

[13 seconds][Customer] : Good.

[14 seconds][Agent] : Hi there. Shawn, it's Theresa calling back from One Choice. How are you?

[18 seconds][Customer] : Thank you. How are you?

[19 seconds][Agent] : Very good to hear. I'm very good. Thank you. Thanks for asking. I'm giving you a call back as promised in regards to the enquiry we started for the life insurance cover.

[30 seconds][Customer] : Yeah, no worries. I'm going.

[33 seconds][Agent] : OK, perfect. Now can you please confirm your name and date of birth for me?

[38 seconds][Customer] : Sean Begley, 14th of the 7th, 1984. My phone's actually playing up, so if it cuts out on me, you might just have to call me back.

[47 seconds][Agent] : Not a problem at all. OK, now Please note on our calls are recorded, any advice provided is limited to the products we offer and assisting you to make a decision about whether or not it's suitable for your needs.

[59 seconds][Customer] : Cool.

[59 seconds][Agent] : So we don't consider your personal circumstances.

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

[1 minutes 2 seconds][Agent] : OK, so just jumping back in to make sure everything's correct.

[1 minutes 10 seconds][Customer] : No.

[1 minutes 5 seconds][Agent] : So once again, have you had a cigarette in the last 12 months and with the cover we've got you fully approved for one million and it came to \$35.96 per fortnight. That's the one you're happy to go ahead with.

[1 minutes 21 seconds][Customer] : Yes.

[1 minutes 22 seconds][Agent] : OK. Now in regards to the questions that I took you through, have any of your answers changed since we last went through the House and Marshall application?

[1 minutes 30 seconds][Customer] : No.

[1 minutes 31 seconds][Agent] : OK, perfect. Now you get to choose the day you want the first payment to come out. We can only collect payment within the next 7 days. One in the next 7 days would be suitable for you. Wednesday.

[1 minutes 44 seconds][Customer] : Next Wednesday, does that come out? Does that come out at night? In the evening?

[1 minutes 51 seconds][Agent] : So the first attempt is made between 2:00 AM and 4:00 AM of that day.

[1 minutes 56 seconds][Customer] : OK, yeah, Wednesday would be fine.

[1 minutes 58 seconds][Agent] : OK, So if it's not correct, if it doesn't come out the way you wanted it to, give us a call and we can change that over the phone.

[2 minutes 4 seconds][Customer] : Yep, no worries.

[2 minutes 5 seconds][Agent] : OK, so Wednesday the 14th of December for the first payment and then every second Wednesday after that.

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

[2 minutes 12 seconds][Agent] : Now when you're ready, did you want me to attach your bank account or card?

[2 minutes 18 seconds][Customer] : What was that?

[2 minutes 19 seconds][Agent] : Did you want me to attach your bank account or card? Bank account. Now, is the name on the bank account is Begley Sean Begley or something else?

[2 minutes 18 seconds][Customer] : Sorry, My bank account should be Sean Begley.

[2 minutes 32 seconds][Agent] : OK, thank you. Now the bank account number when you're ready.

[2 minutes 37 seconds][Customer] : One second, I'll just find it for you.

[2 minutes 40 seconds][Agent] : Yep. Take your time. Yes, yes, yes, yes. Thank you. I'll read it back. 021206 double O 14998000. Thank you. Is it flat or is it the reception?

[2 minutes 39 seconds][Customer] : One second 021206001 4998000 that's the one yeah my phone's about to cut out any sequence sorry no, my phone's about to go flat and it just keeps cutting out so something so.

[3 minutes 27 seconds][Agent] : OK. I'll try my best to get through what I can. Otherwise I'll give you a call back in say, 15 minutes. All right, I've got three questions that I need to ask you and I'll read a small declaration so we can set the direct debit up for you from this side just to use a knife for each

one. Have you cancelled a direct debit authority for one choice with Clinical Life as the initiator in the last nine months? Thank you. Do you have authority to operate this bank account online and do not need to jointly authorize debits?

[4 minutes][Customer] : Yes. Yes.

[4 minutes 1 seconds][Agent] : And I'll confirm that you're happy to set up a direct debit authority without signing a form now, just your confirmation at the end. 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 is the initiator for one choice to direct debit this accounts in accordance with these terms and conditions.

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

[4 minutes 32 seconds][Agent] : Thank you. Now I've got one more declaration to read to you, then I'll get all the paperwork sent out to you. Just a clear yes or no to the four questions that I asked you throughout. But it basically goes over who we are as a company, the features of your policy, your coverage and then those questions as well as those questions. OK, thank you. Sean Begley, 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, him I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited, him I referred to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service.

[5 minutes 25 seconds][Customer] : None.

[5 minutes 25 seconds][Agent] : 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 sits out more information which can assist you to decide whether to act on any advice we provide.

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

[6 minutes 4 seconds][Agent] : Can you please confirm that you understand and agree to this Yes or no? 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?

[6 minutes 8 seconds][Customer] : Yes, yes, yes.

[6 minutes 30 seconds][Agent] : Thank you. 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 seek to allow us the contact before this purpose until you opt out. You can opt out of this now by informing me or anytime they're contacting us or by using any unsubscribe facilitate on communications we send you. You have agreed to take out a single one choice life insurance policy with the following cover. Sean Bakery receives \$1 million in the event of life insurance. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. The total premium for the first year of cover is \$35.96 per fortnight. The premium is a stepped premium which means it will be calculated that each policy anniversary and will generally increase as you age.

[7 minutes 23 seconds][Customer] : None.

[7 minutes 23 seconds][Agent] : The sum insured will also increase automatically by 5% each year and you can opt out of this each year included in your premium as an amount payable to GFS of up to 77% of each premium to cover the distribution cost for this policy. Your premium will be deducted in accordance with the authority you have provided to us I and this is rated Pinnacle with the B financial strength with an outlook of FIA and BB plus credit rating with an outlook of positive. You can read more about these writings on our website and your policy documentation. The policy documentation will be sent to you by mail and if you have provided us with an e-mail address, this

documentation will also be emailed to you today. We will also be sending you a key facts sheet without which outlines key aspects of the cover and plain language.

[8 minutes 14 seconds][Customer] : None.

[8 minutes 11 seconds][Agent] : You should carefully consider these documents to ensure all the product meets your names. You have a 30 day calling off. During.