Agent] : Four of 10/19/58 OK O 410-1958 OK perfect. And Patrick, can you please confirm that you are a male New Zealand resident currently residing in New Zealand.

[2 minutes 53 seconds][Customer] : Yes.

[2 minutes 54 seconds][Agent] : OK, perfect, wonderful. Now Patrick, before I proceed, I do just need to let you know that all calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances now, umm, with that umm, in terms of how the insurance works and what we need to do is just, you know, go through some pricing, see what you meant may

sound suitable for you and then get you approved for the cover by going through some health and lifestyle questions for you as well. This just confirms your outcome and just let you know of what the final pricing and terms are. Umm Patrick, what is your home address please?

[3 minutes 37 seconds][Customer] : My home address is umm, 8350 State Highway 35, Audi 300 Bay.

[3 minutes 48 seconds][Agent] : OK, perfect. Thanks so much for that, Sir. 8350 State Highway 30 feet. Uh, no, it's State Highway 35, White Highway Bay. OK, perfect. Now, is that your postal address as well?

[3 minutes 57 seconds][Customer] : Yep, yes.

[4 minutes 2 seconds][Agent] : OK, perfect. Wonderful. Now. OK, OK. All right, perfect. Now with that touch it through the way that the cover works. Firstly, there's three benefits that we insure you for.

[4 minutes 31 seconds][Customer] : Yes.

[4 minutes 23 seconds][Agent] : So first and foremost, it's a death benefit in the insurance, which is your benefit amount that's paid out to your loved ones if you pass away up to a maximum of five people. The next thing that we insure you for is a terminal illness benefit. So if you were diagnosed with 12 months or less to live by a medical practitioner, what we would do is pay the benefit amounts to you in full whilst you're still alive. And then Patrick, included in that cover is an advance payout of \$10,000 that goes to your loved ones. That claims time to look after any funeral expenses or anything like that for you as well.

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

[4 minutes 58 seconds][Agent] : So that's the three key features and benefits there for you within the cover. I'll bring up the pricing for you now. Patrick, I just need to confirm, have you had a cigarette in the last 12 months?

[5 minutes 9 seconds][Customer] : No, I don't smoke cigarettes.

[5 minutes 10 seconds][Agent] : Right, Perfect, That's good to hear. That's very good to hear. Now with the amounts that we can look at, it goes anywhere from \$100,000 all the way up to \$500,000

worth of cover. What amount would you like me to quote you on?

[5 minutes 26 seconds][Customer] : Oh, 100,000 partly. OK, well, what else is that minimum absence? Is that minimum?

[5 minutes 39 seconds][Agent] : So if with the life insurance the minimum is 100,000 within the car?

[5 minutes 45 seconds][Customer] : OK then yes, yes. What about the fifth one? The this insurance? What about the this insurance?

[5 minutes 56 seconds][Agent] : Umm so we have a funeral insurance as well. Both of them are designed to pay out if you pass away.

[6 minutes 1 seconds][Customer] : Yes.

[6 minutes][Agent] : So which one were you more looking for?

[6 minutes 4 seconds][Customer] : Oh, wow. Are you life insurance or? Yeah, Life insurance, yes.

[6 minutes 9 seconds][Agent] : OK but with the life insurance it's minimum of 100,000. With the funeral cover it's 3000 up to 30,000.

[6 minutes 20 seconds][Customer] : Single color cover 37.

[6 minutes 24 seconds][Agent] : OK, all right, So what I can do then is I can go through how the funeral insurance works, umm, and then, uh, also get you some pricing for that side. So I'll just switch that over for you now. Umm Now with the funeral insurance, it's guaranteed acceptance for you since you're a New Zealand resident residing in New Zealand between 18 and 79. Now in terms of how that works, umm, we'll pay out a cash benefit that goes from 3000 to \$30,000. Umm and your loved ones can use the money, whoever they need to. Now the key benefits that are covered within this insurance firstly is an accidental death benefit. So if your death was due to an accident, we will pay out triple the benefit amounts that you're insured for. The next thing that we cover is an accidental serious injury benefit.

