

[1 seconds][Customer] : Yeah, it's a Bob.

[3 seconds][Agent] : Hi there, it's Bronson. I'm just giving you a call from One Choice Insurance.  
How are you?

[8 seconds][Customer] : Yeah, Good man.

[9 seconds][Agent] : That's good, that's good. We're just giving you a call.

[15 seconds][Customer] : Yep.

[11 seconds][Agent] : In regards to the enquiry, I think you went through there having a look at the income protection.

[17 seconds][Customer] : Yeah, man. Sorry.

[18 seconds][Agent] : No worries. Just so I can assist with that further. Could I just need to confirm your full name and date of birth for me please?

[25 seconds][Customer] : It's Robin Martin, DS Midfield 686.

[28 seconds][Agent] : Thank you. And also just to confirm as well that you are a male New Zealand resident currently residing in New Zealand.

[34 seconds][Customer] : Yes.

[35 seconds][Agent] : Thank you. Please note as well all our calls are recorded and 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. Thank you for asking our call there. Just giving a call in regards to following up with the enquiry. Looking looking there for the income protection.

[1 minutes][Customer] : Yeah, right. Yeah. I just wanted some further clarification on why my whole spine wouldn't be covered since the injury I had with the, you know, at a local area and it was over a decade ago and I haven't had any complications with it.

[1 minutes 18 seconds][Agent] : OK. I'm just having a a double check through here, having a look. Sorry, it's just taking a second to let up.

[1 minutes 34 seconds][Customer] : Very good.

[1 minutes 38 seconds][Agent] : So I know it is just from regards to going through those questions

and how I answered those there. Yeah. And so that's that's part of the policy and the terms that come with it after going through those health and lifestyle questions.

[1 minutes 56 seconds][Customer] : Yeah. Are you an underwriter or no? Sure.

[2 minutes 2 seconds][Agent] : So our underwriter is Pinnacle Life and that's the information was sent out to and yes, so based on that the outcome that they've given there for that.

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

[2 minutes 21 seconds][Agent] : Yeah, it's for that one there.

[2 minutes 26 seconds][Customer] : OK, so what's the go here? What am I able to get more clarification on the wording like I've requested? Or is this just a follow up call to tell me the same thing or?

[2 minutes 35 seconds][Agent] : I'm just having a look here to see if there was further clarification that was sent through. Sorry, it's just taking a second here to look for these.

[3 minutes 21 seconds][Customer] : Sure.

[3 minutes 14 seconds][Agent] : OK, Yeah, so having a look here, it seems that there was a review that was done, uh over that exclusion name for the policy of this line and that with that, that review, they have decided to continue on with that decision of, of the exclusion for the spine.

[3 minutes 36 seconds][Customer] : So that's my whole spot.

[3 minutes 44 seconds][Agent] : I'll just I'll give a clarification there on on on the exclusion and how it's read out within the policy documents.

[3 minutes 38 seconds][Customer] : So it's it's something crashing into me and I'm not coming sure.

[3 minutes 57 seconds][Agent] : And so it's it's where no benefit would be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from the spine, including its vertebrate or discs, nerve roots, supporting musculature or ligaments. Asked for that one.

[4 minutes 15 seconds][Customer] : OK. So that doesn't cover accident then, right? So that what you've said there is disease and disorder.

[4 minutes 22 seconds][Agent] : Yeah.

[4 minutes 22 seconds][Customer] : So I'm still covered if, if, if, if I break my back in an accident or if

somebody crashes into me for example and break my neck on my back, am I still covered?

[4 minutes 22 seconds][Agent] : So it's specifically for anything that's so yeah, this one is just specifically for any disability or condition, disease, disorder, treatment or complications related to or arising from the spine in terms of as something that is caused from an accident that is not as part of this exclusion.

[4 minutes 50 seconds][Customer] : Right, OK, I don't understand. Yeah, cool.

[4 minutes 52 seconds][Agent] : Yeah, Yeah.

[4 minutes 53 seconds][Customer] : Awesome. Alright, So then we'll go ahead with that.

[4 minutes 58 seconds][Agent] : OK, no worries. We, we can go ahead with that for you. We'll just need to pop in a few more details for you and we can get that one started up for you.

[5 minutes 4 seconds][Customer] : Yep.

[5 minutes 7 seconds][Agent] : And so I'm just going to start by getting your home address, please.

[5 minutes 12 seconds][Customer] : And address is 100 Mill Rd. Clarksville. I forget the post code. Yeah, sorry. So who comes up with either Clarksville or Pinewood?

