

[13 seconds][Customer] : Yeah, I'm sorry again.

[15 seconds][Agent] : Hi there, Anne. My name is Annie. I'm calling from Australian Singers Insurance. How are you?

[20 seconds][Customer] : Oh, good, mate.

[21 seconds][Agent] : That's good to hear. I'm giving you a call in regards to the inquiry popped through for the seniors life insurance. So I'm here to run through that for you. I'll just make sure we have the right details that have come through from online umm and let you know our calls are recorded. Any advice that I do provide, it is general in nature. It may not be suitable to your situation.

[27 seconds][Customer] : Yep, Yep.

[39 seconds][Agent] : I have your name here as Mr. in Kennedy, is that correct? Thank you. And I have your date of birth as the 20th of the 12th, 1962.

[43 seconds][Customer] : Yes, Yep.

[50 seconds][Agent] : And thank you. And I have that you are a male Australian resident as well.

[54 seconds][Customer] : Yes.

[56 seconds][Agent] : Very good. Now, uh, what I'll do is explain the main features and benefits and then we can have a look at some pricing to get that. But just I can gain a better understanding of where they're starting and what's sparked your interest. Are you new to life insurance or do you currently have some cover?

[1 minutes 10 seconds][Customer] : Oh, I had cover, but it just got too expensive mate. So. So no, no.

[1 minutes 15 seconds][Agent] : OK, so you're no longer covered with that one now that's OK, let's have a look for you. So with the seniors life insurance, it is designed to provide financial protection for your loved ones for a lump sum payment if you were to pass away before your 85th birthday when the policy ends. So it's there to cover you during that sensitive time period. Umm, it perhaps if there's a bit of mortgage or some loans that we just want to leave some financial support.

[1 minutes 32 seconds][Customer] : Yep, Yep, Yep, Yep.

[1 minutes 40 seconds][Agent] : If you were to pass away sooner rather than later, which you can

choose cover between 10,000 up to 200,000 and nominate up to five beneficiaries to receive their nominated benefit amount.

[1 minutes 51 seconds][Customer] : Hmm. Mm.

[1 minutes 52 seconds][Agent] : Now, if that is due to an accident, your chosen benefit will triple. Given the unexpected circumstance. We also include an advance payment of 20% of the benefit amount to help with funeral costs or any other final expenses at the time. Now it's very easy to apply. We just ask you a yes or no questions relating to your help over the phone to see if you're approved.

[2 minutes 7 seconds][Customer] : Yep, Yep.

[2 minutes 16 seconds][Agent] : Uh, so we specialize in life insurance for the 50s have tried to make it as accessible as possible.

[2 minutes 25 seconds][Customer] : Yep.

[2 minutes 21 seconds][Agent] : So not, you know, having to submit a lot of time of documentation now. Uh, if accepted, once you commence the policy you will be covered immediately for death due to any cause except suicide in the 1st 13 months. And we also include cover for any pre-existing conditions.

[2 minutes 33 seconds][Customer] : Yep, Yep, Yep. In the cover.

[2 minutes 42 seconds][Agent] : Mm hmm.

[2 minutes 43 seconds][Customer] : Is there TRA trauma in there or is it is that the separate setup?

[2 minutes 48 seconds][Agent] : Umm, so travel insurance isn't something that we include in our cover. Umm, so we just have the life insurance. We do have a terminally ill advanced payment included in the cover.

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

[2 minutes 59 seconds][Agent] : So if you were diagnosed with 24 months or less to live by a specialized medical practitioner, we can pay the benefit amount in full to help with medical costs to ensure you receive the best care possible.

[3 minutes 10 seconds][Customer] : Oh, OK. Yep. Yep.

[3 minutes 11 seconds][Agent] : Yeah. Umm, Now with this one here, we'll go through some pricing to have a look together. Let me bring that off. I can see you put down there for a joint cover. So you're also looking for, umm, a wife or partner?

[3 minutes 24 seconds][Customer] : Yeah. What? Yeah.

[3 minutes 25 seconds][Agent] : OK, wife. No worries. Let's have a look for yourself. That Ian. Umm. So have you had a cigarette in the last 12 months?

[3 minutes 32 seconds][Customer] : Yes.

[3 minutes 33 seconds][Agent] : Yes, no worries, we can accommodate for that. Four years that will be accommodated for in the premium. So I mean goodness, a bit. But if anything was to be linked back to smoking then it would be fully covered for you. OK, Now between 10,000 up to 200,000, we can look at as many different amounts to find what's going to be affordable for you. But where would you like to start?