[7 minutes 15 seconds][Customer] : Yes.

[7 minutes 14 seconds][Agent] : So if you were to suffer an injury like quadriplegia or paraplegia and if that occurred before the policy anniversary that follows your 75th birthday, we will also pay out triple the benefit amounts, umm as well that gets paid out to you whilst you're still alive. Umm, Now

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 and that's for as long as you hold your policy in place.

[7 minutes 24 seconds][Customer] : Yes, yes, yes, yes.

[7 minutes 51 seconds][Agent] : Now in addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner, we are going to pay the benefit amount to you in full whilst you're still alive. And then you can use the money however you need to from there. Umm, if that's for medical costs or any other expenses as well.

[8 minutes 18 seconds][Customer] : Yes.

[8 minutes 17 seconds][Agent] : And then the final three things we do for you, Patrick, I just designed to give you some extra support and assistance in your later use of life. First thing we're going to do is we're going to stop your premiums, so you don't need to pay anything any further after age 85.

[8 minutes 25 seconds][Customer] : Yes, yes, yes.

[8 minutes 31 seconds][Agent] : Second thing we'll do is automatically increase your benefit amount by 25% to give you some bonus cover. So that's, you know, for example, you insured the \$10,000 will increase that to 12 and a half, \$1000. Now third and final thing we do is give you an early cash out option. So at any time after your 85th birthday, you can choose to end your cover and we will pay you 75% of the funeral insurance benefit. Now if you don't end your cover, we will insure you up until the day before you turn 100. Umm, we're at that point. There is a payout of both of those, the benefit amounts in the bonus cover. How does that sound so far, though? OK, perfect. Wonderful. I'll, I'll bring up the pricing for you. Umm, Patrick, did you have a preference whether you're getting buried or cremated? Did you have a preference whether you'd be getting buried or cremated?

[9 minutes 22 seconds][Customer] : Pardon, umm.

[9 minutes 30 seconds][Agent] : OK, that's all right. That's OK. Just because in terms of the average cost, the average cost of a standard funeral in New Zealand based on a burial comes in at around

\$9000. Well, the average cost of a standard cremation in New Zealand comes in at around \$5000. Umm. But once the payout's been made, your loved ones can spend the money however they need to at the time. So you know, if you want to cover funeral costs and even a little extra as well, more than happy for you to do that. What amount would you like me to quote you on that or the funeral cover? Yes. So what I meant, would you like me to quote you on anywhere from 3000 up to 30,000? OK. So if we look at \$30,000 worth of cover per fortnight, that would be \$106.29 per fortnight if we did \$30,000.

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

[10 minutes 21 seconds][Agent] : Now with that your premiums are level, so they are designed to stay consistent year on year. But how does that sound though?

[10 minutes 29 seconds][Customer] : Sounds good. Sounds good for me.

[10 minutes 30 seconds][Agent] : OK, OK, perfect. Now with that in mind, I do just need to confirm just because, umm, I've heard your partner in the background assisting you throughout the call. Is there any reason why that she may need to assist you while we've been going through the call?

[10 minutes 46 seconds][Customer] : Yeah, because, umm, I do need help, you know? Umm, I'll call you, that's why.

[10 minutes 55 seconds][Agent] : OK, so even though you can't read, can you understand everything I've been taking you through and?

[10 minutes 59 seconds][Customer] : Oh, I'm done. I'm I'm a partly deaf too.

[11 minutes 8 seconds][Agent] : Oh, OK, so you just struggle with hearing. Uh, just sometimes you can struggle with hearing.

[11 minutes 2 seconds][Customer] : Mainly I'm meant to be going to get my ears checked.

