

[1 seconds][Customer] : Hello.

[2 seconds][Agent] : Hi there, Brad. My name is Karen. I'm giving a call from Real Insurance. How are you going today?

[6 seconds][Customer] : Good. How are you?

[7 seconds][Agent] : No, Yeah, not too bad mate. Thanks for asking. I'm sure you can imagine the reason for the call. It's come through pretty much instantly on our end. I'm sorry.

[17 seconds][Customer] : That was pretty quick.

[18 seconds][Agent] : Yeah, look, I know, I promise we've got lots to do, but no, we'd just like to be quick with the quiet request there, make sure we can get to our customers. I'm essentially just here to run you through the income protection kind of how it works, you know, how you can cover yourself and so we can offer out to you there as well.

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

[33 seconds][Agent] : Alright, perfect. Firstly, mate, just so I can load everything up, I need to let you know our calls are recorded and any advice I provide is generally nature may not be suitable to your situation. We'll just make sure I've got your details correct here as well. So I've got your name down as Brad Murray. Perfect date of birth at 29th of the 10th 2000. Beautiful. And just now to confirm that you're a male and an Australian resident as well.

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

[56 seconds][Agent] : OK, awesome. That's everything out of the way there. Appreciate that. I'd love to know as well mate. What's got you looking into the income protection recently?

[1 minutes 3 seconds][Customer] : Just started working for myself as a sole trader.

[1 minutes 7 seconds][Agent] : Oh perfect. What do you do for work?

[1 minutes 6 seconds][Customer] : So a plumber?

[1 minutes 10 seconds][Agent] : Yeah, right.

[1 minutes 14 seconds][Customer] : Yeah. Yeah. She was back and just going out of mind.

[1 minutes 11 seconds][Agent] : So obviously I imagine, did you get signed off like a couple of years back or what's the go dodge and just want to go lucky enough to be out on your own? No good stuff.

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

[1 minutes 19 seconds][Agent] : Good stuff. I've got a mate, he's a plumber, but he's just working for a company. He wants to go on his own, but I don't know, I guess it's a bit daunting in a sense as well. How's it been for you so far?

[1 minutes 28 seconds][Customer] : Yeah. Doing very busy. She's good.

[1 minutes 31 seconds][Agent] : That's good, perfect.

[1 minutes 32 seconds][Customer] : Yeah, yeah, yeah, that's good.

[1 minutes 32 seconds][Agent] : And as well-being your own boss, no one to answer to, no very good stuff. Awesome. So I imagine what back when you were like just normally employed, you had this sort of cover like through your employment. Gotcha. And now obviously just want to make sure that it's still there. Knock on wood, anything does happen, especially because you're relying on yourself. It's not really like there's, you know, sick leave, those sorts of things as well.

[1 minutes 36 seconds][Customer] : Yeah, yeah, yeah.

[1 minutes 57 seconds][Agent] : Easy done. Well, basically what we go through here, I'll kind of just run you through how this works. It's fairly straightforward. And then rather than going off like a job title, we just go off of a duties based assessment. So it's a couple of yes or no questions about what your requirements are at work makes a little bit more personalized. And then from there you kind of get to choose your own cover in terms of like the benefit. Waiting period and an amount all those sorts of things and we'll run you through a quick application that'll give us the prices final terms, all those sorts of things OK sway that now the main way this works and you may have some knowledge obviously from when you've held something like this or had it like that in the past, but it's there to provide you with a monthly income benefit and it's paid directly to you if you are unable to work due to a disabling sickness or injury and you are suffering a loss of income. So, you know, there to help keep the lights on, sit on the table if your salary is interrupted.

[2 minutes 24 seconds][Customer] : Yep, Yep.

[2 minutes 46 seconds][Agent] : I was to ask as well, you know, were you, uh, what's your sort of circumstances? You like renting mortgage? Uh, what's the go there?

[2 minutes 53 seconds][Customer] : Renting.

[2 minutes 54 seconds][Agent] : Renting got you, umm, obviously being tough there. And was it just you on your own? Did you have a partner supporting your friends or something like that?

[2 minutes 55 seconds][Customer] : Yeah, yes, I have a partner.

