

[5 seconds][Customer] : Hello.

[6 seconds][Agent] : Hello, good afternoon Dominic. It's Jamie here Sir. I'm calling from Real Insurance. How's it going? Very good, thank you. Not too bad for a Friday. I was just giving you a quick call Cos we literally just received an enquiry from you about a minute ago regarding a quote for our life insurance. I don't want to leave you any too long. Thanks for setting your details. Umm, But what we've done, we arranged for you there Dominic is to call you right away. Just quickly confirm your details that you sent through. I'll then be able to explain how the works, work out some pricing for you and should you have any questions at all, be my pleasure to clarify things for you. Umm, but I do need to just advise you first see that all our calls here are recorded and then the advice I provided is generally nature may not be suitable to your situation.

[48 seconds][Customer] : OK.

[48 seconds][Agent] : OK, umm, but just to get it started, could I get you to please confirm your name and date of birth?

[54 seconds][Customer] : Dominic Mulholland, 12th of the 1st 1961.

[57 seconds][Agent] : Thank you.

[1 minutes 1 seconds][Customer] : That's correct.

[57 seconds][Agent] : And you're of course a male and Australian resident from nswwealsohavetheemailasdmulholland2@bigbond.com.

[1 minutes 1 seconds][Customer] : Yes, that's right. Yeah.

[1 minutes 7 seconds][Agent] : Great. It's all up today. Thanks again. And so I can sort of understand your situation a little better. Is this new for you perhaps?

[1 minutes 13 seconds][Customer] : Ah, yes, new I've, I've had, you know, you know, years ago for a long time when I was married and now I'm retired. But I, I took out a separated from the wife and I took a loan for \$200,000.

[1 minutes 24 seconds][Agent] : Yep, sure. Yeah, no worries.

[1 minutes 26 seconds][Customer] : So I thought I might try and cover it with a bit just in case I've passed away.

[1 minutes 34 seconds][Agent] : OK.

[1 minutes 32 seconds][Customer] : But I am a, a diabetic, so that little, that little stuff things up really big.

[1 minutes 36 seconds][Agent] : What type of diabetes do you have?

[1 minutes 39 seconds][Customer] : Oh, just, uh, just tablets and a bit of insulin. Just talk, talk to what a number one.

[1 minutes 46 seconds][Agent] : OK, sure, no worries. So with the life insurance, well, firstly, umm, thanks for disclosing that. Well, now with our life insurance, there is an application process you need to go through to find out your eligibility. Umm, and the way we do that is by asking you a couple of medical questions over the phone.

[1 minutes 57 seconds][Customer] : Yep, Yep.

[2 minutes 1 seconds][Agent] : Uh, diabetes is, is one of the me medical questions that we ask.

[2 minutes 5 seconds][Customer] : Yeah.

[2 minutes 5 seconds][Agent] : So based on, umm, the, the answers that you provide that may uh, result in us not being able to offer you the cover or not there. Dominic, it's all what WWWWW What I'll do is I'll take it how it works.

[2 minutes 16 seconds][Customer] : Yep.

[2 minutes 16 seconds][Agent] : Umm, if you're happy with it, if it's suitable, we'll go through health questions and see if we can get you eligible with the, with the diabetes or, or, or, or based on your other medical answers. OK.

[2 minutes 24 seconds][Customer] : Yep. No. Alright.

[2 minutes 26 seconds][Agent] : But I appreciate you letting me know that it is obviously, umm, to cover, uh, that, that, that loan because that's exactly what the interest is there to do for that Peace of Mind and security. Umm, and we make it really simple here at real umm. So just please be aware that all our courses are said. It's recorded. Any advice prior to Chairman HM in or proceed with your situation?

[2 minutes 35 seconds][Customer] : Yep, Yep.

[2 minutes 45 seconds][Agent] : But at the end of the day, as mentioned, once we go through these medical questions with you, if you are accepted and once you decide to actually commence the policy, then you'll be covered immediately for death due to any cause at all. The only thing that's not covered with this insurance is suicide in the 1st 13 months. That's that's it.

[2 minutes 57 seconds][Customer] : OK, so sorry understand that.

[3 minutes 3 seconds][Agent] : Thank you. It'll also be a terminally ill advanced payment attached to it. So if you were diagnosed with 12 months or less to live by, medical practitioner will pay the full benefit amount out to you. Dominic, you can use the money yourself however you choose.

