[7 seconds][Customer] : Hello.

[8 seconds][Agent] : Hello, Hi, this is Ricky calling you from Australian Seniors. I'm just following up on your online enquiry in regards to our life insurance. You put it through on the 29th of September there. I'm just here to take you further with that enquiry. I just a few details I've got to confirm with you. First off being that is your full name Venkatswami.

[27 seconds][Customer] : Yes.

[28 seconds][Agent] : Fantastic. And your date of birth is the 30th of the 12th 1955, correct?

[34 seconds][Customer] : Yep.

[34 seconds][Agent] : Alright, thank you. Now Please note all our calls are recorded. Any advice I provide is general nature and may not be suitable to your situation. Now then, California, can I confirm that you're both male and an Australian resident? OK, perfect. Thank you. Now, just so I can understand, you'd be better today.

[49 seconds][Customer] : Yeah, I just want to.

[56 seconds][Agent] : What Co, what prompted your inquiry into our life insurance you saw on Facebook? Yeah. No, that's fine. Yes, See how it goes.

[1 minutes 3 seconds][Customer] : It was on the Facebook so I thought I tried it and see how I go with this.

[1 minutes 15 seconds][Agent] : Yeah, not a problem. Well, thank you for putting the time up to have a look at our insurance. I really appreciate it. Now with our life insurance, right, what it's designed to do, it's designed to provide our financial protection for our loved ones in the case if we were to pass away. And that's through a lump sum payment before your 85th birthday when the policy ends, OK? Now with our policy, you can choose cover up between $10,000 up to $200,000 and you can actually nominate up to five beneficiaries to receive their nominated benefit amount, OK? And that's entirely up to you. That's who you pick. And if death is due to an accident, what we actually include is if there was death due to an accident, your chosen benefit will triple.

[2 minutes 6 seconds][Customer] : None.

[2 minutes 1 seconds][Agent] : And we also include an advance payment of 20% off the benefit

amount to help with renewal costs or any other final expenses at that time as well. OK now without cover it's easy to apply, there's no comfortable medical checks or blood tests, we just ask you 8 yes or no questions relating to your health over the phone to see if you are approved. Now if you are accepted and once you commence the policy you will be covered immediately for death due to any cause except suicide in the 1st 13 months. OK. Now in addition, there is a terminally ill advanced payment included in the cover. So what this means is if you were diagnosed with 24 months or less live by a specialized medical practitioner, what we'll do is we'll pay your benefit amount in full to you.

[2 minutes 48 seconds][Customer] : None.

[2 minutes 47 seconds][Agent] : So 100% of that goes straight to you to help you with medical costs just to ensure you receive that best care possible. OK, now that's for the worst of situations, but just know if that were to come, hopefully not anytime soon, but if that were to come, just know you are protected. OK, Now with everything said so far, do you have any questions for me at all, Venkat, or was everything crystal clear?

[3 minutes 10 seconds][Customer] : No, no, I understand what you said.

[3 minutes 12 seconds][Agent] : Perfect. All right, in that case, let's go through real quick together. OK, to begin with, have you had a cigarette in the last 1212 months?

[3 minutes 22 seconds][Customer] : No, I don't smoke.

[3 minutes 24 seconds][Agent] : Fantastic, that's great news. So there you go right now, keeping in mind the level of cover ranges from $10,000 and up to $200,000 and we could look at different amounts until you find the right level of cover for yourself. OK now Venkat, what were you looking uh, to cover yourself for with the life insurance? Was it going to be like like a mortgage? Was it going to be funeral? What did you have in mind?

[3 minutes 56 seconds][Customer] : No, I just.

[3 minutes 59 seconds][Agent] : Yeah funeral yes.

[4 minutes 12 seconds][Customer] : Yeah, yeah.

[4 minutes][Agent] : So you've, it can be used either for, uh, funeral, uh, sorry, funeral costs or just living expenses, even medical expenses in the case where something would happen to you right

now, keeping this thing is in mind, umm, if you were thinking of covering a funeral, what were you think of covering? Was it going to be like a cremation or was it going to be like a burial service?

[4 minutes 24 seconds][Customer] : Oh, just the whole whole process, you know?

