

[5 seconds][Agent] : This is calling from one choice. How are you?

[2 seconds][Customer] : Hang on, Michael speaking, I'm good. Thank you.

[9 seconds][Agent] : Lovely to hear. Now the purpose for my call was just in regards to the online web request that was put through for our life insurance. Yeah, I just want to say First off, thank you for taking the time to put through that enquiry with us. Now just so I can assist you further, can I get you just to confirm first name, last name, date of birth for me please?

[17 seconds][Customer] : Oh yes, yes, Michael. Crutable Date of birth 28th September 1977.

[35 seconds][Agent] : Perfect. Thank you so much, Michael. Now can I confirm that you are a male New Zealand resident currently residing in New Zealand?

[43 seconds][Customer] : Yes.

[44 seconds][Agent] : And then I'll just let you know that 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 are suitable for your needs. We do not consider your personal circumstances and just so I do have a better understanding for the quote here, are you new to life insurance or do you currently have some cover in place?

[1 minutes 3 seconds][Customer] : No, I'm new.

[1 minutes 4 seconds][Agent] : You're new to it. Absolutely. No worries. What I'll do is I'll explain the main features and benefits of our policy. I've gone through some pricing we see. And then if you do have any questions along the way, I'm also here to answer any of those, so please let me know. Now, I understand that you don't have any life insurance in place currently, but have you had a thought about who you might be leaving that money to?

[1 minutes 16 seconds][Customer] : OK, Yes, I have.

[1 minutes 27 seconds][Agent] : MM Hmm. And would that be the family?

[1 minutes 29 seconds][Customer] : Yes, yes, yes. Wife and two kids.

[1 minutes 30 seconds][Agent] : MM Hmm Or would that be the children, wife and two kids? Absolutely no worries there at all. Now, the reason that I asked that, Michael, am I pronouncing your name correctly?

[1 minutes 42 seconds][Customer] : Yes.

[1 minutes 41 seconds][Agent] : Is all Michael perfect? Now, the reason that I did ask that is because with our life insurance here at One Choice, what it's designed to do is provide financial protection for your loved ones.

[1 minutes 56 seconds][Customer] : Yep.

[1 minutes 53 seconds][Agent] : So in this case, it would be a wife and two children and that would be through A1 sum payment if you want to pass away. Now the benefit could be used to things like a mortgage or any loans or any other costs involved that are any other costs that are involved with raising a family. So basically the benefit to is there to be, is there to be used to help maintain their lifestyle, OK. And it's there to give you Peace of Mind that you would know in the event of something happening to you, your family would still have that financial security. Now you meant in leaving that money to your wife and two children without policies. You can nominate up to five beneficiaries. So if you did want to put all three of them down, certainly can you can nominate 5 beneficiaries to receive the benefit amount. They can also request an they can request an advanced payout of \$10,000 to help with any funeral costs or any other final expenses that may arise at that time as well.

[2 minutes 50 seconds][Customer] : Yep.

[2 minutes 51 seconds][Agent] : And then automatically included in our covers, we have a terminally ill advanced payer payout.

[2 minutes 58 seconds][Customer] : Hmm. Mm.

[2 minutes 58 seconds][Agent] : So you don't pay any extra for that at all. And then with our policies as well, we do keep it nice and simple for you as everything is done over the phone. There are no forms for you to fill in, no medical checks for you to go complete, and no blood tests for you to do either. We simply take you through our health and lifestyle questions as this will determine the pricing and the terms of the policy as well. So I'll give you just an indicative price. Now. This price is indicative only as I mentioned, the questions do determine the pricing and the terms of the policy. So just a very simple yes or no to start with here. Michael, have you had a cigarette in the last 12 months? Yeah, thank you. And now is your income, is your current annual income \$50,000 or more?

[3 minutes 19 seconds][Customer] : OK, No, yes.

[3 minutes 47 seconds][Agent] : Perfect. OK, Now just loading up the quote here. Thank you for letting me know that information. So you can choose between \$100,000 up to \$1,500,000 and it does go up in denominations of 50,000. So there's 100,150 thousand, 200,250 thousand all the way up to one thou, sorry, 1.5 million.

[4 minutes 17 seconds][Customer] : That's 300,000.

[4 minutes 13 seconds][Agent] : What benefit amount would you like me to quote you on 300,000? OK, Michael, for the benefit amount of \$300,000 of life insurance coverage, you are looking at an indicative payment of \$32.79 per fortnight. So putting that into the amount for you that is, that comes out to just under \$17.00 per week. So it's \$16.40. And how does that sound in terms of suitability?

[4 minutes 36 seconds][Customer] : That sounds alright, yeah.