[3 minutes 2 seconds][Agent] : Got you. OK. I mean even still obviously relying on one of the PE people in relationships income can make things a little bit tight in the sense as well. So no understandably why you want this in place too. Now what we offer, it's an income benefit of up to 70% of your monthly pre tax income. So starting from \$1000 minimum up to a maximum of 15,000. It is salary dependent, but we can calculate that on our end here. Not a worry if you haven't been working for yourself for the full year because you can kind of average it out and calculate it from there. The application process super straightforward as well. We just go through some health and lifestyle questions. We don't have to get any bloods done or go for a full medical. We just do that to check your approval now if you are. We'll also be able to determine on how we can offer the cover now once it's in place, If you're happy with it, it'll protect you into your policy anniversary following your 65th birthday. There so long long way away.

[3 minutes 10 seconds][Customer] : Yeah, yeah, yeah, yeah.

[3 minutes 55 seconds][Agent] : Awesome. The only other thing as well. Just keep in mind there are some exclusions that apply as outlined in the PDS. Nothing you should have to concern yourself with though. It's more so like engaging in war or criminal activity. Hopefully aren't weakened occurrences there as well.

[4 minutes 7 seconds][Customer] : Yeah.

[4 minutes 9 seconds][Agent] : A heads up too, because I don't know if it would have been the same how you had it before because it was through an employer. But now that it's kind of out on your own, the premiums for income protection, they are generally tax deductible. So it can make it even more cost effective for you. If you've got a tax agent, definitely ask them about it all, how it works.

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

[4 minutes 25 seconds][Agent] : But that's just to give you a kind of heads up, save you a bit of a

penny in the future as well.

[4 minutes 29 seconds][Customer] : Yep.

[4 minutes 30 seconds][Agent] : All right, easy done. Now. That's basically the crux of the policy, how it works. That's all making sense. Did you have any questions for me at all?

[4 minutes 37 seconds][Customer] : No, that's pretty.

[4 minutes 40 seconds][Agent] : Alright, perfect. We'll go through the duty space to you because that just opens up the quoting screen. There's just be a few questions about what you do at work. So before entering any of the questions, it is important you are aware of your duty to enter all of them accurately and honestly, just As for you to do so could impact your cover at claims time and it'll obviously yes or no response. The first one's just confirming. Do you work 15 hours or more per week? Perfect. And is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment? Yes or no, That's all right. And do you perform heavy physical duties, use heavy machinery or drive a vehicle? Yep, that's all good. And are you qualified, skilled or semi skilled or hold the required licenses to perform your role? Perfect. This one's just double checking. Do you work in any of the following fields? Aviation as a pilot or crew, Entertainment or sporting industry, Air Force, Army, armed forces? Or do you handle explosives? No, thank goodness. And do you regularly work underground or underwater, work at heights above 10 meters, work offshore, carry a firearm or drive long haul?

[5 minutes][Customer] : Yeah, no, yeah, yeah, no, no.

[5 minutes 47 seconds][Agent] : No. Great stuff as well, thank goodness. There. Alright, that's for Judy's base. Done and dusted. We'll move through here. So be a little bit of explaining, but also you get to pick, you know, your terms of cover. The first thing. I'll just get out of the way there mate. Have you had a cigarette in the last 12 months? Yes or no, no good stuff. It'll be a good way to keep the price down as well.

[5 minutes 56 seconds][Customer] : Yeah, no, yeah.

[6 minutes 6 seconds][Agent] : It's better for your health and then the monthly benefits. So that's what we're going to determine next is the Max level that we can actually offer out to you. And we'll

do that based off of your annual pre tax income. So being under self-employed, I'll just give you a heads up what we kind of classify this as. So your pre tax income, it's your share of annual income earned in the business before tax directly due to your own personal efforts less any business expenses and excluding super contributions. So it's just the amount that business would otherwise cease earning in the event you are unable to work due to a disability. Now I was going to ask as well because obviously you've just gone into being self-employed. How long have you been doing that for? Oh perfect, No, no good stuff because it'll make it much easier. I'm just going to times it by 12. What have you Like gross pay earned in the month.

[6 minutes 45 seconds][Customer] : I need that a month there are 16,000 + 6. Yeah, that's 16,000 with the expenses out of it.

[7 minutes 6 seconds][Agent] : OK perfect, no good stuff as well. No 16 K. What's that? Times up by 12 Works out to be around 192,000. You're happy to pop that in as the annual income?

[7 minutes 17 seconds][Customer] : Yeah.

[7 minutes 18 seconds][Agent] : OK, perfect. That's before tax as well.