[3 minutes 14 seconds][Customer] : OK, no worries.

[3 minutes 15 seconds][Agent] : Now have you had a cigarette in the last 12 months? Well done. Well, uh, we can offer you a minimum of \$100,000 to cover up to a maximum of 300,000.

[3 minutes 19 seconds][Customer] : No yeah. Log.

[3 minutes 28 seconds][Agent] : Umm, you mentioned earlier you want to have a look at was it 200,000 to cover the, the the loan?

[3 minutes 33 seconds][Customer] : Yeah, I clicked on 300, but 200,000 is enough.

[3 minutes 36 seconds][Agent] : Let's have a look inside of there. I cannot change it anyways, so I can do as many quits as likely find something comfortable for you. OK.

[3 minutes 41 seconds][Customer] : Yep. Yep.

[3 minutes 41 seconds][Agent] : But if you go for 200,000 per Fortnite, you're looking indicative payment of one, one \$313.54 a Fortnite about about \$57 a week. They're roughly Dominic.

[3 minutes 56 seconds][Customer] : OK, Yep.

[3 minutes 56 seconds][Agent] : OK, now with that said, umm, you also get a refund back from us next year. It's just by, uh, sticking out, sticking with the policy for a year following your first four month anniversary day, we'll refund you back 10% of all the premiums you paid into it. So \$295.21 gets refunded back to you. Yeah, and you also get a free will as well with the policy.

[4 minutes 15 seconds][Customer] : OK, OK.

[4 minutes 20 seconds][Agent] : Umm, as you get old, the situation may change. So you always

have that flexibility as well in applying to change the amount subject to eligibility at the time. You're not locked into that \$20,000 amount.

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

[4 minutes 32 seconds][Agent] : Umm, would you like me maybe to quote you on another amount or would you feel that is sort of do what you're after? Is it comfortable?

[4 minutes 37 seconds][Customer] : Oh, that, that'll, that'll do, Yeah.

[4 minutes 37 seconds][Agent] : For sure No worries. Well, let's find out if you are eligible for this umm, Now one final thing I do need to make sure you understand is that with this insurance, your premium is stepped, which means you'll generally increase it as your age. But in addition, the policy does have automatic indexation, which means that each year your uh sum insured will increase by 5% with associated increase in premium. But this is optional. It's up to you if you want to accept it or not. You can just simply, uh, you can opt out of this automatic indexation each year if you wish. Umm, I do need to give you an idea of what it would be next year if you did choose to accept that in that indexation, just so you can see the difference yourself.

[4 minutes 51 seconds][Customer] : Yeah, yeah, yeah, yeah.

[5 minutes 17 seconds][Agent] : We have a a tool which calculates for us it DOE. It does state here that our premium projections are indicative only Dominic can assume you don't make any changes to your cover. So as an indication, if you make no changes to your policy or premium mix, you'll be \$137.19 a fortnight if you chose to accept that indexation, which means your 200,000 next year will grow to \$210,000.

[5 minutes 40 seconds][Customer] : OK. Yep.

[5 minutes 41 seconds][Agent] : And once again, that's up to you to decide. You can also find information about a premium section on our website if you want to double check that yourself.

[5 minutes 44 seconds][Customer] : Yeah, no, OK.

[5 minutes 49 seconds][Agent] : Just checking in with you to make sure that was all clear. You understand how that works?

[5 minutes 52 seconds][Customer] : Yeah, no problem. That's fine.

[5 minutes 53 seconds][Agent] : Great. Well, let's bring up your questions now. I do need to just put in your address, please, just so I can load up the medical questions. Could I start with your post code and suburb? Thank you. Yeah, and your address?

[6 minutes 2 seconds][Customer] : 2430 it's Lansdowne 104 Central Lansdowne Rd., Lansdowne. Time and postal. Yes.

[6 minutes 13 seconds][Agent] : And that's home and postal perfect. All right, now let me just read out to you now a small paragraph which will act as a reminder for you to be honest when answering our health questions.

[6 minutes 24 seconds][Customer] : Yep.

[6 minutes 24 seconds][Agent] : Then we'll jump straight into the questions for you.

[6 minutes 28 seconds][Customer] : OK.

