

[3 seconds][Agent] : Welcome to Australian seniors. You're speaking with James. How can I help you today?

[6 seconds][Customer] : Oh, James, Hello, My name's Sue and I was just wondering, I'm sitting here watching some television and I've been thinking about seniors insurance and just wondering how much is it and what's the they say you don't have to have blood test and all that.

[28 seconds][Agent] : OK then. Yep, Alright, that's OK.

[24 seconds][Customer] : I've got nothing wrong with me anyhow, but but I'm 73 looking at that more terminal will you know, as you get older, you never do know what could come along.

[38 seconds][Agent] : Of course, of course. What sort of insurance was it that you were looking at there?

[42 seconds][Customer] : Well, probably more something that I could. I don't have a mortgage and that sort of thing. So something probably I could just leave for my children or if I got si really sick and needed more than the pension can, you know?

[58 seconds][Agent] : Of course, of course.

[57 seconds][Customer] : Yeah, like so accidental death, 35 payout for actual accidental death. It's saying on the telly now, but I don't know what sort of, you know.

[59 seconds][Agent] : So, yeah, OK, we have a couple of different types of insurance. That's all they do work quite differently.

[1 minutes 11 seconds][Customer] : Yeah, yeah, yeah, I'm sure.

[1 minutes 18 seconds][Agent] : Yeah. So which one? What were you looking at there on the TV that's explaining?

[1 minutes 22 seconds][Customer] : Well, it's just got and, oh, that's got about how to look after over 50s and loved ones, that's all. That's yeah. You're financially protected.

[1 minutes 44 seconds][Agent] : OK. Yeah.

[1 minutes 40 seconds][Customer] : It's not really an oh, see, we've paid for our funerals, but just so you can leave something, you know, it's been yours.

[1 minutes 47 seconds][Agent] : So, like a lot Life insurance, of course.

[1 minutes 48 seconds][Customer] : Life insurance, I suppose that's what it is, yeah.

[1 minutes 51 seconds][Agent] : Yeah, that's OK. Umm, yeah. Happy you threw that one there. What I'll need to do?

[1 minutes 58 seconds][Customer] : Yep.

[1 minutes 56 seconds][Agent] : I'll just confirm a few of your details and then we jump straight into it. Umm, what would you? Absolutely. No worries. Umm. So what was your first and last name? Perfect. And your date of birth, please, Susan.

[1 minutes 59 seconds][Customer] : I just want, you know, information today mainly Susan Sherman Sherman 10851.

[2 minutes 15 seconds][Agent] : Perfect. No worries at all. What I'll do. I'll take you through, umm, how the cover works. Umm, I can send some information out to you via e-mail as well.

[2 minutes 20 seconds][Customer] : Yes, that's Yep.

[2 minutes 24 seconds][Agent] : Umm, once we go through and I explain a little bit more, umm, there is an application process as well. It's super easy.

[2 minutes 30 seconds][Customer] : Yep.

[2 minutes 30 seconds][Agent] : Umm, once we get through that, I can give you your options there as well. OK, umm, what was your best e-mail address?

[2 minutes 36 seconds][Customer] : sue.bob2@bigpond.com. That's right. Yep.

[2 minutes 35 seconds][Agent] : Susan dot com SUE B0B 2AT bigpond.com perfect OK, no worries. Yep, OK, perfect.

[2 minutes 48 seconds][Customer] : And it's the number 2, not T 00, the number two.

[2 minutes 53 seconds][Agent] : Yep. Got it. Umm with our life insurance here. Sorry. I'll confirm Susan as well, of course, that you are a female and an Australian resident.

[2 minutes 52 seconds][Customer] : Yeah, yes, absolutely.

[3 minutes 1 seconds][Agent] : OK, awesome. Umm now it's as you mentioned there. You you nailed it on the head. It's just to be able to leave something behind you mentioned there to your kids.

[3 minutes 9 seconds][Customer] : Yes, 2.

[3 minutes 10 seconds][Agent] : Umm, how many kids do you have too? Beautiful. So making sure you know, there's a little bit of, you know, financial protection there or just be able to give them something, you know, when the when the time does come.

[3 minutes 22 seconds][Customer] : Yes, that's right.