[4 minutes 21 seconds][Agent] : What were you looking at in the whole process? Yeah. Now I'm just going to give you a actually, yeah. So $10,000 up to 100,000. Where would you like to start off first? Did you want to start at 50,100 thousand? Where'd you want to start at 100?

[4 minutes 41 seconds][Customer] : Oh, about 100, yeah.

[4 minutes 43 seconds][Agent] : OK, not a problem there. OK, fantastic. Now for $100,000 of cover, you're looking at a fortnightly premium of $178.58 there. OK, So that's 178.58 and that is per fortnight. Now, how is this sounding in terms of suitability or did you want to look at any other levels of cover there?

[5 minutes 11 seconds][Customer] : Yes. What? What's that monthly one 5300?

[5 minutes 18 seconds][Agent] : So if you were looking at monthly, you're looking at $386.93 there. OK. That is $400,000 of cover there. Now, how's that tire signing in terms of suitability? Did you want to look a higher low? What would you like to do? Yeah, we're happy with this level of cover.

[5 minutes 39 seconds][Customer] : No, I know this, yeah.

[5 minutes 44 seconds][Agent] : Yeah. Now your premium is stepped, which means it will increase each year. As an indication, if you make no changes to the policy, your premium next year will be $414.02.

[5 minutes 59 seconds][Customer] : Mm hmm.

[5 minutes 58 seconds][Agent] : OK, you can also find information about our premium structure on our website. If you want to look for the Internet, we've made it easily accessible in this comfort of your own home.

[6 minutes 8 seconds][Customer] : Mm hmm.

[6 minutes 7 seconds][Agent] : OK, now the next step is to take you through the health the health questions to confirm if you are eligible for the cover.

[6 minutes 15 seconds][Customer] : Mm hmm.

[6 minutes 14 seconds][Agent] : OK yes, so that is stage eight just with no questions it's going to be related to your health. Now before we do so I do need to read you your pre underwriting disclosure. OK, so this is a brief paragraph describing my to use to you when we go through these questions and your duties to me. Again, it's just a yes or no afterwards.

[6 minutes 34 seconds][Customer] : Mm hmm.

[6 minutes 33 seconds][Agent] : Alright Sir, Fantastic, now you read. 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 and may share it with other Australian service providers for the purpose of administering your policy or handling claims.

[6 minutes 58 seconds][Customer] : None.

[6 minutes 56 seconds][Agent] : Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you 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're, even if you have provided some information to us in any earlier discussions you have had. If you do not take reasonable care, you may breach it, Judy. And if this happens, your insurer may be entitled to cancel your policy, decline to claim or make adjustments to the terms and conditions of your policy. Venkat, do you understand and agree to Judy?

[7 minutes 47 seconds][Customer] : Yes.

[7 minutes 48 seconds][Agent] : Fantastic. Before we hop into those eight questions there, I just need you to answer this one question. It is in relation to the recent pandemic that just occurred a couple years ago. So it's specific to COVID-19. OK? So you're asked have you been hospitalized? 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? Alright, perfect. Let's hop straight into this eight questions. OK?

So they're all yes or no. So the first one reads, in the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke? In the last five years, have you been admitted to hospital as an inpatient because of a lung disease other than for asthma or pneumonia as the only conditions?

[8 minutes 9 seconds][Customer] : No, no, no, no.

[8 minutes 43 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 advice will be required in the future? Do you have a liver condition that will require a transplant in the future?

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

[9 minutes 21 seconds][Agent] : Have you been diagnosed with or currently undergoing testing for or has a doctor advised you to be tested for motor neurons 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? Last question, 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? All right, fantastic. All right, I'm just going to load this up for you. OK, Venkat, I'm going to pop you in a quick hold. OK.

[9 minutes 40 seconds][Customer] : No, no, Yeah, yeah.

[10 minutes 2 seconds][Agent] : All right. Thank you. Hello. Hi Venkat, thank you for holding the line for me there.

[11 minutes 14 seconds][Customer] : Yep.

[11 minutes 15 seconds][Agent] : Now congratulations shouldn't be a surprise for you, but you sound extremely healthy. So congratulations once more you are approved for our cover. Now from here what I am going to do is I'm going to provide you protection over the phone today. That means I will send all policy documents out to you for you to read, which includes my contact details on there.