[7 minutes 22 seconds][Customer] : Pardon. What was that there?

[7 minutes 20 seconds][Agent] : Yeah, just confirming that was before tax as well.

[7 minutes 26 seconds][Customer] : Yeah.

[7 minutes 25 seconds][Agent] : Yeah, OK, perfect. That means having a look here. So as I said, the minimum's 1000 bucks a month. Maximum you could choose would be \$11,200 and then it just goes down in \$100 increments. So next step is one 11,100 and then 11,000 flat. This is what you get paid out per month. So where would you like to have a look first?

[7 minutes 49 seconds][Customer] : Probably a bit less, probably around that 8000 a month, I suppose.

[7 minutes 53 seconds][Agent] : Yeah, if you don't make it cheaper for you as well, if you're not choosing the top level. So we'll leave it at about 8K there. The next thing you get to choose will be the waiting period. The way this works with us. So it's the non payment period that must be served before the income benefit is payable after the insured event. So it's not like a sort of health

insurance where it's from when you start the policy, it's from when you've actually suffered, you know, let's say you know, you've broken your back or you've got a severe, I don't know, cold or something like that. It's when the doctors told you unfit to work.

[7 minutes 57 seconds][Customer] : Yeah, yeah, right.

[8 minutes 21 seconds][Agent] : Now we let you choose either 30 days or 90 days. And just to keep in mind that the income benefit is paid monthly in arrears. So as an example, if you chose a 30 day waiting period, the first payment would be 60 days after you were first eligible to claim. So between 30 and 90. Which did you want to have a look at first? Dirty, easy done. And lastly, the benefit.

[8 minutes 41 seconds][Customer] : OK, 30 two I suppose.

[8 minutes 45 seconds][Agent] : This is just the maximum amount of time that we will pay the income benefit for anyone, injury or illness, and the options you get are six months, one year, two years or five years, two. We can start at 2 and look after we go through the application as well. We've got all the final figures. We can play around with the terms as well and see how it changes the price too, Right, Perfect. Well, that's everything we can choose. The next step will run you through the health and lifestyle questions. It won't take us too long, so I'll just make sure I've got your e-mail here. It was just Brad at strikecontracting.com. Yep, perfect. And in case you do get approved, we also like to have an address down so we can get it out via post. What would be your post code there, man? Eight ON. What was the town or suburb there?

[9 minutes 9 seconds][Customer] : Yep, Yep, 2580 Carousa.

[9 minutes 35 seconds][Agent] : Taralga. Where? Here. I'm just going down. I've heard of that.

[9 minutes 40 seconds][Customer] : That's for the naughty Carlton.

[9 minutes 38 seconds][Agent] : Whereabouts is that in New South Wales, north of Goulburn. I'm trying to point out we're based in Sydney. I know I've been somewhere close to Taralga before, but yeah, my map skills are not where they should be. Oh, got you. Yeah, not too, I guess. Not too far. And then it just to finish that off. What would be the street number and street name for you?

[9 minutes 49 seconds][Customer] : Yeah, yeah, that's in Sydney, 15 Orchard St.

[10 minutes 4 seconds][Agent] : 15? Yeah. Perfect. 15 Orchard St. And that's the same as your

postal address as well.

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

[10 minutes 11 seconds][Agent] : Perfect. Easy done. All right, I'll load these up now. I just need to read out what's called a pre underwriting disclosure. And it's just a statement that makes you aware of your responsibility before answering the questions. So just as here and as a reminder, of course, 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 survey services. We will share this with your insurer and may share it 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 an Income Protection 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 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 have provided some information to us in any earlier discussions you have had. If you do not take reasonable care, you may reach 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. So just confirm with Brad. Do you understand and agree to your duty, yes or no? Alright, perfect. These questions too, mate, Super, super straightforward. I'll just have to read them out in full and then I'll just ask yes or no, You respond accordingly. We should fly right through.

[11 minutes 26 seconds][Customer] : Yeah, yes.

[11 minutes 37 seconds][Agent] : And the first couple ones, they do touch sort of on occupation in just a SEC there, but we'll navigate that. That'll be fine. Now the first one here, this is just asking, have you been hospitalised for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with your COVID-19 infection in the last 30 days? Yes or no? Perfect. And are you a citizen or permanent resident of Australia or New Zealand? Currently residing in Australia, yes or no?