[3 minutes 22 seconds][Agent] : OK, so this one pays out if you were to pass away before your 86th birthday when the policy ends. OK, You can choose cover anywhere between \$10,000 and \$200,000.

[3 minutes 35 seconds][Customer] : Yep, that's the one they were talking about.

[3 minutes 35 seconds][Agent] : OK, perfect. OK, umm, now you mentioned the two kids there, so you can actually nominate up to five beneficiaries to receive the nominated amount.

[3 minutes 37 seconds][Customer] : Yep, Yep, Yep.

[3 minutes 46 seconds][Agent] : So naming the two kids is perfectly fine there. That'll work for you Now, uh, you saw that on the ad as well.

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

[3 minutes 52 seconds][Agent] : That's, uh, you could death restrict accidents. Your chosen benefit amount triples.

[3 minutes 57 seconds][Customer] : Right.

[3 minutes 59 seconds][Agent] : OK, so when your kids come to claim umm, obviously it's not a pleasant thing to think about accidental death, but umm, U. Unfortunately it could happen to any of us at any time.

[4 minutes 8 seconds][Customer] : Oh, God. None of us know, do we? That's the thing.

[4 minutes 10 seconds][Agent] : No, of course I wish we did.

[4 minutes 12 seconds][Customer] : Yeah. No, probably better. We don't, dear.

[4 minutes 12 seconds][Agent] : Umm, maybe we. Yeah, that's true, true. Umm, but yeah, none of us do know. So there is that bit of extra protection if that was the case. Umm, Now what we also include is an advance payment of 20% of the benefit amount you choose.

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

[4 minutes 29 seconds][Agent] : Umm, the kids can claim that nice and quickly while the rest of the money goes through the claims. OK, that can help with funeral costs.

[4 minutes 36 seconds][Customer] : Yes, yeah.

[4 minutes 38 seconds][Agent] : I know you said you've already got your, your funeral covered.

[4 minutes 40 seconds][Customer] : But there will be extra costs, you know, like thing in the paper and flowers and things like that.

[4 minutes 49 seconds][Agent] : Yeah, of course. So I'm.

[4 minutes 46 seconds][Customer] : It's just basically the funeral that's covered, but there's always extra costs. I know with my own mother.

[4 minutes 52 seconds][Agent] : Yeah, no, unfortunately that's, uh, that's right. There's always a little bits and bobs and, and extra costs. So that's kind of why we include that, that option, umm, to, for the kids to receive that, they don't actually need to provide us with a certificate. It's just something like a sign note from a professional.

[4 minutes 58 seconds][Customer] : Yep, Yep, Yep.

[5 minutes 9 seconds][Agent] : Umm, let's say you passed away. They can actually get that money within 24 to 48 hours.

[5 minutes 14 seconds][Customer] : Right.

[5 minutes 13 seconds][Agent] : Umm now with the the rest of the money, umm going through the claims process or the claims team are all based here in Australia.

[5 minutes 22 seconds][Customer] : Oh, good. Yes. Yep.

[5 minutes 21 seconds][Agent] : We're all under the same roof here in the OK umm to give you a little piece bit of Peace of Mind there as well.

[5 minutes 28 seconds][Customer] : Mine. Yes.

[5 minutes 30 seconds][Agent] : Umm now obviously they're, they're dedicated to making sure that process is as as simple and easy as possible. On average, we actually pay claims six days faster than the industry benchmark as well.

[5 minutes 29 seconds][Customer] : Absolutely yes.

[5 minutes 41 seconds][Agent] : So around 75 days versus 81 days.

[5 minutes 44 seconds][Customer] : Yep.

[5 minutes 46 seconds][Agent] : OK, umm, now it's super easy, everything's done over the phone. There's no medicals, blood tests, anything like that.

[5 minutes 54 seconds][Customer] : No, as I said, I've got nothing in here wrong with me.

[5 minutes 54 seconds][Agent] : Umm, it, it's just a no, of course, of course.

[6 minutes][Customer] : Yep.

[5 minutes 59 seconds][Agent] : Always, always good to hear umm, keeping your health in check.

[6 minutes 2 seconds][Customer] : Yep.

[6 minutes 2 seconds][Agent] : Umm, but we, yeah, we just take you through a yes or no questions relating to health over the phone.