[4 minutes 51 seconds][Agent] : It's great to hear. Now the next thing to do is just to go through the underwriting questions. So I'll take you through the health and lifestyle questions as the final premium and terms of the policy is dependent on the outcome of your application. OK, that up now and just before we do go through the underwriting questions, I'll just read you a pre underwriting disclosure as well.

[5 minutes 23 seconds][Customer] : Mm, hmm. Yep.

[5 minutes 24 seconds][Agent] : Now Michael that just 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 make sure it with other service providers for the purpose of administering your policy or handling claims.

[5 minutes 47 seconds][Customer] : Mm hmm.

[5 minutes 47 seconds][Agent] : Our 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 a life insurance contract. You have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect our decision to ensure you and on what terms.

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

[6 minutes 13 seconds][Agent] : 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 until the time we enter into the contract. If you fail to disclose a 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. Do you understand this yes or no? Thank you. OK. Now just jumping into those questions there. So they are just yes or no questions unless I do prompt you and I do need to read out the full question before I can accept the response as well. So the first one states here, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand? Yes or no?

[6 minutes 38 seconds][Customer] : Yes, yes.

[7 minutes 7 seconds][Agent] : Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina? Lung disorder excluding asthma, sleep apnea or pneumonia. Cancer or leukaemia excluding skin cancer, kidney disorder, hepatitis, or any disorder of the liver. Anxiety, depression or stress requiring medical treatment or any other mental health disorder?

[7 minutes 28 seconds][Customer] : No, no, no, no, no, no.

[8 minutes 2 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?

[8 minutes 15 seconds][Customer] : No.

[8 minutes 17 seconds][Agent] : OK Michael, The next section is in relation to your height and weight. Please be aware I am 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. So what is your exact height in either centimeters or feet and inches?

[8 minutes 41 seconds][Customer] : 170 centimetres? Yep.

[8 minutes 43 seconds][Agent] : 170 Yep. And what is your exact weight?

[8 minutes 50 seconds][Customer] : 76 rages.

[8 minutes 53 seconds][Agent] : 76 kilograms. Is that correct?

[8 minutes 55 seconds][Customer] : Yep.

[8 minutes 58 seconds][Agent] : Have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months?

[9 minutes 4 seconds][Customer] : No.

[9 minutes 7 seconds][Agent] : Thank you. OK, now does your work require underground work at heights above 20 meters, dive to depths below 40 meters, use explosives or travel to areas experiencing war or civil unrest, or work offshore? To the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Do you have definite plans to travel or reside outside of New Zealand IE booked or will be booking travel within the next 12 months?

[9 minutes 29 seconds][Customer] : No, no, no.

[9 minutes 54 seconds][Agent] : Do you have existing life insurance policies with other life insurance companies with a combined total sum assured of more than 5 million? Are you there, Michael? Yeah. Sorry.

[10 minutes 12 seconds][Customer] : Yes, I, I said no.

[10 minutes 16 seconds][Agent] : Perfect. Sorry about that. The the phone line must have cut out. That was a no. That's correct.

[10 minutes 21 seconds][Customer] : Yeah.

[10 minutes 23 seconds][Agent] : No worries. OK. Now just on to the medical history. Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following diabetes, Raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure? Tumor, mole or cyst E Sorry. Tumor, 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? Disorder of the stomach, bowel, gallbladder or pancreas. Epilepsy, Multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis, Any illegal drug use, abuse of prescription medication, or received medical advice or counselling for alcohol consumption. Bladder or urinary tract disorder, blood disorder, sorry blood disorder or disease, Sleep apnea or asthma, excluding childhood asthma.

[10 minutes 47 seconds][Customer] : No, no, no, no, no, no, no, no, no, no, no, no, no, no.

[12 minutes 6 seconds][Agent] : Thank you. 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 wait, sorry? Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests, or biopsy 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?

[12 minutes 31 seconds][Customer] : No, no.

[12 minutes 47 seconds][Agent] : To the best of your knowledge, have any of your immediate family? Sorry, let me just preface this. So immediate family is your father, mother, brother or sister. So 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 adenomatous polyposis? To the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke, or any sorry or other hereditary disease prior to age 60?

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

[13 minutes 31 seconds][Agent] : Other than one off events that would be gift certificate or vouchers, do you engage in or intend to engage in any of the following aviation other than as a fair paying passenger on a recognized airline, Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity? OK Michael, are you satisfied with the answers provided? Accepting them now will lock the application.

[13 minutes 58 seconds][Customer] : No, yes.

