

[2 seconds][Customer] : Hello.

[4 seconds][Agent] : Hello. Good afternoon, Carly. My name's Michael. I'm calling from Real Insurance. How are you today?

[8 seconds][Customer] : Yeah. Good. Thanks.

[10 seconds][Agent] : That's good to hear. Carly.

[15 seconds][Customer] : Yeah, Yeah, that's cool. Yeah.

[11 seconds][Agent] : I'm just giving you a call back here today to pull up on the funeral insurance inquiry there to have a look into that one further for you, just so I can speak a little bit more freely. I'll just let you know that all of our calls are recorded. Any advice to provide? Is similar nature going to be suitable to your situation? Do you mind just confirming your full name and date of birth, please?

[31 seconds][Customer] : Claire Louise Baston, 4th of the 4th, 1984.

[35 seconds][Agent] : Lovely. Thanks so much for confirming those details there, Carly. So from what I can see there, umm, previously we were able to quote you, uh, \$10,000 of the funeral insurance coming in at 4, about \$16.08 per fortnight there for you. How's that sounding in terms of suitability for you?

[49 seconds][Customer] : Yeah, yeah, that's fine.

[54 seconds][Agent] : Perfect. No worries. The, uh, what I'll do there is I'll just make sure that this quote is all correct. So you can select anywhere from the \$3000 to the \$15,000 mark. And you're happy with the \$10,000, is that right?

[1 minutes 7 seconds][Customer] : Actually, can you do the 15?

[1 minutes 9 seconds][Agent] : The 5th day, Yeah. No worries. Let me bring that one up for you.

[1 minutes 13 seconds][Customer] : Yeah.

[1 minutes 12 seconds][Agent] : How's your day been today so far there, Carly?

[1 minutes 14 seconds][Customer] : Good. Yeah, good. And yours.

[1 minutes 14 seconds][Agent] : Yeah, that's good to hear you. Yeah, not bad. Can't complain.

[1 minutes 20 seconds][Customer] : Where are you? Oh, geez. They're not that clear with the other

one.

[1 minutes 18 seconds][Agent] : Unfortunately, the weather's not too great today, but umm, we're here in Sydney, No, the last two days. So on Tuesday I think it wasn't a 40°.

[1 minutes 31 seconds][Customer] : Yeah, far out. I'm in Melbourne and it's ***** pretty hot.

[1 minutes 30 seconds][Agent] : But the last two days been rainy and miserable, unfortunately, or at least you get some, some. If we look at \$15,000 there, Carly, it brings it up to \$24.12 per fortnight. Is that OK?

[1 minutes 38 seconds][Customer] : Yeah, yeah, that's alright.

[1 minutes 48 seconds][Agent] : Lovely. Just keep in mind for the 1st 12 months you'll be covered for accidental death and accidental serious injury Only after the first 12 months you'll be covered for deaths due to any cause.

[1 minutes 59 seconds][Customer] : Yep, Yep.

[2 minutes][Agent] : In addition, there is a terminal illness benefit included as well, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner, that claim can be paid directly to you to help you have any medical expenses there.

[2 minutes 18 seconds][Customer] : OK, cool.

[2 minutes 19 seconds][Agent] : Did you have someone in mind there, Carly, that you would be listing down as your beneficiary? You too perfect.

[2 minutes 24 seconds][Customer] : My two sons, Jordan and Noah Walker. Yeah, yeah, yes, right.

[2 minutes 28 seconds][Agent] : No worries, we'll get them listed down as the beneficiaries and then if anything happens they call it that lump sum benefit will be paid directly to them with the cost of the cover. Your premiums are designed to stay the same as you get older.

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

[2 minutes 41 seconds][Agent] : There's no yearly based increase or anything like that. As this is the insurance policy, you may pay more in total premiums over the last of the policy than the benefit amount. So please be aware this insurance does not have a savings or investment element. So if

you cancel outside of the 30 days, your cover will stop and you wouldn't receive anything back unless you are eligible for and choose the early cash back offer, which is an option that you have available to you there. Carly, at any time after you reach 85 years of age, you can choose the end your cover and we will pay you 75% of the funeral insurance benefit while you're living.