[6 minutes 7 seconds][Customer] : Yep.

[6 minutes 7 seconds][Agent] : That's the way we just check it. If you are improved to cover.

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

[6 minutes 10 seconds][Agent] : OK Now if you're accepted and once you decide to commence the policy, you are covered immediately for death due to any cause.

[6 minutes 18 seconds][Customer] : All right. Yes.

[6 minutes 19 seconds][Agent] : The only thing that's not covered is suicide in the 1st 13 months.

[6 minutes 22 seconds][Customer] : Oh, yeah. Well, that's that's normal, isn't it? Yep.

[6 minutes 25 seconds][Agent] : Yeah, yeah. Now another thing we include. It's not pleasant to think about. I hope you never have to use it, of course, but it's a terminally ill advanced payment.

[6 minutes 32 seconds][Customer] : Yeah, yes. Well, that's a good idea. Yeah.

[6 minutes 35 seconds][Agent] : What it means is, yeah, it it essentially it's a way that you can claim on your own benefit amount if you were to fall I'll.

[6 minutes 42 seconds][Customer] : Oh yeah, yeah, yes.

[6 minutes 43 seconds][Agent] : OK, So if you were diagnosed with 24 months or less to live by a specialized medical practitioner, that's when you can come to us yourself and we can pay out your

claim instead of still living.

[6 minutes 56 seconds][Customer] : Oh, right. Yeah, that's how that works.

[6 minutes 59 seconds][Agent] : Yeah.

[6 minutes 58 seconds][Customer] : Yeah, yes, Yep. If you need.

[6 minutes 59 seconds][Agent] : So I guess instead of, you know, waiting until the time does come and leaving it to your beneficiary, it gives you the chance to access that early. Yeah.

[7 minutes 7 seconds][Customer] : Yeah- Yeah.

[7 minutes 8 seconds][Agent] : Put your own plans in place or, you know, use it towards medical bills, whatever it might be.

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

[7 minutes 14 seconds][Agent] : OK, How does that all sound so far?

[7 minutes 13 seconds][Customer] : Yep, that sounds excellent. Yes, because that I've been looking at this thing quite a few years and I'm finally just sitting here relaxing today and I thought I must ring up about this. Yeah, I know I'm old now, but God willing, I mean, most, a lot of people, God willing, are living a lot longer.

[7 minutes 19 seconds][Agent] : OK, of course, absolutely.

[7 minutes 35 seconds][Customer] : So I thought, well, probably, but it depends on the cost too, as most things do. Yes.

[7 minutes 40 seconds][Agent] : Of course, as, uh, as most things do nowadays, I'm, I'm afraid, umm, but let's jump into that for you. Umm, have you had a cigarette in the last 12 months, Susan?

[7 minutes 50 seconds][Customer] : No, I've never smoked. No.

[7 minutes 51 seconds][Agent] : No perfect. Umm, nice healthy life choice.

[7 minutes 54 seconds][Customer] : Yeah, I try. True.

[7 minutes 55 seconds][Agent] : Yeah, easy on the wallet as well from I see, from what I see. But that does make an impact on the premiums as well. So let's have a look at that one now between 10,000 and \$200,000. You mentioned you were leaving just, I guess a little bit behind to the two kids there.

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

[8 minutes 12 seconds][Agent] : What amount do you think is going to be most necessary for you?

[8 minutes 15 seconds][Customer] : Well, I probably thought about 15,000.

[8 minutes 19 seconds][Agent] : OK, Yeah. So with this one here.

[8 minutes 22 seconds][Customer] : I, I, I, you know, I need to be guided a bit because I don't really, you know, I haven't thought a lot about it's, it's really going on. The cost of it. That's what you know. Oh, right.

[8 minutes 30 seconds][Agent] : Yeah, absolutely. So with this one here, you can go in increments of 10,000. So umm yeah. So what we'll do, let's have a look at yeah that that would both work nicely. Umm, we'll start there and see what that looks like for you. Umm, we can always drop that down to 10 if we need to.

[8 minutes 36 seconds][Customer] : That'd be 20,000 because I've got two kids, yes.