[14 minutes 12 seconds][Agent] : So I've got some good news. The policy has come back as approved. OK, now this policy will cover you for death due to any cause except suicide in the 1st 13 months. In addition, there is a terminally ill advanced payment, a payment automatically included in the cover. So I mentioned this a little bit earlier. What that means is if you were diagnosed with 12 months or less to live by a medical practitioner, what we do in that situation for you Michael, is we actually pay your claim in full, OK? So we send that money in full to you and that money can be used for things like medical costs or just to ensure that you do receive the best possible care. Your beneficiaries will still be able to the funeral advance payout of \$10,000.

[14 minutes 59 seconds][Customer] : OK.

[15 minutes][Agent] : Now I just want to let you know in regards to the fortnightly premium of \$32.79. Please be aware your that your premium is stepped, which means it will generally increase each year. In addition, this policy has automatic indexation, which means each year your benefit amount will increase by 5% with associated increases in premium. You can opt out of this indexation each year. So if you did not want the automatic indexation, you could just give us a call each year and just let us and apply to get that taken off. OK, now can I confirm that the premium of \$32.79 per fortnight for the life insurance, is that affordable to you?

[15 minutes 32 seconds][Customer] : OK, Yes, it is.

[15 minutes 46 seconds][Agent] : That's good to hear. Now what about the features and the benefits that I that I let you know about my call. Is that what you're looking for in a life insurance policy? That's great to hear. And the cover amount, so the amount of \$300,000 of life insurance coverage, is that the is that the correct amount for yourself? Is that what you're looking for?

[15 minutes 55 seconds][Customer] : Yes, yes.

[16 minutes 9 seconds][Agent] : Great to hear. Now it's great to hear that you do like the sounds of the cover. So that would be the price as well as the features and the benefits and and the level of cover as well. So what I can do for you Michael is get this all set up for you now over the phone with absolutely 0 payments needing to be made today as you actually get to choose the first payment day in the future for when that suits you best.

[16 minutes 36 seconds][Customer] : OK.

[16 minutes 36 seconds][Agent] : Now, this means that we get to send you out. Sorry. That means that we'll send you out all policy document for you to review to ensure that this cover meets your needs. Now If however, after you have reviewed, if you did decide that you were unhappy with this cover, you can simply call us back and apply to cancel. Now this policy does have a 30 day cooling off. If you decide to cancel within this. We actually will re issue you a full refund unless they claim has been made. Does that sound like a good option for you Michael? Good to hear. So the next thing that we will grab or that I'll grab off you is just your home address just because we e-mail as well as mail you out your policy documents.

[17 minutes 9 seconds][Customer] : Yes, OK.

[17 minutes 21 seconds][Agent] : So you'll get a physical copy as well as a digital copy. Sure.

[17 minutes 25 seconds][Customer] : Yep, it's 106 Latham St.

[17 minutes 30 seconds][Agent] : So, so just one moment. Sorry about that. Just took a little bit for that to load in. Now, can we start with a post code if possible, please, 4110 and just the suburb as well, please, Mariwa. Yep. And just your address as well please.

[17 minutes 39 seconds][Customer] : 4110 Mariwa, 106 Latham St.

[17 minutes 59 seconds][Agent] : 106 Latham Street.

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

[18 minutes 2 seconds][Agent] : So I've got that here as 106 Latham St. Mariwa in Napier, 4110. Is that correct?

[18 minutes 9 seconds][Customer] : Yes, that's correct.

[18 minutes 11 seconds][Agent] : Now, does your postage get delivered to that same address? Yep. Now the next thing to put down here is the first collection date. So as I mentioned, you actually get to choose the first date that the money gets that comes out.

[18 minutes 15 seconds][Customer] : Yes, put up to after next year, could I put to about 30th, OK.

[18 minutes 27 seconds][Agent] : So when would you like the first collection date to be Yes. So bear with me one moment. So I'll go over to January here. Now the for the first collection date that does



have to be from 30 days from today's date.

[18 minutes 57 seconds][Customer] : OK.

[18 minutes 56 seconds][Agent] : That is the that's the furthest away we can select that collection date.

[19 minutes][Customer] : Would the 23rd be OK?

[19 minutes 3 seconds][Agent] : Yep.

[19 minutes 4 seconds][Customer] : 23rd please?

[19 minutes 4 seconds][Agent] : So I'll get that one selected for you. So I've got the first collection date as the 23rd of the 1st 2025 and then it's every fortnight on Thursday after that.

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

[19 minutes 18 seconds][Agent] : OK, perfect. Now the what we do next is we enter your bank account details. Now the payment first payment is set to come out as of the 23rd of the 1st 2025.

[19 minutes 39 seconds][Customer] : Direct debit Please Yes.