[3 minutes 38 seconds][Customer] : Mm, hmm, mm, hmm. Oh, look, just look at the 200 for now.

[3 minutes 56 seconds][Agent] : OK, let's have a look. So for 200,000, that would be \$261.28 per fortnight. How does that sound?

[4 minutes 5 seconds][Customer] : So that's 4400 a month, but well, I'll say 405.

[4 minutes 10 seconds][Agent] : Yeah, closer to 500 over just over 500 per month. So that be within affordability for you or should we do some adjusting?

[4 minutes 9 seconds][Customer] : Yeah, Yep, no, that'll be fine. Like that's half of what I was before.

[4 minutes 21 seconds][Agent] : OK, all right, now. That's good. That's good.

[4 minutes 23 seconds][Customer] : That's prob, that's probably, well, that's probably 1/3 of what I was before because yeah, they was paying something like something paying like something nearly about 1500 bucks a month.

[4 minutes 37 seconds][Agent] : Oh, goodness. OK, well I'm glad that we'll be saving you some money here. Umm, so with this one here, umm, I can bring up some, umm, other information and then we'll go through the, uh, questions. To determine your eligibility is pretty straightforward. Umm, now for your wife, I would need to speak with her to check her eligibility, but we can organize that as

well.

[4 minutes 58 seconds][Customer] : Yep.

[4 minutes 59 seconds][Agent] : Uh, so we also provide you with a free online legal will, which is valued at \$160.00 with each policy. So have you organized the will yet?

[5 minutes 8 seconds][Customer] : Yeah, yeah, I've got a will, Yeah.

[5 minutes 10 seconds][Agent] : You have. I can always, if you need to update that, you can use the say full platform to do so. Umm, it's Best Buy team of Australian lawyers. Now. There's also a complimentary subscription of Australian Seniors Day magazine with each policy which comes out bimonthly. And of course, it's full of information that's relevant to Australian seniors and your premium is stepped, which means it will increase each year. So as an indication, if you make no changes to the policy, your premium next she will be \$279.57 per fortnight.

[5 minutes 42 seconds][Customer] : Yep.

[5 minutes 42 seconds][Agent] : And you can also find information about our premium structure on our website. Let's go through. We'll check to see if we can get this approved here for you. I'll grab your address. If you're accepted, we'll get some documentation sent out for you to start to review. So can I grab your post code and suburbs first, please? Yep. And your shared address.

[5 minutes 59 seconds][Customer] : It's Marion 4753, 41 O'Reilly Ave. Yeah, right.

[6 minutes 11 seconds][Agent] : And is that your home and postal address in beautiful. Now I'll read you a quick disclosure before we get started. Which states?

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

[6 minutes 22 seconds][Agent] : 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 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 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 these questions I asked you and that you provide honest, accurate and complete answers. You need to answer each question in full. Even if you have provided some information to us and in the earlier discussions you have had, If you do not take reasonable care, you may breach your 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. Do you want to send and agree to your duty?

[7 minutes 22 seconds][Customer] : Yeah, that's fine.

[7 minutes 23 seconds][Agent] : Yes, I do, I just need a yes or no for that one, please. Thank you. So going to these questions does require me to ask you the entire question and then just kind of click yes or no response only to move on to the next. If you're not sure or if you need a definition for anything along the way, let me know. We can run through it together.

[7 minutes 27 seconds][Customer] : Yes, Yep. Yes.

[7 minutes 41 seconds][Agent] : All right, first question is, 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? Very good, In the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or stroke?

[7 minutes 50 seconds][Customer] : No, no.

[8 minutes 2 seconds][Agent] : Very good. In the last five years, have you been admitted to hospital as an inpatient because of a lung disease other than asthma or pneumonia? As only conditions? 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 assumed to be treated with chemotherapy?

[8 minutes 13 seconds][Customer] : No, no. And now I'm not going to get chemo.

[8 minutes 34 seconds][Agent] : No. Very good. So just a yes or no is fine.

[8 minutes 37 seconds][Customer] : Yep.

[8 minutes 39 seconds][Agent] : All right, So yes or no? Thank you now. And do you have a renal

condition that currently requires dialysis or transplant or doctor health advice will be required in the future? Do you have a living condition that will require transplant in the future?

[8 minutes 40 seconds][Customer] : No, no, no, no.

[8 minutes 57 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 in the last five years? Have you attempted suicide or been hospitalized from mental health condition? Are you experiencing any unexplained symptoms? So are you currently undergoing or waiting for the results of any health related tests or investigations or been diagnosed as having 12 months or less to live?