[8 minutes 49 seconds][Agent] : Umm you do have flexibility with the level of cover as well, so you wanted to reduce that. Umm, whilst you hold the policy, you can do so just by giving us a call. Umm, our support team will take you through what that looks like. Umm, if you wanted to take out additional cover, you can do that as well in the form of a a new top up policy that's obviously subject to the application again and as long as you're still an Australian resident and fit the age criteria as well.

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

[9 minutes 18 seconds][Agent] : OK, But if we're looking at the \$20,000 of cover, it comes out to be a fortnightly premium \$34.67.

[9 minutes 27 seconds][Customer] : Yep. Yep. Yeah. 34.

[9 minutes 29 seconds][Agent] : OK, How does that one sound there? Is that sounding like it's affordable?

[9 minutes 32 seconds][Customer] : Yeah, that sounds OK. Yeah. What would the 10,000 be?

[9 minutes 37 seconds][Agent] : Yeah.

[9 minutes 37 seconds][Customer] : Can you just tell me that?

[9 minutes 37 seconds][Agent] : So if I oops, Yep. So if I drop that down to 10,000, it's \$17.33 for that one.

[9 minutes 47 seconds][Customer] : 17? Yeah. And did you say that benefit double S or something with being off the television or what did you say? What?

[9 minutes 58 seconds][Agent] : So it's accidental.

[10 minutes 2 seconds][Customer] : Oh, oh God, yes, yes. Yep.

[10 minutes][Agent] : So if you're death with an accident, so I say you're in a car accident or something like that, God forbid, but that's when that that 10,000 will become 30,000. So triples.

[10 minutes 9 seconds][Customer] : Oh, right, yeah, no, I think I'd just go. I think I'd be better to just go for the 10,000.

[10 minutes 16 seconds][Agent] : Perfect. OK, let's leave that.

[10 minutes 18 seconds][Customer] : It'd be something at least, you know, they're both not too bad off, but at least it'd be something.

[10 minutes 25 seconds][Agent] : Yeah, absolutely.

[10 minutes 26 seconds][Customer] : I have to really do what, you know, for my own. Cos you said that's fortnightly.

[10 minutes 26 seconds][Agent] : And it's been yeah, that's fortnightly.

[10 minutes 33 seconds][Customer] : Yep. Yep. Yeah.

[10 minutes 33 seconds][Agent] : Yep, Yep. OK, perfect.

[10 minutes 35 seconds][Customer] : And I could manage that with the pension, I mean, you know. Yeah.

[10 minutes 42 seconds][Agent] : Now, if, if that one's sounding suitable there, umm, what we'll do is take you through those health questions just to confirm if you're eligible for cover and then I'll give you options from there.

[10 minutes 47 seconds][Customer] : Yes, Yep.

[10 minutes 51 seconds][Agent] : Umm, what was your home address, please? Susan Craigmore and the five one, four. OK.



[10 minutes 54 seconds][Customer] : 16 Christine Circuit, Craigmoor 5114 South Australia The other thing I was just gonna ask you like there was something flashed up there and I didn't see it pop. Well, I read a bit of it. When you're 85, does it just go until you're 85 or what happens then?

[11 minutes 19 seconds][Agent] : Yeah. So essentially the the insurance is in place until that point. Obviously if you were to pass away, it's it's kind of there for the unexpected as well. Yeah. So it's kind of that protection.

[11 minutes 24 seconds][Customer] : Yes, yes, but it's only goes until you're 85, doesn't it?

[11 minutes 35 seconds][Agent] : Yeah, that's correct.

[11 minutes 35 seconds][Customer] : Is that what you mean?

[11 minutes 36 seconds][Agent] : That's correct.

[11 minutes 36 seconds][Customer] : You don't, you know? Yeah, Yeah. Yeah. No. Well, that's T Yeah, no, that's alright.

[11 minutes 45 seconds][Agent] : OK, yeah, absolutely. There's no, umm, there's no locking contracts, there's no exit or hidden costs either.

[11 minutes 44 seconds][Customer] : Yeah, Cos you can cancel it if you decided at anytime, can't you cops either? No, that's what I thought was just saying is yeah.

[11 minutes 55 seconds][Agent] : So yeah, so if you do want to cancel, you can do so at any time. Just give us a call and we'll run you through that process. Umm, now that home address you gave me, is that the same as your postal address as well?