[11 minutes 15 seconds][Agent] : OK, OK. Just because with that, we do have the duty of care just because all of the calls get recorded and listened back to. So the, so I can, I can, I can still do the funeral insurance for you. And the only thing is, since you mentioned that it is just because because you're part you're, you're, you know, partially deaf. Umm, we do have a duty of care to ensure everyone has a thorough and complete understanding and everything we take them through. If you

are happy with how the insurance sounds, I can set the insurance up with your partner instead.

[11 minutes 40 seconds][Customer] : Yes, yes.

[11 minutes 46 seconds][Agent] : Umm, just for the time being, just because we have that Judy of care where if you would, if you're OK with that, she can pay for the policy on your behalf, but I would just need to take her to the cover alone. So it's just because we have a Judy of care. It's just because they'll listen back to ensure that I make sure I've done everything in in accordance with that code of conduct and things like that. OK, So are you happy for me to set up the cover with your partner just just just by speaking to her only. OK, perfect. Wonderful. If you could just pass the phone over to her, I can speak to her to do the cover for you.

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

[12 minutes 24 seconds][Agent] : Hi. Hello. Sorry, I just said it's Bonnie again from One Choice Insurance. Umm, just for security purposes, could I just get you to confirm your partner's full name and date of birth please?

[12 minutes 23 seconds][Customer] : Hello, yes, Patrick Joseph Washington. What I made to hear my pity. 4th of October 1958.

[12 minutes 40 seconds][Agent] : OK perfect. I do just need to let you know that all calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances.

[12 minutes 54 seconds][Customer] : Yep.

[12 minutes 54 seconds][Agent] : Umm Now with that, I'm more than happy to do the funeral cover for Patrick, just because you know, he had mentioned that it is partially death. So do we. We just have a duty of care to make sure that whoever takes up the policy has a clear and thorough understanding of everything.

[13 minutes 6 seconds][Customer] : Yep.

[13 minutes 7 seconds][Agent] : Now umm, with that in mind. So the 30,000 we had looked at for him was for \$106.29 a fortnight. Are you happy to pay for the policy on his behalf? OK, no, it's

perfect, Wonderful. So, umm, I just need to confirm with you, uh, just verbally that he is a New Zealand resident currently residing in New Zealand.

[13 minutes 17 seconds][Customer] : Yeah, yes.

[13 minutes 28 seconds][Agent] : OK, perfect, wonderful. Now with that umm, who's phone number have you called in on today? Is that your phone number or that's his phone number?

[13 minutes 34 seconds][Customer] : Yeah, this is my phone number.

[13 minutes 36 seconds][Agent] : OK, perfect. Oh, OK. But if I note down this phone number, if let's say we need to speak to you, we can, we can, we can call this number to speak to you as well.

[13 minutes 37 seconds][Customer] : Oh, this is our phone number, Yes.

[13 minutes 46 seconds][Agent] : OK, perfect. Wonderful. Umm. Now in terms of the insurance for the 1st 12 months, he will be covered for accidental death and accidental serious injury. Only after the first 12 months, Patrick will be covered for deaths due to any cause. Now in addition, there is a Terminal illness benefit, which means after holding a policy for 12 months, if Patrick were first diagnosed with the terminal illness with 12 months or less to live by a medical practitioner, we'll pay the benefit amounts to him in full whilst he's still alive. For him to use however he needs to. Umm.

[14 minutes 25 seconds][Customer] : None.

[14 minutes 21 seconds][Agent] : Now in terms of the benefits included in the cover, after age 85, no more premiums need to be paid on the policy. We will then automatically increase the benefit amounts by 25% to give some bonus cover on top.

[14 minutes 29 seconds][Customer] : Yeah, Yeah.

[14 minutes 36 seconds][Agent] : And then there is the early cash out option. But anytime after your 85th birthday you can choose to end your cover and we will pay you 75% of the funeral insurance benefit. If not, we are going to insure Patrick up until the day before he turns 100.

[14 minutes 54 seconds][Customer] : OK. Yeah.