[5 minutes 29 seconds][Agent] : Yeah. And so the RK, yeah, but the post code there, that one would be 7692, no worries. And so I'll just double confirm as well. That was for the benefit amounts monthly of \$3867 and the premium will be for that will be \$62.78 per fortnight.

[5 minutes 34 seconds][Customer] : There's no one. Sure.

[5 minutes 52 seconds][Agent] : OK, no worries. And so you can also, oh, so, oh, sorry, I'm just popping in the details here and we can have a look for you. Sorry, the computer's been pretty slow today.

[6 minutes 5 seconds][Customer] : Alright man.

[6 minutes 4 seconds][Agent] : It's just taking a second. Yeah. And just confirm as well, your home address is the same as your postal address.

[6 minutes 12 seconds][Customer] : Yes, correct.

[6 minutes 14 seconds][Agent] : OK, no worries. And could I also just get you to just have confirm your e-mail for me please?

[6 minutes 20 seconds][Customer] : It's either bobbyd2009@windowslive.com or another one that I have. I forgive which one I gave you. Alright, that's right.

[6 minutes 27 seconds][Agent] : Yeah, that's the one we have here, OBD 2009, and that's Bobby.

[6 minutes 32 seconds][Customer] : Yes, that's right.

[6 minutes 33 seconds][Agent] : OK, no worries.

[6 minutes 40 seconds][Customer] : Yep.

[6 minutes 36 seconds][Agent] : And then this phone number we've called you from this will be your best contact number. OK, no worries. And then just the the next set of details we can pop in here will just be your bank account details. Umm, yeah, you can also choose the first day that the stay that the payment starts as well. What that would be best suited for you.

[6 minutes 41 seconds][Customer] : Alright, OK, just whatever we can go from today or tomorrow.

[7 minutes 2 seconds][Agent] : OK, no worries.

[7 minutes 3 seconds][Customer] : Yep. Is it? Sorry. Is it?

[7 minutes 3 seconds][Agent] : We can do that for today and then it'll be every fortnight. Sorry.

[7 minutes 5 seconds][Customer] : Oh, Fortnite. OK, cool. Yep.

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

[7 minutes 7 seconds][Customer] : Actually, can we make it then? Wednesday.

[7 minutes 14 seconds][Agent] : Yep. Tomorrow.

[7 minutes 15 seconds][Customer] : Oh, hang on, no. Wednesday next week, if that's OK.

[7 minutes 18 seconds][Agent] : OK, that's alright.

[7 minutes 21 seconds][Customer] : Yes, yeah, that'll be good. Yeah, man.

[7 minutes 19 seconds][Agent] : The 16th of October, and then it'll be every fortnight on the Wednesday. OK. Yeah, no worries. We can do that. OK. And so we'll just grab your account number whenever you're ready.

[7 minutes 24 seconds][Customer] : Yeah, they're dispatching them on my payday, so yeah, I'll have to have a look on my phone and bear with me.

[7 minutes 37 seconds][Agent] : All good.

[7 minutes 53 seconds][Customer] : So it's 389018 065 7714 00. Yep. Yeah, RMBF.

[7 minutes 57 seconds][Agent] : 389018 065 771400 OK, And then your name as it's written on the account RMDS OK, And then I'll just need to ask you a few questions here just to authorize the payments from the bank account. Uh, so these questions here, just read them on full and just need to clear this one. OK? OK. Do you have authority to operate this bank account alone? Do you need to jointly authorize debits? Have you canceled a direct debit authority for one choice with clinical life of the initiator in the last nine months on the account you're providing?

[8 minutes 24 seconds][Customer] : Sorry, Yep, yes, that that, yes.

[8 minutes 47 seconds][Agent] : You happy to set up as Direct Debit authority without signing a form and 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 to lose the initiator for one choice to direct debit this account in accordance with these terms and conditions.

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

[9 minutes 10 seconds][Agent] : I see, thank you. I'm just gonna give you a quick little recap as well of which we covered for what's included in the policy. There is a rehabilitation benefit as well which can assist you to return to work with the rehabilitation benefit which pays an additional reimbursement of up to 50% of your monthly income benefit to a maximum of \$3000 to help with rehabilitation costs or claiming. Or we can reimburse up to six times your income benefit towards cost of equipment or modifications required to assist you to return to work. The premium is stepped as well, which means it will generally increase each year's age. And in addition, the policy also has automatic indexation, which means each year your sum and short will increase by 3% until you reach a maximum benefit of 15,000 per month and with associated increases in premium. And you can choose to opt out of this indexation each year if you want to. OK, And here's one last step to do here for you. We just need to read to you the final declaration. So this will take about four minutes to read through, so you have to bear with me through that. And there'll be a couple questions that are asking the final declaration about halfway through, and then two questions at the end. So just like

before, we'll just read them out in full. And just a clear yes or no.