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

[12 minutes 11 seconds][Agent] : Beautiful. OK, I'll copy that one across there.

[12 minutes 19 seconds][Customer] : Question.

[12 minutes 15 seconds][Agent] : Umm now just before we do jump into those questions, there's a short paragraph I just need to read out to you. Just make sure you're aware of your duty from the process and then we'll help straighten.

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

[12 minutes 26 seconds][Agent] : OK, Umm, it says here, please be aware all calls are recorded for

quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and make sure with other Australian service providers for the purpose of administering your policy or handling claims. Sorry.

[12 minutes 47 seconds][Customer] : Yes, I understand.

[12 minutes 49 seconds][Agent] : Our privacy policy tells you more, including how to access and correct your information and lodge complaints and breaches of privacy. By proceeding, you understand that you are applying to purchase a life insurance policy and as such you have a duty to take reasonable care to not 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 early discussions you have had. If you do not take reasonable care, you may breach your duty. And if this happens, your insurer may be entitled to cancel your policy, decline the claim, or make adjustments to the terms conditions of your policy. So Susan, do you understand and agree to your duty?

[13 minutes 4 seconds][Customer] : Yep, yes, OK.

[13 minutes 30 seconds][Agent] : Perfect. OK, now the first question just asks, 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 37 seconds][Customer] : No, No.

[13 minutes 43 seconds][Agent] : Perfect, good to hear.

[13 minutes 44 seconds][Customer] : Yes.

[13 minutes 44 seconds][Agent] : Now with these main set of questions, just please allow me just to read them out to you in full. They all just require a nice clear yes or no answer. OK, so in the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke?

[14 minutes][Customer] : No.

[14 minutes 2 seconds][Agent] : Good to hear. 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 the only conditions?

[14 minutes 12 seconds][Customer] : No.

[14 minutes 14 seconds][Agent] : In the last five years, have you been diagnosed with or treated for any of the following cancers, Lung cancer, cancer of 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 soon to be treated with chemotherapy? Do you have a renal kidney condition that currently requires dialysis or transplant or a doctor has advised will be required in the future? Do you have a liver condition that will require a transplant in the future?

[14 minutes 32 seconds][Customer] : Not, not, not.

[14 minutes 50 seconds][Agent] : Have you been diagnosed with or currently undergoing testing for or has a doctor advised you to be tested for motor neuron disease or any form of dementia, including Alzheimer's disease in the last five years? Have you attempted suicide or been hospitalized for a mental health condition? Perfect. And are you experiencing any unexplained symptoms or are you currently undergoing or waiting for the results of any health related tests or investigations or being diagnosed as having 12 months or less to live?

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

[15 minutes 22 seconds][Agent] : Perfect. Thanks so much for this, Susan. That's the end of the application process. Nice and easy there. And as you can imagine, there answering, uh, no to all those questions, big congratulations. You've come back with a full approval for the life cover. Umm, as you can imagine with that process, not everybody is eligible. So you did mention at the very start though there's uh, you didn't have any health issues. So that, that's good.

[15 minutes 28 seconds][Customer] : Yep, Yep.

[15 minutes 45 seconds][Agent] : Umm, long may that continue. Umm, now I need to let you know as well, uh, with that premium, umm, your premium is stepped, which it will increase each year. OK, I'll just give you an indication of what that looks like as well. OK, so as an indication, if you made no changes to the policy, your premium next year would increase to \$18.54, OK.

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

[16 minutes 10 seconds][Agent] : And then the following year to \$19.84. So there is just that slight increase each year. Umm, we're just, it's based on age. So just, you know, each year we're seeing as a slightly higher risk to the insurer. There is just that slight increase in premium, OK, Umm, you can also find information about our premium structure on our website as well.

[16 minutes 16 seconds][Customer] : Yes, yes, right. OK, Yeah.

[16 minutes 35 seconds][Agent] : OK, umm, now as I mentioned earlier on, what I can do is e-mail you out that information at [superbulb2@bigpond.com](mailto:superbulb2@bigpond.com) so you can sit down.

[16 minutes 44 seconds][Customer] : Yeah, just e-mail it out so I can. Yeah. Have a hang on a minute. Can you just hang on a minute?

[16 minutes 47 seconds][Agent] : Yeah, yeah. No worries.