[6 minutes 27 seconds][Agent] : It reads. Dominic, please be aware that all calls are recorded for quality and monitoring purposes. Now we collect your personal information to provide insurance quotes you should cover and other related services. We'll share this with your insurer and make sure with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct information and lodge complaints about breaches of privacy. Now, by proceeding, you understand that you are applying to purchase a life insurance policy and as such 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 provided some information to us and any earlier discussions you've had. If you do not take reasonable care, you may breach a duty and if this happens, your insurer may be entitled to cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. Now, do you understand and agree to duty?

[7 minutes 31 seconds][Customer] : Yes, yeah, but this is just for a quite not for a policy at the moment.

[7 minutes 34 seconds][Agent] : This is just to find out your eligibility.

[7 minutes 36 seconds][Customer] : Yeah, that's right then. Yeah, I understand all that. That's all fine.

[7 minutes 37 seconds][Agent] : Yep, no worries. Thank you. So let's jump into them. So first one reads, have you been hospitalized for COVID-19 the last six months or have you been diagnosed with COVID-19 the last seven days?

[7 minutes 51 seconds][Customer] : No.

[7 minutes 52 seconds][Agent] : Are you a citizen or permanent resident of Australia or New Zealand? Currently residing in Australia?

[7 minutes 58 seconds][Customer] : Yeah. Permanent in. Yeah, permanent in Australia.

[8 minutes 2 seconds][Agent] : Permanent resident of Australia.

[8 minutes][Customer] : Oh yeah.

[8 minutes 3 seconds][Agent] : They are currently residing in Australia.

[8 minutes 4 seconds][Customer] : New South NSW. Yeah.

[8 minutes 6 seconds][Agent] : Yeah. Thank you. Does your work require you to go underground, work at heights above 20 meters, back steps below 40 meters, use explosives or travel to areas experiencing war, civil unrest, or work offshore?

[8 minutes 18 seconds][Customer] : No.

[8 minutes 19 seconds][Agent] : The next section is in relation to your height and weight. Please be aware that I am required to pay any competent single figure measurement for each in order to continue the application. The system does not allow me attention in approximate figures, words, or height and weight ranges. Now what's your exact height please and what's your exact weight?

[8 minutes 34 seconds][Customer] : Six or two 105 kilos?

[8 minutes 41 seconds][Agent] : Perfect. So 6 feet 2 inch and 1:05 KGS, is that right?

[8 minutes 46 seconds][Customer] : Yep, that's right.

[8 minutes 47 seconds][Agent] : Thank you. Now have you experienced any unexplained weight loss or more than 5 kilos in the last 12 months to the best of your knowledge? Are you infected with? Are you in a high risk category for contracting HIV which causes AIDS you work as? Would you engage

the services of a sex worker?

[8 minutes 53 seconds][Customer] : No, no, no. Hell no.

[9 minutes 5 seconds][Agent] : And do you have definite plans to travel or reside outside of Australia IE booked? It will be booking travel within the next 12 months. OK sure.

[9 minutes 15 seconds][Customer] : I'm going on a cruise from Australia in New Zealand and bank in March.

[9 minutes 21 seconds][Agent] : So would it just be to New Zealand only at this stage?

[9 minutes 21 seconds][Customer] : That's that's right. Yeah, I'm in New Zealand. I'm in New Zealand and back on the cruise here.

[9 minutes 26 seconds][Agent] : All good, no worries. So be safe, have fun in touch with, of course, when I say this, Dominic, but should you pass for overseas, so long as you keep up with your payments, you're covered worldwide with this insurance. OK? Will you be overseas for longer than three consecutive months?

[9 minutes 37 seconds][Customer] : OK, no.

[9 minutes 43 seconds][Agent] : No worries, we'll move on. Next one reads. Have you experienced sorry do you have existing life insurance policies with other life insurance companies with the combined total sum insured of more than \$5 million. You have had symptoms of been diagnosed with a treated 4 intend to seek medical medical advice from the following cancer tumor, molar cysts, including skin cancer, sunspots, Melanoma, leukaemia.

[9 minutes 55 seconds][Customer] : No, no, no, no, no. Got it.