OK. You received a soft copy in your e-mail and a hard copy in the post OK, now you also don't have to pay anything today. Instead you can postpone your first payment for a date in the future and we also include a 30 day cooling off proof from that point. OK, now to get started I'm going to need a few details off you. OK, Now starting off your e-mail, what we have on fileissamvssorrysamvswami55@gmail.com, correct? Fantastic. And whenever you're ready, I'm going to need your B spin account number, OK? Yep.

[11 minutes 55 seconds][Customer] : Yes, yes, yes OK, I'm I'm in ah. So this cover will start from AH in in 30 days so.

[12 minutes 19 seconds][Agent] : No, it will start from today, but you say as of today, once the call is done, you're covered. From today, however, we can, like I said, you can choose when your first payment is going to be and then from that point, umm, that's when uh your cooling off.

[12 minutes 40 seconds][Customer] : It was I what?

[12 minutes 35 seconds][Agent] : Will be in effect yes. MLC policy. What is that? Is that another life insurance?

[12 minutes 41 seconds][Customer] : What actually what wha what I want to tell you is I, I have a MLC policy which for the last yeah, yeah, yeah. OK.

[12 minutes 56 seconds][Agent] : Oh yeah yeah that's all right. Umm.

[12 minutes 57 seconds][Customer] : So just just wanted to let you know that I got another policy.

[13 minutes 7 seconds][Agent] : Mm, Hmm.

[13 minutes 2 seconds][Customer] : But The thing is, I've been with MLC for last 40 years or so and they've been kept on increasing the premium every year. So it's gone up fairly high. So I want to, I want to, because that policy is due to renewal in end of November.

[13 minutes 15 seconds][Agent] : Yeah, Yep. Yeah, that's fine.

[13 minutes 24 seconds][Customer] : So I want to take this policy like end of November, starting from end of November.

[13 minutes 29 seconds][Agent] : No, I understand. Yeah, yeah. Won't be a problem at all.

[13 minutes 29 seconds][Customer] : Yeah, Yeah, OK.

[13 minutes 32 seconds][Agent] : But thank you for letting me know.

[13 minutes 34 seconds][Customer] : Yeah, yeah.

[13 minutes 34 seconds][Agent] : Well, uh, because you said that I just gonna let you know, uh, this is for compliance reasons. So if you are replacing an existing policy, we recommend that you do not cancel that policy until your application has been approved and you have reviewed this policy. As a new policy may not be identical to your existing cover. You should also consider the benefits that may not apply or waiting periods that may start again. OK, OK. In that case, uh, it's entirely up to you what you want to do if you, if that was what you were thinking. So on the other hand, what I can do is I can send you a pre activation policy schedule. OK?

[13 minutes 41 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah, yeah.

[14 minutes 10 seconds][Agent] : So what this means is as the cover has been fully approved, what I am going to do is e-mail you your policy schedule for $100,000 of cover and that is pending activation. OK, so all you got to do is head on to that e-mail.

[14 minutes 16 seconds][Customer] : Yeah, yeah, yeah, yeah.

[14 minutes 25 seconds][Agent] : There's a buy now button, OK, And if it asks for any passwords, it's just your own birthday on there, OK?

[14 minutes 33 seconds][Customer] : OK.

[14 minutes 33 seconds][Agent] : So your birthday should be the password, OK? Now this expires within 30 days from now, OK?

[14 minutes 34 seconds][Customer] : Yeah, yeah, OK. Yeah, yeah, yeah.

[14 minutes 40 seconds][Agent] : So expires exactly on the 1st of November, OK, OK, that's OK. Now I'd love to give you a call back just to see how you go with everything. I'll give you a call back on that date, OK, Just like a few days before to see how you go with everything. OK.

[14 minutes 53 seconds][Customer] : Yeah, Yeah. OK.

[14 minutes 57 seconds][Agent] : OK, fantastic. Thank you for your time.

[15 minutes][Customer] : Alright. Bye. Thank you.

[15 minutes][Agent] : Thank you. Bye.

[15 minutes 2 seconds][Customer] : Bye.