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

[9 minutes 30 seconds][Agent] : Very good. All right, that is all done there for you. So an outcome should pop up here. All right, and congratulations, your application has been approved, which is great to see. So what we'll do is get you immediately covered and I'll send you all of the documentation for you to start to review. So this policy, it does give you a.

[9 minutes 47 seconds][Customer] : Yeah, I don't, Yeah, yeah, I'm, I'm just, I'm sort of enquiring at the moment. So I'm not looking for it. I just want to enquire about it just to make sure that I can get it. And my wife will probably need a cover as well.

[10 minutes 2 seconds][Agent] : Yeah, of course. Was there anything that didn't seem suitable about the cover so far?

[10 minutes 7 seconds][Customer] : No, no, it all seems fine mate, It all seems fine.

[10 minutes 10 seconds][Agent] : Yep.

[10 minutes 9 seconds][Customer] : So like WH what I'll do now?

[10 minutes 13 seconds][Agent] : Hmm. Mm.

[10 minutes 11 seconds][Customer] : I'll just go back to her and I'll have a yard with her and see if she wants to cover herself again because hers was through the roof as well.

[10 minutes 20 seconds][Agent] : What I can do is I can have a look and see what hers would be. What was, umm, she paying at the time? Excuse me, let's have a look for her. What was your last

name? Umm, how does she spell calling?

[10 minutes 20 seconds][Customer] : So oh, I think hers was about 1200 Colleen Kennedy Co double L, double EN.

[10 minutes 43 seconds][Agent] : Yeah, and Kennedy. Date of birth.

[10 minutes 48 seconds][Customer] : Kennedy Yeah, first of the 9th 55.

[11 minutes][Agent] : Yeah, and she's a female Australian president and umm, any smoking for Colleen?

[11 minutes 14 seconds][Customer] : Yeah, she's a smoker.

[11 minutes 16 seconds][Agent] : All right, let's see what we can do. Is it the 200,000 as well? You think she'd want to be covered for OR?

[11 minutes 25 seconds][Customer] : Well, I would expect though, like, well, I haven't spoke there. I just told her that I sent this off the other the other night, you know?

[11 minutes 32 seconds][Agent] : Yeah, no, that's OK. I we can get her to choose her man anyway, so that comes to a fortnightly premium of \$396.61.

[11 minutes 43 seconds][Customer] : Yep.

[11 minutes 43 seconds][Agent] : So that would still be umm, saving her some money there as well.

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

[11 minutes 47 seconds][Agent] : So you both should be saving some money there, which is great to see. Umm, So what I can do umm, with this one here, we completely understand that our clients, you know, are going to be reading through, speaking with their family and doing all of those things.

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

[12 minutes 1 seconds][Agent] : Umm now with confirm that you are eligible for the cover, which is great to see. So I can get you sent the general information along with the quote to your e-mail address.

[12 minutes 6 seconds][Customer] : Yep, Yeah, Yep.

[12 minutes 11 seconds][Agent] : Alternatively, because you do have that approval there, what we can do is get you immediately covered. And the way that that actually works is I'll send out all of

your personal documentation to you to start to review. And this policy does give you a 30 day cooling off here to decide if it's suitable for you.

[12 minutes 27 seconds][Customer] : Uh huh. Oh, yeah. Right.

[12 minutes 27 seconds][Agent] : So and if you decided for any reason that it's not suitable, if you cancel within 30 days from your first payment, you receive a full refund of your premium unless the claim has been made.

[12 minutes 28 seconds][Customer] : Yeah, Yep, yeah.

[12 minutes 37 seconds][Agent] : And you're also not required to make any payment today. So we can choose a future collection day up to a month in the future. Umm, but it should be covered from today and I'll get it all sent out to you.

[12 minutes 48 seconds][Customer] : Yeah, OK. No, that, that sounds cool.

[12 minutes 50 seconds][Agent] : Yep. So in that case, then what we'll do is we'll choose the collection day and we'll get it all sent out. Umm, also organize a call for Colleen there so I can have a chat with her, see what she's wanting to do with her side of things. But when would be the best collection day or date for you?

[12 minutes 52 seconds][Customer] : Yeah, I had it mate. But.

[13 minutes 7 seconds][Agent] : Umm, so we choose what we do is we choose the collection day or date, umm, for when you would prefer for your first premium to be. Nothing's deducted today and I'll get all the the documentation sent out to your e-mail. It should come through in about 15 minutes and a hard copy is usually about 3:00 to 5:00 working days.

[13 minutes 21 seconds][Customer] : Yep, Yep, Yep, Yep.

[13 minutes 31 seconds][Agent] : Yeah.