[14 minutes 54 seconds][Agent] : So just designed to give that full life support for the \$30,000. It was \$106.29 per fortnight. Umm, with that being a level premium. So it's designed to stay consistent year on year up until we turned 85.

[15 minutes 9 seconds][Customer] : OK.

[15 minutes 9 seconds][Agent] : How did that sound though?

[15 minutes 11 seconds][Customer] : Yeah. That sounds all, all good.

[15 minutes 13 seconds][Agent] : OK, perfect. Wonderful.

[15 minutes 22 seconds][Customer] : Yeah.

[15 minutes 14 seconds][Agent] : So I'll just need to note down a few more details there because I will put you down as the third party payee purchaser and, and that just means you'll be the person that's authorized to pay for the policy and, and your, your details will be in the notes as well. So if you need to give us a call to do any, you know, verifications or change anything at all, you can do so as well.

[15 minutes 29 seconds][Customer] : Yeah, yeah.

[15 minutes 34 seconds][Agent] : So can I just have your first and last name please? Bonneville. And do I spell your your your name?

[15 minutes 37 seconds][Customer] : Bonneville roaston BANNIBI double LE.

[15 minutes 42 seconds][Agent] : BRNAVI double LE OK, so BRNNIVI double LE perfect and uh, is Rolaston RO double LESTON OK perfect. And Bonneville, what is your date of birth please? 4th of June 1984. Perfect. Umm And this is your phone number that I can write down for you. So 02108715495 perfect. And do you also reside at UMM 8350 State Highway 35 and ID 3? OK, perfect, wonderful. Now umm, with that, I do just need to let you know that this policy gives you a 30 day cooling off. So what that means is that if you decide that the policy is no longer suitable for you and cancel within 30 days, 30 days of the first payment, then you will receive a full refund of your premium unless a claim has been made.

[16 minutes][Customer] : Yes, 4684, Yes, yes, yes, yeah.

[16 minutes 48 seconds][Agent] : Umm, and then as well, you may pay more in total premiums over the life of the policy than the benefit amounts. Please be aware this insurance doesn't 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.

[17 minutes 8 seconds][Customer] : Yeah.

[17 minutes 8 seconds][Agent] : Now umm with that I do just need to confirm with a yes or no bonus bill that uh, can I please confirm you bought with the rights to purchase this policy on behalf of the insured? OK perfect. Now with that no upfront payment gets taken from you for the insurance. What we do is we select a payment date that best works for you within the near future. We do generally collect payment within the next 7 days, but when would you like the payments to start? OK so this week Wednesday.

[17 minutes 29 seconds][Customer] : Yeah, on the 14th, yes.

[17 minutes 39 seconds][Agent] : OK perfect wonderful. Now umm with that how would you like to set up the cover? Would that be using a Visa or MasterCard under your name or direct debit using your bank account number?

[17 minutes 45 seconds][Customer] : Oh, oh, sorry, I meant on the 21st.

[17 minutes 51 seconds][Agent] : Oh, OK. That's all right. So not So it's not this Wednesday next week, Wednesday the 21st. Yeah. Perfect. That's OK. That's all right. We can still do that. Now, how would you like to set up the cover with the Visa or MasterCard under your name or direct to be using your bank account number?

[17 minutes 55 seconds][Customer] : Yes, yes, sorry. Debit Cos I don't get that. Visa debit.

[18 minutes 7 seconds][Agent] : OK, OK, that's OK. That's all right. All I need from you is your bank account number. Then I'm going to take you to what's called the Direct debit Authority questions. If you need to go grab it, that's OK. I'll be on the line.

[18 minutes 17 seconds][Customer] : Yep, yeah, I've got that.

[18 minutes 21 seconds][Agent] : OK, perfect. Whenever you're ready, just let me know. Yep, Yep, Yep, 00 umm, and that's under your name, Bonneville. Rolleston. OK, so BANNIVILLE and then Rolleston.

[18 minutes 25 seconds][Customer] : OK, 389019036278200 yes, yeah, yes, yes.