[11 minutes 57 seconds][Customer] : No, yeah.

[12 minutes 7 seconds][Agent] : Awesome. And does your work require you to use explosives, travel to areas experiencing war or civil unrest or work offshore? Yes or no? Nah, perfect. And then just reconfirming, are you a employed or B self-employed? B self-employed, Perfect. And do you own a business or are you a contractor? Contractor and are you currently contracted or subcontracting?

[12 minutes 15 seconds][Customer] : No, the contractor subcontracting.

[12 minutes 35 seconds][Agent] : Perfect. And do you expect your income to reduce in the next 12 months?

[12 minutes 41 seconds][Customer] : Well, actually going back to that last question, I am running my own business, but I'm subcontracting as installed data.

[12 minutes 49 seconds][Agent] : OK, because we can either go, it's more so up to your, I guess disclosure if you classify yourself as more as a business owner or as a contractor.

[12 minutes 59 seconds][Customer] : I'd say more as a business owner.

[13 minutes 2 seconds][Agent] : Yeah, OK. We can go under where we live, business owner and then where are we here? OK, so we're going to business. The next one just confirms. Have you been in your current business for at least 12 months? Yes or no? No, it's alright. And then that's captured there. And then if you were to become disabled and unable to work, would your business continue to generate income for more than 60 days? Yes or no? No, that's all right, perfect. All right, moving on. This next one, just double checks. Do you have a second occupation that generates a taxable income? Yes or no? And have you ever been declared bankrupt or placed in receivership, involuntary liquidation, or under administration?

[13 minutes 16 seconds][Customer] : No, no, no, no.

[13 minutes 47 seconds][Agent] : Very good. OK, now it's just on to the straight health questions from here. The next section is just in relation to your height and weight. So in order to move forward, we'll just need to make sure we capture a confident single figure measurement for each one. Starting off first, either centimeters or feet and inches will do. What is your exact height? Or if you remember the last time you checked, what would it be? Just 6 foot 0 inches.

[14 minutes 7 seconds][Customer] : 6/4 Yep.

[14 minutes 11 seconds][Agent] : Yep perfect. And as well for weight we can use either kilos, pounds or stones. Either if you know you're exact weight or the last time you checked what would it be? 70 kilos, perfect, pop that in there. Now the next question is asking, have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? Yes or no? Now perfect and to the best to your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Yes or no? No, Beautiful. And do you have definite plans to travel or reside outside of Australia IE booked or will be booking travel within the next 12 months? Yes or no?

[14 minutes 19 seconds][Customer] : 70K No, No, no.

[14 minutes 52 seconds][Agent] : No, that's all right. Keep in mind though too, if you do go overseas and something happens, it's a worldwide cover 24/7. So you have got that protection as well. Now the next one, this is just double checking, do you have existing income protection cover, yes or no?

[15 minutes][Customer] : Yep, no.

[15 minutes 7 seconds][Agent] : No, very good. And up to the medical history section. This is probably the biggest section here, but it should be fairly straightforward to move through. There's a main question that I'll refer back to and just a list of different health conditions that we'll go through together. So it just asks, have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following starting off with cancer, tumour, mole or cyst, including skin cancer, sunspots, Melanoma or leukemia? Yes or no? Not very good. Have you ever had an abnormal PSA test or an enlarged prostate? Yes or no. Stroke, chest pain, palpitations or heart conditions such as but not limited to heart attack and angina or high blood pressure. Yes or no. High cholesterol, thyroid condition, or neurological symptoms such as dizziness or fainting. Diabetes, raised blood sugar, impaired glucose tolerance, or impaired fasting glucose. No hepatitis or any disorder of the liver, stomach, bowel, gallbladder or pancreas? That's good. Epilepsy, motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis?

[15 minutes 35 seconds][Customer] : No, no, no, no, no, no, no, no, no.

[16 minutes 21 seconds][Agent] : Nope. Anxiety, depression or stress requiring medical treatment or any other mental health disorder? Yes or no. Any illegal drug use, abusive prescription medication, or received medical advice or counselling for alcohol consumption? Yes or no? That's good. Disorder of the kidney or bladder? Blood disorder or disease? Asthma or other respiratory disorder? Excluding childhood asthma? That's good. Back or neck pain or disorder? Yes or no Arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia.

[16 minutes 27 seconds][Customer] : No, no, no, no, no, no, no, no.