[19 minutes 32 seconds][Agent] : Now would you like to set set this one up using a credit card, debit card or a direct debit from a bank account from a bank account?

[19 minutes 43 seconds][Customer] : Please.

[19 minutes 44 seconds][Agent] : Yeah, no worries. Now, just before I grab that bank account information, I do just have to ask you a couple questions. Just a direct debit request. So just because everything is done over the phone now, do you have authority to operate this bank account alone?

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

[20 minutes 4 seconds][Agent] : Do you need to jointly authorise debits? Have you cancelled a Direct Debit Authority for one choice with Pinnacle Life as the initiator in the last nine months on the account you are providing? Are you happy to set up a Direct Debit Authority without signing a form?

[20 minutes 8 seconds][Customer] : No, No, Yes.

[20 minutes 28 seconds][Agent] : So just a short declaration there. So you agree this authority is subject to the terms and conditions relating to the bank account provided and the specific direct

debit, Sorry. 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? Thank you, now when you are ready I'll just grab the account number as well please. Yep, Yep, Yep.

[20 minutes 55 seconds][Customer] : Yes, OK, it's 0306980200679000.

[21 minutes 16 seconds][Agent] : So that was 0306980200679000. And the account name, is that in your name?

[21 minutes 25 seconds][Customer] : Yes, yes it is.

[21 minutes 30 seconds][Agent] : Yeah. So that would be Michael. And then part of my pronunciation. That's Kutovol.

[21 minutes 37 seconds][Customer] : Yes, that's correct.

[21 minutes 39 seconds][Agent] : Perfect. OK, now the last thing just to go through here is just the final declaration. Now this one is a little bit longer, so it'll take about 5 minutes for me to read out in full. I've got three yes or no questions throughout the declaration for you. And if we're all squared off after that, then I can get this one accepted for you as well.

[21 minutes 58 seconds][Customer] : OK.

[21 minutes 59 seconds][Agent] : So just before we do go into the declaration, just because it does get emailed and mailed out to you, I'm just going to confirm your e-mail address. I've got it as MKK at outlook.co dot NZ.

[22 minutes 12 seconds][Customer] : Yes, that's correct.

[22 minutes 13 seconds][Agent] : Yeah, and it just states here. Thank you Michael Coulthervong, 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 life insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services New Zealand Limited, whom I will refer to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Sorry. 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 Life 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 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 out 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?

[23 minutes 50 seconds][Customer] : Yes.

[23 minutes 52 seconds][Agent] : 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 agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure.

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

[24 minutes 20 seconds][Agent] : By agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of this at any time by contacting us. The accepted cover pays a lump sum. Benefit amount of Michael Coudevong receives \$300,000 in the event of life insurance. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your premium for the first year of cover is \$32.79 per fortnight. Your premium is stepped, which means it will be calculated at each policy anniversary and will generally increase as you age. Your sum insured will also increase automatically by 5% each year and you can opt out of this. Included in your premium is an amount payable to GFS of between 24 and 71% of each premium. Your premium will be deducted in accordance with the authority you have provided to us. AM Best has rated Pinnacle with AB plus financial strength good and a triple B minus issuer 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 mailed to you and if you have provided us with an

e-mail address, 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. 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. Do you understand and agree with the declaration Michael? Yes or no?

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

[26 minutes 15 seconds][Agent] : Would you like any other information now? Or would you like me to read any part of the policy document to you? Yes or no?

[26 minutes 23 seconds][Customer] : No, it's OK.

[26 minutes 26 seconds][Agent] : Perfect. So I'll get this one accepted for you right now. Now it's gonna get emailed out. So the policy documents, excuse me, will get emailed out to you and also mailed to your address as well. So including in the included in those documents will be a couple of things. So it'll be your policy document, but we'll also have our number as well. So if you have any questions, you have any concerns or anything in between, please give us a call. We'd be more than happy to help you out. And finally, it will also include your beneficiaries form. OK. So there are a couple of ways that you can send that one back to us. So there's three ways actually. So you can either call us up and we can get that one put on for you. You can mail the, you can mail it back to us. You can also e-mail it back to us.

[26 minutes 59 seconds][Customer] : OK, OK.

[27 minutes 13 seconds][Agent] : OK, perfect. Now, is there anything else I can assist you with today, Michael?

[27 minutes 21 seconds][Customer] : No, that's pretty much it.

[27 minutes 23 seconds][Agent] : Perfect. No worries. Well, you have yourself a very Merry Christmas and a happy New Year as well.

[27 minutes 28 seconds][Customer] : You too, mate. Thank you.

[27 minutes 27 seconds][Agent] : All the best, no worries, have a good one.