[18 minutes 54 seconds][Agent] : OK, perfect. Now, uh, just to confirm with you, Bonneville, do you have authority to operate this bank account alone?

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

[19 minutes 3 seconds][Agent] : OK, perfect. Now, Bonneville, do you need to jointly authorize debits?

[19 minutes 9 seconds][Customer] : And what does that mean?

[19 minutes 10 seconds][Agent] : Umm, so that's just asking you if you can authorize debits from that bank account by yourself or if you need someone else's permission.

[19 minutes 18 seconds][Customer] : Oh no, I can do it by myself.

[19 minutes 19 seconds][Agent] : Yep, perfect. Wonderful. Now one of those. Have you canceled a Direct Debit authority for one choice with Pinnacle Life as the initiator in the last nine months on the accounts you are providing? OK perfect. Now we don't need you to sign any forms to set up direct debits with us. We are going to send you a confirmation of direct debit within the next 5 business days to just need to ask you Bonneville, are you happy to set up a direct Debit authority without signing a form?

[19 minutes 32 seconds][Customer] : No, Yeah, yes.

[19 minutes 50 seconds][Agent] : OK, perfect. Now I'll just read out the direct debit declaration to you now. It 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, Yes or no. OK, perfect. Now, Bonneville, is there a e-mail address I can write down for you? Just because we'll e-mail the documents to you today as well. Umm, so Bonneville dot coma. COMA. Yep, Yep, Yep.

[20 minutes 18 seconds][Customer] : Yes, yes, Bonneville dot komar KOKAUMARTS at gmail.com.

[20 minutes 44 seconds][Agent] : TS Yep, at gmail.com oksobonneville.com@gmail.com.

[20 minutes 54 seconds][Customer] : Yes.

[20 minutes 54 seconds][Agent] : OK, perfect. Wonderful. Now I will e-mail those documents to you after I read to the declaration.

[21 minutes][Customer] : Awesome.

[21 minutes][Agent] : The declaration will be, uh, addressed to Patrick, But since I'm setting up the cover with you, I'll just need your yes or no agreement to these terms shortly after I begin and then, uh, once at the end as well. Umm, so I with that, if you have any questions about what I'm reading, don't hesitate to stop me. Let me know. Ask me, I'm more than happy to answer any questions you may have as well.

[21 minutes 13 seconds][Customer] : Yep, Yep, Yep.

[21 minutes 20 seconds][Agent] : So it says thank you, Patrick Joseph Perry, It is important to understand the following information. I will ask for your agreements to these terms at the end and the policy will not be enforced unless you've agreed to these terms in full. One Choice Funeral Insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle.

[21 minutes 49 seconds][Customer] : None.

[21 minutes 42 seconds][Agent] : Pinnacle has an agreement with Grainstone Financial Services and Said Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. 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 Funeral Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances.

[22 minutes 21 seconds][Customer] : None.

[22 minutes 16 seconds][Agent] : 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 up 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?

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

[22 minutes 48 seconds][Agent] : OK, perfect. Now Bonneville, The next part reads 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. We collect your personal information to provide insurance quotes, issue cover and other related services.

[23 minutes 15 seconds][Customer] : None.

[23 minutes 12 seconds][Agent] : We will share this with Pinnacle, our related companies, including those located in Australia, and may share it with other service providers for the purpose of administering your policy or handling claims. Our privacy policy, which can be accessed on our website, tells you more, including how to access and correct your information. We may from time to time provide offers to you via the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you can send to allow us to contact you for this purpose until you opt out.

[23 minutes 50 seconds][Customer] : None I.

[23 minutes 51 seconds][Agent] : You can opt out of this at any time by contacting us or by using any unsubscribed facility on communications we send you. You've agreed to take out a single one choice funeral insurance policy with the following cover. Patrick Joseph Teddy is covered for \$30,000 in the event of death. In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit amounts will triple in the 1st 12 months your policy is enforced. A death benefit is paid only in the event of accidental death. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum of 75% of the chosen benefit amounts. If you take up this offer, you will no longer have a right to claim under the policy for that life insured. This policy is an insurance policy and does not have a savings or investment component.