[13 minutes 26 seconds][Customer] : Alright, well, look, I'll just do that pending obviously at the moment and then.

[13 minutes 31 seconds][Agent] : So did you want to choose the collection day? And should you do so with that second option? So there's a first option of the general information with the quote or the alternate option, you get to have cover in place. You do choose a collection date, umm, if you



decide before that date that it's not suitable, of course, you can cancel at any time, umm, but you'll be covered from today. And if you are happy, then you can allow that collection day to go ahead.

[13 minutes 56 seconds][Customer] : Yeah, right. Yeah. What timeframe do I have?

[14 minutes 1 seconds][Agent] : Up to a month in the future. You can put it on from today, off on Friday. Yeah, let me see. So 1234.

[14 minutes 5 seconds][Customer] : Yeah, We'll make make it a a month from Friday, from Friday, 'cause, yeah, 'cause I get paid on Thursday, it comes out on Friday then.

[14 minutes 15 seconds][Agent] : Yeah, that's fine. So that would be the 8th of next month. We'd be doing that. And then is that a savings or check account?

[14 minutes 24 seconds][Customer] : Societies account?

[14 minutes 25 seconds][Agent] : Yep. And the account name in Kennedy? Yep. And the BSP for that moment. Have you already?

[14 minutes 27 seconds][Customer] : Yeah, actually I don't know what it is.

[14 minutes 33 seconds][Agent] : I think that's OK. You need a second to log in that spot. No worries.

[14 minutes 36 seconds][Customer] : Hang on a SEC, you got me.

[14 minutes 42 seconds][Agent] : Yep.

[14 minutes 59 seconds][Customer] : So it would come out of that account 014640 57609 1136.

[15 minutes 4 seconds][Agent] : Yeah, and account number, Yep, I think. And then just confirming your e-mail address, iank62@bigpond.net dot AU.

[15 minutes 30 seconds][Customer] : Yeah, that's it.

[15 minutes 31 seconds][Agent] : Perfect. So I'll read you a declaration now, which states, thank you, Anne Kennedy. 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. Seniors life insurance is issued by Hanover Life Free of Australasia Ltd has an arrangement with Greenstone Financial Services, trading as Australian Seniors Insurance Agency, to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of the

information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. Has set a target market determination for this product which describes the type of consumers this product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. I need to remind you that you need to take reasonable care that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty?

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

[16 minutes 26 seconds][Agent] : Thank you. We may from time to time provide offers to you the the communication methods you have provided to us in relation to other products and services by agreeing to this declaration. You can send two hours to contact you for this purpose until you opt out. The accepted cover pays lump sum benefit amount of the following. Ian Kennedy receives \$200,000 in the event of death. If death is as a result of an accident, the benefit payment will include an accidental death benefit which will equate to a total payment of triple the benefit amount. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your cover expires on 19/12/2047 12:00 AM. Your premium for your first year's cover is \$261.28 per fortnight. Your premium is stepped, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable to Australian seniors of between 14% and 46% of each premium, calculated on a level basis of the life of the policy. Your premium will be debited from your nominated bank account in the name of Ann Kennedy, which you are authorized to debit from and have provided to us. We may provide written communications to you via the e-mail address you have provided to us. This will include any legal notices we are required to provide to you. If you would prefer to receive these under the e-mail, you can update your communication preference at any time. The policy documentation, PDS and FSG will be mailed to you and if you have provided us with an e-mail address, your policy documentation will also be emailed to you. Today should carefully consider these documents to ensure the product meets your needs.

[17 minutes 59 seconds][Customer] : None.

[17 minutes 57 seconds][Agent] : You have a 30 day cooling off. When you may cancel your policy and any premium you know paid will be refunded in full unless you have lodged a claim. There are risks associated with replacing policies as your new policy may not be identical to your existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which you can access at any time by contacting us for details are available online and in the documentation we are sending you. Do you understand and agree with the declaration?

[18 minutes 28 seconds][Customer] : Yep, yes.

[18 minutes 30 seconds][Agent] : Thank you. Would you like any other information or would you like me to read any part of the PDF to you?

[18 minutes 35 seconds][Customer] : When did you say that? That expires on 1947.

[18 minutes 34 seconds][Agent] : Uh, yes.

[18 minutes 39 seconds][Customer] : Is it 19121947? What's that?

[18 minutes 40 seconds][Agent] : So 19122047, 2047.

[18 minutes 47 seconds][Customer] : 2021 years?

[18 minutes 49 seconds][Agent] : So yes.