[16 minutes 52 seconds][Customer] : Hang on. I've got some on the and he needs some money payment for something. I won't be a minute.

[17 minutes 30 seconds][Agent] : None.

[17 minutes 54 seconds][Customer] : None.

[18 minutes 10 seconds][Agent] : None. None.

[18 minutes 54 seconds][Customer] : None.

[19 minutes 12 seconds][Agent] : None.

[19 minutes 15 seconds][Customer] : Sorry, Dee.

[19 minutes 16 seconds][Agent] : That's OK. No worries at all. Soon.

[19 minutes 19 seconds][Customer] : Hey, that name natural. I'm here at my daughter's. That's why I'm able to relax and look at all this, you see.

[19 minutes 33 seconds][Agent] : Oh dear.

[19 minutes 24 seconds][Customer] : And I'm babysitting a golden retriever that's been sick now, Yes, get that through, right?

[19 minutes 34 seconds][Agent] : OK, so look, I've already sent that e-mail out to you so you can sit down and go through.

[19 minutes 40 seconds][Customer] : Yep. Yes.

[19 minutes 40 seconds][Agent] : Now the other option we do have given you've now got that full approval is to actually get that cover started for you over the phone. We don't require payment for that today either, OK, It essentially means that.

[19 minutes 52 seconds][Customer] : Yeah, Cos I have to ask my bank what card I've got to use or how to do it.

[19 minutes 58 seconds][Agent] : OK, Yeah.

[20 minutes 7 seconds][Customer] : Oh, right. Oh yeah.

[19 minutes 59 seconds][Agent] : So essentially what it would mean is we we collect payment details from you today, but you can actually choose a day that's suitable for you, like a bill day, a payday or just a day that's suitable for you.

[20 minutes 9 seconds][Customer] : Yep, Yep, Yep, Yep.

[20 minutes 10 seconds][Agent] : The cover still starts today and it means what I can send to you is your fully tailored policy documents and basically get the cover started today.

[20 minutes 18 seconds][Customer] : Right. OK, Well, I suppose I can. I can do. How much Was it a fortnight? 17, Yeah.

[20 minutes 27 seconds][Agent] : \$17.33 umm a again, you can you do have the flexibility with that first payment date umm, depending what what day you choose that there's no umm back pay for that either so that we're just essentially choosing when to start the payments from and the the cover still starts today.

[20 minutes 47 seconds][Customer] : Right. OK. I could. Pennsylvania. I could PA. So you want me to pay it today? Is that what you're saying?

[20 minutes 54 seconds][Agent] : No, so we what we would do is just collect the payment details again.

[20 minutes 58 seconds][Customer] : Oh, the payment details, right? Yes.

[20 minutes 58 seconds][Agent] : You ha ye.

[21 minutes 1 seconds][Customer] : If I do it on my visa, I can do it with that. I know you know. Yeah.

[21 minutes 6 seconds][Agent] : Yeah. And then essentially what it means is we just have those details on file. Whatever day that you select, when that rolls around, we just immediately start that directed on that day.

[21 minutes 13 seconds][Customer] : Alright, take it out.

[21 minutes 15 seconds][Agent] : Yeah, correct.

[21 minutes 15 seconds][Customer] : Yeah, alright. Can I make it like next payday is? Hang on, I could just try and see a calendar. What's the date next Tuesday?

[21 minutes 29 seconds][Agent] : Next Tuesday is the 14th of January.

[21 minutes 33 seconds][Customer] : Yeah, well, it could be. It could be then.

[21 minutes 37 seconds][Agent] : OK yeah, you're happy to nominate that one. And then it would just come out every fortnight on a Tuesday after that.

[21 minutes 43 seconds][Customer] : On the yes, that's what I'd like to do.

[21 minutes 46 seconds][Agent] : Yeah, perfect. We can organize that. That's no problem at all.

[21 minutes 48 seconds][Customer] : Can you organise that?

[21 minutes 50 seconds][Agent] : Yeah, absolutely.

[21 minutes 49 seconds][Customer] : Yeah, don't go on.

[21 minutes 52 seconds][Agent] : Umm, Now, as I mentioned to sorry, Yeah. So I've named that down as the first payment date again. So what I'll do from here is, is read you out a final declaration. We'll collect those banking details. I can send all your full policy documents out to you. OK.