[10 minutes 8 seconds][Agent] : Have you ever had an abnormal PSA test or an enlarged prostate, stroke, chest pain or heart conditions such has been all limited to heart attack and angina or high blood pressure, high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting, diabetes, raise blood sugar, impaired glucose tolerance or impaired fasting glucose diabetes. Yes, sure.

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

[10 minutes 33 seconds][Agent] : So if we answer yes here it says type one or type 2 diabetes. I'll

answer yes.

[10 minutes 36 seconds][Customer] : Type 2.

[10 minutes 37 seconds][Agent] : So so just confirming type 1 is a known type 2 is a yes, is that right?

[10 minutes 38 seconds][Customer] : Yeah, that's right. Yeah.

[10 minutes 42 seconds][Agent] : No worries. Umm. Now have you also been diagnosed with high blood pressure or high cholesterol?

[10 minutes 47 seconds][Customer] : No, no, Cholesterol and blood pressure is perfect.

[10 minutes 49 seconds][Agent] : Yeah, very good. And have have you had any complications O of your diabetes, including the following diabetic coma, neuropathy, kidney disease, excluding kidney stones, retinopathy or vascular disease? Were you told by a doctor that your blood sugar has returned to within normal range the last time you had it checked?

[11 minutes 7 seconds][Customer] : No, no, it's pretty good.

[11 minutes 19 seconds][Agent] : It hasn't returned to normal.

[11 minutes 18 seconds][Customer] : But no, now tell me this is slightly higher. It's it's going to be 6. It's about 8:00.

[11 minutes 27 seconds][Agent] : Sure, no worries. Understood, understood. So keep in mind with that said here, Dominic, we would have needed for it to have been to have returned within normal range.

[11 minutes 27 seconds][Customer] : It fortunates a bit, but yeah, OK.

[11 minutes 41 seconds][Agent] : So yes. So based on that, unfortunately, we, we would be unable to offer you uh, cover today.

[11 minutes 48 seconds][Customer] : Yep.

[11 minutes 47 seconds][Agent] : Umm, you can ask the insurer to review this decision. If you're not happy with the outcome, you can request that we treat this as a complaint. Umm uh, so once again, even though you do have the type 2 diabetes, that's fine. We're willing to offer you cover, but it's solely based on the fact that it has uh, your blood sugar has not returned to within normal range,

correct.

[12 minutes 8 seconds][Customer] : Yeah, that's yeah.

[12 minutes 8 seconds][Agent] : Once it once it has returned to normal range, you can simply just give us a call back and apply, apply to and and reapply.

[12 minutes 14 seconds][Customer] : OK. Yeah. No worries. OK then. Well, thanks for that.

[12 minutes 15 seconds][Agent] : All right, Sir, I'm terribly sorry about that. Yeah. Oh, good.

[12 minutes 20 seconds][Customer] : That's alright.

[12 minutes 20 seconds][Agent] : No worries. You can ask you to refuse this decision if you're not happy with the outcome. You can request that we treat this as a complaint.

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

[12 minutes 28 seconds][Agent] : However, what we. Good.

[12 minutes 29 seconds][Customer] : No, it's it's alright. I'll give it a while. I'm I'm coming. I'm coming down. So just a matter of time.

[12 minutes 34 seconds][Agent] : Good, good to hear. Yeah, sure. Once it has come down to normal range, as I said, we're only a phone call away.

[12 minutes 34 seconds][Customer] : No worries.

[12 minutes 39 seconds][Agent] : All right, Umm.

[12 minutes 41 seconds][Customer] : OK then.

[12 minutes 41 seconds][Agent] : But one last thing to keep in mind here is what the system's letting me aware as what we can offer you as an indicative quote on the funeral insurance policy where we don't don't need to go through any of these medical questions. Would this be something you'd like me to explain to you?

[12 minutes 55 seconds][Customer] : Oh, OK. Yeah. Oh, no, I'm not. I'm not. I'm not interested then.

[12 minutes 56 seconds][Agent] : So funeral insurance that pays up to \$15,000 to your family as a not in that sure. All good then Dominic, anything else I can do for you today?

[13 minutes 2 seconds][Customer] : No, no, no, no. That's it.

[13 minutes 8 seconds][Agent] : All right, have a good one.

[13 minutes 10 seconds][Customer] : You too. Thanks. Bye.

[13 minutes 11 seconds][Agent] : See you. Bye.