[24 minutes 52 seconds][Customer] : None.

[24 minutes 48 seconds][Agent] : If cover ends prior to age 85, no benefit is payable and there is no refund of premiums after the cooling off. If you choose to retain cover beyond age 85, you will be entitled to an additional 25% of bonus cover from that date and you will not be required to pay any further premiums after the life insured 85th birthday. The bonus cover is not payable if you take the

early cash out option. Cover for each life insured ends in the day prior to the 100th birthday.

[25 minutes 24 seconds][Customer] : None.

[25 minutes 21 seconds][Agent] : We will pay the funeral benefit and bonus cover for the life insured.

At this point your total premium for the first year of cover is \$106.29 per fortnight.

[25 minutes 33 seconds][Customer] : None.

[25 minutes 32 seconds][Agent] : Your premiums are level, which means they are designed to stay consistent year on year and will only change if you owe to 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 amounts over the life of the policy. Included in your premium is an amount payable to GFS of between 34% and 57% of each premium to cover the distribution cost for this policy. Your premium will be deducted in accordance with the authority you have provided to us.

[26 minutes 19 seconds][Customer] : None.

[26 minutes 14 seconds][Agent] : AM Best has 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 via mail and if you have provided us with an e-mail address, this documentation will also be emailed to you today. We will also be sending you a key fact sheet which outlines key aspects of your cover in plain language.

[26 minutes 49 seconds][Customer] : None.

[26 minutes 46 seconds][Agent] : 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. Finally, if you have any questions about your policy or you wish to lodge a complaint, please contact GFS on 0800 double 05804 or e-mail [support@onechoice.co dot NZ](mailto:support@onechoice.co.nz). So thanks very much for your patience, right, that they're bundable. That's the declarational complete for you. Now the e-mail copy comes today, hard copy comes within the next 5 to 10 business days as well. Now, uh, just to

confirm that you just to find a yes or no questions, First one is do you understand and agree with the declaration? I've just read you yes or no. OK, perfect. Now, while I've got you on the phone, would you like any other information about the insurance now or would you like me to read any part of the policy document to you?

[27 minutes 19 seconds][Customer] : None Call Yes no.

[27 minutes 49 seconds][Agent] : OK, perfect. Just to reconfirm that, that the, uh, home and postal address I have the, that's correct is UH-8350, State Highway 35 and RD3. That's where you'd like us to post the documents to as well. OK. And that's Patrick's home address as well.

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

[28 minutes 4 seconds][Agent] : OK, perfect. Now I'll go ahead and accept that one. So projects will cover it from today.

[28 minutes 10 seconds][Customer] : Awesome.

[28 minutes 9 seconds][Agent] : Umm, if you have any questions at all, don't hesitate to give us a call back. We are open 8:00 to 8:00 Monday to Friday, so just let us know if you need anything any further.

[28 minutes 12 seconds][Customer] : Yes, yes.

[28 minutes 16 seconds][Agent] : We'll be more than happy to assist you in the future as well. Umm, by just giving us a call.

[28 minutes 21 seconds][Customer] : Awesome.

[28 minutes 22 seconds][Agent] : OK, no worries.

[28 minutes 23 seconds][Customer] : Oh, awesome. Thank you.

[28 minutes 22 seconds][Agent] : Thanks so much for your time there Bonneville, and for choosing interest insurance today.

[28 minutes 27 seconds][Customer] : Thank you so much.

[28 minutes 28 seconds][Agent] : No worries. Have a great day Bonneville. You take care.

[28 minutes 29 seconds][Customer] : You too. Bye.

[28 minutes 31 seconds][Agent] : Bye now.

[28 minutes 31 seconds][Customer] : Bye.