[21 minutes 54 seconds][Customer] : Yes, Right.

[22 minutes 8 seconds][Agent] : And the coverage still starts as of the end of the call with no payment then coming out until next Tuesday.

[22 minutes 12 seconds][Customer] : Yes, 14th. Right.

[22 minutes 17 seconds][Agent] : OK.

[22 minutes 16 seconds][Customer] : OK, yes.

[22 minutes 19 seconds][Agent] : Now just to be able to get that one started, you mentioned you were going to do it off a Visa card, is that right? OK, perfect. Umm, what I'll do is open this one up.

Just before we jump into that, I'll just confirm everything I've gone through with you today, Susan, it's all been fully understood and you're happy to continue and get that one set up.

[22 minutes 24 seconds][Customer] : Yes, yes, I am.

[22 minutes 38 seconds][Agent] : Perfect. OK, Now for security purposes while obtaining your card details, the call recording will stop and will recommence after we have collected your details. OK, so.

[22 minutes 46 seconds][Customer] : Yes, I understand.

[23 minutes 22 seconds][Agent] : None. None. Like out of the gateway now. So please be advised, the call recording has now resumed for quality and monitoring purposes. We've got all that saved. So no payment coming out until next Tuesday.

[24 minutes 20 seconds][Customer] : Tuesday good.

[24 minutes 21 seconds][Agent] : The final step now is just to read you out what's called a final declaration. It summarizes everything for you in a more formal way. OK, there'll be a couple of questions for you throughout. Once we accept everything, I can get all your full policy documents sent out to you and the cover will begin. OK. It takes a couple of minutes for me to get through this, so just bear with me while I do read this out.

[24 minutes 36 seconds][Customer] : Yep, right, I will, yeah.

[24 minutes 40 seconds][Agent] : It says here, thank you, Susan Sherman, 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. Seniors life insurance is issued by the Life RE of Australasia Ltd Hanover has an arrangement with Greenstone Financial Services, trading as Australian Seniors Insurance Agency to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. Hanover has set a target market determination for this product, which describes the type of consumers this product is designed for. Our distribution practices are consistent with this determination and you can copy on our website. I need to remind you of the duty to take reasonable care that you agreed to. So Susan, can you please confirm you have answered all of our questions in accordance with your

duty, yes or no?

[25 minutes 36 seconds][Customer] : Yes.

[25 minutes 37 seconds][Agent] : Perfect, 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 tend to allow us to contact you for this purpose until you opt out. The accepted cover pays a lump sum benefit amount of the following whose insurement receives \$10,000 in the event of deaths. If death is as a result of an accident, the benefit payment will include an accidental death benefit which will equate to a total payment of triple the benefit amount. A benefit is not paid in the event of suicide. In the 1st 13 months of the policy. Your cover expires on the ninth of the 8th, 2036 at 12:00 AM. Your premium for your first year of cover is \$17.33 per fortnight. Your premium is stepped, which means it will be calculated at each policy anniversary and will generally increase each year.

[26 minutes 31 seconds][Customer] : None.

[26 minutes 29 seconds][Agent] : Included in your premium is an amount payable to Australian seniors of between 14% and 46% of each premium, calculated on a level basis over the life of the policy. Your premium will be debited from your credit card, which you are authorized to debit from and have provided to us. We may provide written communications to you via the e-mail address you have provided to us. This will include any legal notices we are required to provide to you. If you would prefer to receive these only in mail, you can update your communication preference at any time.

[27 minutes 4 seconds][Customer] : None.

[26 minutes 57 seconds][Agent] : The policy documentation, PDS and FSG will be mailed to you and if you have provided us with an e-mail address, your policy documentation will also be emailed to you today. You should carefully consider these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There are risks associated with replacing policies as your new policy may not be identical to your existing cover.



[27 minutes 29 seconds][Customer] : None.

[27 minutes 24 seconds][Agent] : We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which you can access at any time by contacting us. Full details are available online and in the documentation we are sending in. Thanks so much for your patience there. Susan, two last questions here for you. Do you understand and agree with the declaration? Yes or no?

[27 minutes 46 seconds][Customer] : Yes.