[17 minutes 1 seconds][Agent] : Joint or muscle pain, Ligament injuries including replacement or reconstructive surgery. Osteoporosis or osteopenia. Perfect. And then any defective hearing or sight other than which is corrected by glasses or contact lenses, No great stuff. OK, As I said, biggest section out of the way, you've done very well. This next one's just confirming other than what you've 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 awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests, or biopsy? Yes or no? That's good. And other than what you've already told me about, are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? Yes or no?

[17 minutes 6 seconds][Customer] : No, no, no, no, no.

[17 minutes 52 seconds][Agent] : Perfect. And lastly, for this section, other than what you've already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury? Yes or no? Awesome stuff. OK. They're all your health questions. Done. You've done very well, Brad. We've only got 3 left. The next two, it's just a bit about family history. So this is only to the best of your knowledge. Have any of your immediate family just meaning mother, father, brother or sister, living or deceased, ever been diagnosed with polycystic kidney disease, Huntington's disease, or familial adenomatous polyposis? Yes or no? That's good. And to the best of your knowledge, has any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to the age of 60?

[18 minutes 3 seconds][Customer] : No, no, no.

[18 minutes 36 seconds][Agent] : Yes or no, right, Awesome. All right, And the last question I've got for you today, this is just how much of A daredevil you are. It's just asking other than one off the fence, like a gift certificate or a voucher, do you engage in or intend to engage in any of the following aviation other than as a fare paying passenger on a recognised airline, Motor racing, parachuting, mountaineering, abseiling, scuba diving deeper than 40 metres, cave or wreck diving or any other hazardous activity? Yes or no, Perfect. They all sound fun, don't get me wrong, but it's not my cup of tea. Prefer to keep my feet planted firmly on the ground.

[19 minutes 4 seconds][Customer] : No, yeah.

[19 minutes 13 seconds][Agent] : That's the application done and dusted. I appreciate going through that. It's just going to open everything up for us, which is great. I'll just wait till that loads. The only other thing I just thought I'd let you know about what's included in the income protection policy so you do get a rehabilitation benefit along with a final expenses benefit. Now this may seem a little bit morbid, but it actually pays out \$10,000 in the event that you pass away.

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

[19 minutes 35 seconds][Agent] : So it's an inbuilt funeral insurance we're just going to provide you whilst you've got the income protection in place as well, right, Perfect. Now going back here and beautiful, I'm sure as you can imagine being fitters and fiddle as well. The application has been approved just with one below term. So I'll say congratulations in that sense there. Very well done. It's just one exclusion that has popped up and it's just based on how you've answered the employment question. So under the self-employed pre disability income, the pre disability income for any. Claim within the 1st 12 months of you being a self-employed person will be the average monthly income generated by the relevant business or practice due to your personal work efforts or activities less your share of necessarily incurred business expenses from the time of becoming a self-employed person to the date of total disablement. So essentially what we're going how I averaged out your annual income.

[20 minutes 29 seconds][Customer] : Yep, Yep.

[20 minutes 29 seconds][Agent] : It's basically just stating the same thing for if it does come claims

time, anything happens in the 1st 12 months of being self-employed, right? Perfect. Other than that though, it's all green, which is good and we can have a look here. So just as a recap, monthly benefit of 8000 waiting period, 30 days and a benefit period of two years, you're looking at a fortnightly premium of \$95.63. How's that sound for starters there? Yeah, perfect.

[20 minutes 53 seconds][Customer] : Yep, yeah, that sounds good 'cause I could get in a bit more.

[21 minutes][Agent] : Oh, really? Oh yeah. I mean, look, if you were to probably look at like the 11,000 a month, it definitely would be up there. But I know that you've dropped it down to 8 years plus. Look, the other thing as well, that kind of goes into it just as a bit of an insight. We base everything off of age at the time of application. Smoking status goes into obviously as well. If you're a smoker, that's going to cost you an arm and a leg.

[21 minutes][Customer] : Yeah, yeah, yeah, Yep. Alright. And that works, yeah.