[18 minutes 50 seconds][Customer] : Yeah, 2023 years, yeah. Once I'm 85.

[18 minutes 51 seconds][Agent] : So once you're 85, Yep, yeah, that's fine.

[18 minutes 58 seconds][Customer] : So that's it. It finishes right there and then.

[19 minutes 1 seconds][Agent] : Yep. So once you, if you were to reach your 85th birthday, then the policy does, umm, end.

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

[19 minutes 6 seconds][Agent] : It'll cover you up until that point.

[19 minutes 9 seconds][Customer] : So is there any refund on that if I live that long?

[19 minutes 14 seconds][Agent] : Uh, no, umm, send a refund of premiums. Umm, so the, of course, it's a risk management product. The premium that you're paying is to cover yourself during that period of time. So if you do pass away sooner rather than later, uh, which is hopefully not the case,

but we never know what's going to happen. Umm, this is to assist in the time that if it was to happen then there's going to be that financial support of the 200,000 months sum.

[19 minutes 20 seconds][Customer] : Yep, Yep, yeah, Yep.

[19 minutes 38 seconds][Agent] : Yeah.

[19 minutes 38 seconds][Customer] : Nah, Alright, cool, cool.

[19 minutes 39 seconds][Agent] : So would you like any other information or would you like me to read any part of the PDS to you?

[19 minutes 44 seconds][Customer] : No, no, that'll be fine.

[19 minutes 43 seconds][Agent] : No, no worries now I'll just confirm your OK.

[19 minutes 45 seconds][Customer] : Now, if if I if I decide, if I decide not to go ahead, How do I tell you guys?

[19 minutes 51 seconds][Agent] : Yeah you just simply give us a call.

[19 minutes 57 seconds][Customer] : Yeah, OK.

[19 minutes 57 seconds][Agent] : Yep, give us a call, let us know, and then we'll umm. Take you through that. I'll just confirm your number. And before I forget, I'll organize a call for Colleen. So we have 0419788994.

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

[20 minutes 13 seconds][Agent] : Is there a second contact number? You're back on your file. Yeah.

[20 minutes 17 seconds][Customer] : Colleen's phone number on there, but I'll just hang on a second. I'll have to get it out of here. Bye.

[20 minutes 21 seconds][Agent] : All right. One of the days that we had to type in numbers all the time, so I think it's harder to memorize now.

[20 minutes 28 seconds][Customer] : Yeah, you're wrong. Colleen, Colleen. Colleen. So she's 0427224326.

[20 minutes 45 seconds][Agent] : Alrighty, So what I'll do? When is a good time to give her a call? Would she be free now?

[20 minutes 53 seconds][Customer] : Yeah, I wouldn't ring him now, mate. Just let me the other yarn

to her tonight and probably bring it tomorrow.

[20 minutes 56 seconds][Agent] : OK, tomorrow. All right, So what time of day is she usually free, do you know?

[21 minutes 4 seconds][Customer] : What's tomorrow? Yeah, and I should be out all day tomorrow.

[21 minutes 5 seconds][Agent] : Or is Wednesday all right? Beautiful.

[21 minutes 15 seconds][Customer] : Yep.

[21 minutes 11 seconds][Agent] : So how about I pop her in 11:00 tomorrow and I can take her through all of that? Umm, do you give me permission to disclose any information that we've discussed? Umm, with Colleen?

[21 minutes 26 seconds][Customer] : Yeah, that's fine.

[21 minutes 27 seconds][Agent] : All right, beautiful. So what was her, umm, date of birth again?

[21 minutes 33 seconds][Customer] : I think it's the first of the 955.

[21 minutes 36 seconds][Agent] : 1955 I've got. If that's not right, then I all I can update it with so that's fine.

[21 minutes 42 seconds][Customer] : Yeah, it'd be pretty close, I think.

[21 minutes 44 seconds][Agent] : One extra point.

[21 minutes 47 seconds][Customer] : Yeah, yeah, yeah.

[21 minutes 45 seconds][Agent] : If it is right, if you got it right, so all righty. So umm Yep, 11:00 AM. I've popped in for Colleen tomorrow and I'll give her a call and get that organized for her then. Any other questions for you today?

[22 minutes][Customer] : No, that's fine mate. I've got nothing.

[21 minutes 59 seconds][Agent] : No, no worries. So I'll have to bring to the Peace of Mind you're looking for and you enjoy the rest of your day.

[22 minutes 1 seconds][Customer] : Yeah, alright mate. Thanks. Bye.

[22 minutes 7 seconds][Agent] : All right, bye, bye.

[22 minutes 9 seconds][Customer] : See ya.