[10 minutes 6 seconds][Customer] : Sorry, click time.

[10 minutes 26 seconds][Agent] : OK OK, so I'll start reading it here for you. And so just also just double confirm your last name. That's pronounced BS.

[10 minutes 37 seconds][Customer] : Yeah, correct.

[10 minutes 38 seconds][Agent] : OK, OK. Just checking because your name's in here. I don't want to get it wrong.

[10 minutes 42 seconds][Customer] : All good.

[10 minutes 42 seconds][Agent] : OK. Yeah, so thank you. Robert Diaz. It is important you understand the following information. I will ask for your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One choice Income protection insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited, whom I referred to as TFs, to assure and arrange the 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 Income Protection Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances. When providing this advice, we've not considered your specific financial needs or goals are considered any other insurance products or services. We have verified that you understand the cover and that you consider that the premiums are affordable. We send you a copy of our financial advice disclosure statement, which takes out more information which can assist you to decide whether to act on any advice we provide. And so first question here for you, can you please confirm that you understand and agree to this yes or no? Thank you. I'll continue on here. Your answer to the application questions and any related documents form the basis of your contract of insurance and Pinnacle reliance upon the information you have provided when assessing your application, I need to remind you of the duty of disclosure that you agreed to. And so next question here for you, can you please confirm you have answered all of our questions in accordance with your duty of

disclosure, yes or no?

[11 minutes 51 seconds][Customer] : Yes, yes.

[12 minutes 19 seconds][Agent] : Thank you. And so I'll continue on by agreeing to this declaration. You can seem to be contacted by us in relation to other products and services. You can opt out at any time. By contacting us, you have agreed to take out a single one choice Income Protection insurance policy with the following cover for Robert. Yes. A monthly insured amount of \$3867.00 with a waiting period of 30 days and a benefit period of 24 months. The monthly income benefit payable in the event of a claim may be less than the monthly insured amount as your income benefit is limited to 75% of your average monthly income over any charge consecutive months during the two years before you suffer your disabling sickness or injury. Your income benefit can also be reduced if you receive other disability payments or offsets from other sources. In addition to the standard exclusions contained within the policy document, the following exclusions apply for Robert DS Income Protection Benefit. We will not pay an income benefit in respect of a claim for a disabling sickness or injury occurring directly or indirectly from the insured performing duties of the second occupation. Any income derived from the second occupation will not be eligible to be included as financial evidence of your pre disability income. For Robert DS Income Protection Benefit, no benefit will be payable for any disability, condition, disease of treatment or complications related to or rising from the spine, including its inverted brutal discs and average supporting musculature or ligaments. Your cover expires on October 16th, 2051, 12:00 AM. Your premium for the first year of cover is \$62.78 per fortnight. Your premium is fixed, which means it will be calculated at each policy anniversary and will generally increase as you age. Your monthly benefit amount will also increase automatically by 3% each year and you cannot out of this, including your premium is an amount payable to GFS between 26% and 56% of each premium. The premium will be deducted in accordance with the authority you have provided to us. A investors rated Pinnacle with AB plus financial strength good and triple B minus issuer credit rating with an outlook that's 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 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. In which you may cancel your policy and any premium you may have paid will be refunded in full. Unless you have lodged a claim. There is no refund or premiums after the cooling off. And so lastly, questions here for you Bob. So the first one, do you understand and agree with the declaration, yes or no? Thank you. And last question here. Your documents, they'll be sent to your e-mail as well as your home address. But just while we're on the phone, would you like any other or would you like any other information or would you like me to read any part of the policy documents to you? OK, sorry, that was enough for that one.

[14 minutes 54 seconds][Customer] : Yes, you do not. No, you're good.

[15 minutes 12 seconds][Agent] : OK, well, good. So that's been accepted there for you.

[15 minutes 17 seconds][Customer] : Sorry.

[15 minutes 14 seconds][Agent] : Bob, thank you so much for going through that with me and for your time and going through that you haven't been covered. So the documents that will be sent to your e-mail within the next 15 minutes and then also to your home address in the next 5 to 10 business days.

[15 minutes 27 seconds][Customer] : Your man create that.

[15 minutes 26 seconds][Agent] : OK, perfect. No worries. Thank you for your time. You enjoy the rest of your day.

[15 minutes 31 seconds][Customer] : You too. Thank you.

[15 minutes 32 seconds][Agent] : Thank you. Bye bye.

[15 minutes 34 seconds][Customer] : Bye.