[21 minutes 19 seconds][Agent] : But because you saw a young non-smoker and obviously went well through the application, we've ended up at under 100 bucks a fortnight, no beauty. Well, look what I was going to say to you, Brad, if you're happy with everything in terms of how we cover you. So normally like you've got full coverage, if that makes sense. Normally like if an exclusion pops up, like you know, you won't be covered for X if it's happened in the past, those sorts of things. But you've gotten a full approval, which is great to see. What we normally like to do for our customers from here to given that you've been approved, if you're happy with it all, is actually get the tailored policy documents sent out to you via e-mail tonight. That takes about an hour tops. And then via post takes about 2:00 to 5:00 business days, but they're your tailored documents, just specific for you only and they can also have you covered as of today moving forward. It doesn't mean that you'll have to pay for anything upfront. We do allow our customers to choose their first payment day. So you can line it up in the future, whether it be, you know, a week or two or even 3 weeks in advance, we can work around that. And then from whatever day you have chosen, you then get an even further 30 days as a cooling off. Just to make sure that it's the right thing for you there as well.

[22 minutes 6 seconds][Customer] : Yep, Yep, Yep, alright.

[22 minutes 26 seconds][Agent] : Perfect. Well, I'll get everything loaded up in the background. It

won't take us too much longer today. The only thing I just want to make you aware of is how the premiums are going to work sort of long term. Now the premiums, they asked it meaning that they will generally increase each year as you age. And as an indication, if you make no changes to the policy next year, the premium is actually going to stay at \$95.63.

[22 minutes 53 seconds][Customer] : Right. Yep.

[22 minutes 50 seconds][Agent] : So it won't change based off your age next year, given that you're quite young, just as a bit of a kind of insight as well. It doesn't really change all that much. And in some cases it can actually go down. And then obviously we'll go back up as time goes on. But we send out a notice to you about 30 days before the policy anniversary. So you do get a heads up before it actually changes. That way if you want to discuss it with us, you've got plenty of time to do so as well.

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

[23 minutes 15 seconds][Agent] : Alright, perfect. And just also, if you do become curious, you'll be able to find more information about our premium structure on our website. Now that's everything there. The only other thing I'll check off, mate, your best contact number was the mobile that you're speaking on now ending in 423.

[23 minutes 30 seconds][Customer] : Yep. Yeah.

[23 minutes 31 seconds][Agent] : Yeah, OK, easy done. That's everything there. All right. Now just to let you know. So the final steps that we go through, if you're happy with it all, we'll jump into the calendar. As I said, you get to pick the first payment date yourself. You can choose up to 30 days away or whatever is easiest for you. We then just note down a preferred method of payment, whether it's a BSN account number or a card, and I'll just read you out a final declaration which sums everything up a little bit more formally.

[23 minutes 57 seconds][Customer] : Yep.

[23 minutes 54 seconds][Agent] : Once you accept that, you're then covered from there on out, right? Perfect. So in the next coming days or weeks, I'm happy to work around whatever's easier for you.

[24 minutes 7 seconds][Customer] : Oh, we can start it next week.

[24 minutes 4 seconds][Agent] : When did you want to start the first payment date for this next week? Is there any day? Just because I can't choose a day myself? What works best for you?

[24 minutes 13 seconds][Customer] : Alright, so it's on Monday.

[24 minutes 15 seconds][Agent] : Monday? Easy done on the 18th. I was going to say, look, being your own boss and self-employed, you know, paying for these sorts of things, it's not like you're on a pay schedule. So it makes it a bit easy. Alright. And then in terms of a payment method, it's just either a direct debit from the bank or from the card. Which would you like to use?

[24 minutes 16 seconds][Customer] : Yep, Yep, it's just on the card.

[24 minutes 33 seconds][Agent] : Card. Easy done. I'll swap that over there now before reading anything out for security purposes.

[24 minutes 44 seconds][Customer] : OK.

[24 minutes 39 seconds][Agent] : While obtaining your card details, the call recording will stop and we'll recommend after we have collected your details. The. None, read anything else out and please be advised that the call recording has now resumed for quality and monitoring purposes. The only other thing actually I'll let you know about two mate, where are we? Here is the real reward. This is just our way of basically saying thank you for staying with us for the first year. It's just a little 10% refund on the premiums you paid in that time. So basically after the first 12 months, when are we here? You end up getting back \$248.65.

[26 minutes 26 seconds][Customer] : Yeah, Yep.

[26 minutes 27 seconds][Agent] : It'll just, yeah, get debited back to the account there after the year. That's everything there. I'll just read out the declaration. I'll just make sure as well. Did you have any other questions for me for the time being?

[26 minutes 39 seconds][Customer] : No, that is about it.