[27 minutes 47 seconds][Agent] : Perfect. And just while I've got this page open, would you like any other information or would you like me to read any part of the PBS to you? OK.

[27 minutes 55 seconds][Customer] : No, I think I've got it all. Yeah, I think I'm pretty right with that all. Yes.

[28 minutes 1 seconds][Agent] : Perfect. OK, well, I've accepted that one. Now I'm sure you're sick of hearing my voice after that. So the the cover is now in place for you. So you'll get an e-mail in the next 15 minutes to half an hour with all your documents.

[28 minutes 15 seconds][Customer] : Right.

[28 minutes 15 seconds][Agent] : You'll also get hard copies in the mail as well in about two to five business days.

[28 minutes 20 seconds][Customer] : Yes, that's good. I do like hard copies. I'm old. I'm old fashioned.

[28 minutes 20 seconds][Agent] : Now, not so much old fashioned and I'm the same, exactly the same.

[28 minutes 28 seconds][Customer] : Oh, yeah. You'd like to have it in front of you.

[28 minutes 27 seconds][Agent] : I like to have your physical hard copies. That's right. Umm now included with the documents is umm, your beneficiary form so that you can name the two kids yes.

[28 minutes 31 seconds][Customer] : Oh, yes, yes.

[28 minutes 40 seconds][Agent] : So once you receive that and you know what information we will we require umm, you can either fill that back and e-mail it back to us or you. There's a number for

our support team that's on that form.

[28 minutes 51 seconds][Customer] : Alright.

[28 minutes 51 seconds][Agent] : You can give them a call and you can do that over the phone.

[28 minutes 53 seconds][Customer] : Oh, is it just fine?

[28 minutes 53 seconds][Agent] : Once you do, details are needed.

[28 minutes 54 seconds][Customer] : Yeah. Yeah, alright. Yep. Yep.

[28 minutes 57 seconds][Agent] : OK, well, I appreciate your time very much so far today, Susan. I'm glad we could get some cover in place for you.

[29 minutes 4 seconds][Customer] : Yes. Thank you. Yeah.

[29 minutes 3 seconds][Agent] : Umm, no worries at all.

[29 minutes 6 seconds][Customer] : So, God willing, you know, I'll still be here at 85. But, you know, The thing is, it's, it's there that's done now, and I can, ha, have Peace of Mind, you know? Yeah, 'cause not one of us knowing, you know, you're gonna get struck with some terminal illness or there's so much of everything nowadays, isn't there?

[29 minutes 18 seconds][Agent] : Absolutely, absolutely, absolutely.

[29 minutes 29 seconds][Customer] : Yeah. Then you just got it.

[29 minutes 29 seconds][Agent] : And umm, hit the nail on the head there. It's it's that that peace in mind.

[29 minutes 31 seconds][Customer] : I guess I'm lucky I can afford that bit. But I mean, I'd love it to be more, but I can't. So that's the way it goes. But never mind, that's at least I've got something in place.

[29 minutes 37 seconds][Agent] : No, no, that's right, that's right. And we could that we could get that that organized for you.

[29 minutes 45 seconds][Customer] : Yes, thank you.

[29 minutes 46 seconds][Agent] : Umm look, thank you so much for choosing Australian seniors. Umm, you enjoy the rest of your day.

[29 minutes 52 seconds][Customer] : You too.

[29 minutes 52 seconds][Agent] : If you have any queries or anything like a number for our support teams on all your documents, you can give them a call.

[29 minutes 54 seconds][Customer] : Yes, yeah, I'll have a good read through it all when I get it. And as it said, you get a 30 day calling off.

[30 minutes 5 seconds][Agent] : Yep, Yep. That's right.

[30 minutes 3 seconds][Customer] : Anyhow, if there was anything I had to to query or yeah, I can ring you and yeah, OK, well thank you very much. I do like all the Australian senior things.

[30 minutes 10 seconds][Agent] : That's good. OK, perfect. Now. Thank you, Susan. Enjoy the rest of your day.

[30 minutes 13 seconds][Customer] : So thank you and have a good 25 year.

[30 minutes 18 seconds][Agent] : You too.

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

[30 minutes 20 seconds][Agent] : Take care. Bye bye.

[30 minutes 22 seconds][Customer] : Bye.