[26 minutes 42 seconds][Agent] : OK, easy done.

[26 minutes 47 seconds][Customer] : Yeah.

[26 minutes 43 seconds][Agent] : I'm sure we'll look at, there may be questions that might be

answered through the declaration anyway and I'll be double checking at the end too, but just says here, thank you Brad Murray, it is important you understand the following information. I will ask for your agreements, these terms at the end and your policy will not be enforced unless you agree to these terms in full. Real income protection is issued by Hanover Live Free of Australasia Limited whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS Trading as Real Insurance to issue and arrange this insurance on it's behalf. Hanover relies upon the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. Hanover 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. Now Brett, I just need to remind you the duty to take reasonable care that you agreed to. So can you please confirm you have answered all their questions in accordance with your Judy? Yes or no?

[27 minutes 43 seconds][Customer] : Yeah.

[27 minutes 44 seconds][Agent] : Perfect. It then says 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 consent to allow us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us. The accepted cover provides the following insurance cover for Brad Murray, A monthly and short amount of \$8000 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 that may be less than a monthly and short amount as your income benefit is limited to 70% of your average monthly income over any 12 consecutive months during the two years before you suffered your disabling sickness or injury. Your income benefit can also be reduced if you receive other disability payments from other sources. There is a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place. In addition to the standard exclusions contained within the PBS, the following exclusions apply for Brad Murray Income Protection Benefit.

[28 minutes 57 seconds][Customer] : Bye bye.

[28 minutes 43 seconds][Agent] : The pre disability income for any claim within the 1st 12 months of you being a self-employed person will be the average, sorry average monthly income generated by the relevant business or practice due to your personal work efforts or activities less your share of necessarily incurred business expenses from the time of becoming a self-employed person to the date of total disablement. By agreeing to this declaration, you agree to any non standard exclusions or loadings placed on your policy and you understand they will remain in place for the life of the policy. You may request for any of these alternative terms to be reviewed at any time by calling us. Your cover expires on November 18, 2065, 12:00 AM. Your premium for your first year of cover is \$95.63 per fortnight. Your premium is a stepped premium, which means it will be calculated at each policy anniversary and will generally increase each year.

[29 minutes 36 seconds][Customer] : No.

[29 minutes 33 seconds][Agent] : Included in your premium is an amount payable by Hanover to GFS of between 37% and 51% to cover costs. Your premium will be debited from your credit card, which we are authorized to debit from and have provided to us. 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. You should carefully consider these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy and any premium you may have 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. Lastly, it just states that we have a complaints process which you can access at any time by contacting us. Full details are available online and in the documentation we are sending you. So I appreciate your patience there mate. I've just got the last two questions today. First one's just confirming, do you understand and agree with the declaration? Yes or no? Beautiful. And lastly, would you like any other information about the insurance now or would you like me to read any part of the PDS to you, Yes or no?

[30 minutes 37 seconds][Customer] : Yeah, no.

[30 minutes 48 seconds][Agent] : Alright, easy done. We'll look. I'll pop that in place for you now. So you're covered. And with the e-mail, I think I mentioned, so an hour or so for the e-mail and two to five business days for the post. So hopefully by the end of the week you have the documents that way, have a read through, make sure everything's up to scratch, make sure all the details are correct as well, which I imagine they should be. The other thing too, for the final expenses benefit there, that kind of funeral policy I mentioned, you'll be able to nominate a beneficiary or beneficiaries that can claim that. I know we're not planning on it happening, but just in case it is there. So if you want to pop your partner down, you can or any other family members completely up to you as well.

[31 minutes 21 seconds][Customer] : Yeah, Yep.

[31 minutes 29 seconds][Agent] : Easy done. Look, that's everything from my number. Is there anything else I could help out with today, mate?

[31 minutes 28 seconds][Customer] : Alright, that was it. Thank you.

[31 minutes 35 seconds][Agent] : No duty, easy done. And we wrap that up in 30 minutes. Appreciate the time of day as well. There.

[31 minutes 41 seconds][Customer] : Yeah, beautiful. You too.

[31 minutes 39 seconds][Agent] : I'll let you carry on with your evening, sweet.

[31 minutes 42 seconds][Customer] : Have a good night. Cheers.

[31 minutes 43 seconds][Agent] : Cheers mate, you too, bye.

[31 minutes 44 seconds][Customer] : Bye.