[3 minutes 16 seconds][Customer] : Yeah, I'm sorry.

[3 minutes 17 seconds][Agent] : Uh, so I'll just confirm your address here. Carly, are you. I have it down here as Unit 94 slash 76 Canning St.

[3 minutes 23 seconds][Customer] : Yeah, yeah, That's right. That's right.

[3 minutes 24 seconds][Agent] : in Old Northern. Perfect. And is that your postal address as well?

[3 minutes 28 seconds][Customer] : Yeah.

[3 minutes 29 seconds][Agent] : Lovely. And your e-mail address is carlybaston64@gmail.com. Then your mobile number is 0480534952.

[3 minutes 35 seconds][Customer] : Yep, that's right.

[3 minutes 41 seconds][Agent] : Lovely. You can also find information about our premium structure on our website there as well. Just to confirm there. Carly, are you happy to continue with this here today?

[3 minutes 47 seconds][Customer] : Yep, happy to continue.

[3 minutes 51 seconds][Agent] : Lovely. So Carla, the great thing is you're not required to make any upfront payments here today. You can select the the date that works best for yourself for this payment to be processed. So when will work best for you? Yep.

[3 minutes 51 seconds][Customer] : Yep, I can pay it today and then from today make it like EV every fortnight from Tuesday.

[4 minutes 11 seconds][Agent] : OK. Yep.

[4 minutes 10 seconds][Customer] : Like not so yet Tuesday yesterday but so then I'll pay the first Wednesday and then from Tuesday yesterday make it Fort like fortnight again.

[4 minutes 16 seconds][Agent] : OK, no worries. They called it to set that one up. What I'll do is I won't put the payment for today so we can line it up on the Tuesday. I can put the first payment on

the the 21st. So that was a fortnight from yesterday.

[4 minutes 29 seconds][Customer] : OK, cool. Yeah, if you want to do that.

[4 minutes 28 seconds][Agent] : You're, you're still, you're still covered from today regardless.

[4 minutes 33 seconds][Customer] : OK, sweet.

[4 minutes 32 seconds][Agent] : But that just allows you not have to pay, make a payment straight away and then it can be on that date that you prefer and we just need to enter either a card or a BSB and account number. Which one's best for you?

[4 minutes 44 seconds][Customer] : OK, I'll give you my card. It's 4/6.

[4 minutes 47 seconds][Agent] : Yeah, on one second. Sorry Carla, let me just pause the recording for security purposes while obtaining your card details. The call recording will stop and will recommence after I've collected your details.

[4 minutes 56 seconds][Customer] : Cool. Sweet. Thank you.

[5 minutes 27 seconds][Agent] : Please be advised that the call recording has now resumed for quality and monitoring purposes. Uh, Carly, just to finish this one up for you, I'm just going to read you the final declaration.

[5 minutes 36 seconds][Customer] : Yeah.

[5 minutes 36 seconds][Agent] : It's just the final terms and conditions. There'll be two final questions for yourself there at the end and then that will all be complete for you.

[5 minutes 42 seconds][Customer] : Sweet thank you.

[5 minutes 43 seconds][Agent] : Did you have any questions or was that all clear for you today?

[5 minutes 47 seconds][Customer] : No, no, everything's been clear. Yeah. No, that's good.

[5 minutes 47 seconds][Agent] : Cool, perfect, lovely. So it just reads here. Thank you. Kylie Bassen, it is important you understand the following information. I will ask for your agreement to be termed at the end and your policy will not be enforced unless you have these terms in full. Your funeral cover is issued by Hanover Library of Australasia Ltd, then we will refer to as Hanover. Hanover has an arrangement of Greenstone Financial Services Training as Bill Insurance to issue and arrange this insurance.

[6 minutes 21 seconds][Customer] : None.

[6 minutes 13 seconds][Agent] : Half your answers to the application questions and any related documents go on the basis of your contract of insurance and Henover relies upon the accuracy of the information you have provided when assessing your application. And whoever has set a target market determination for this product, which describes how we can see that this product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. We collect your personal information to provide insurance quotes issued covering other LED services. We will share this with your insurer and make sure of other Australian service providers for the purpose of I mean it's seeing a policy or handling claims.

[6 minutes 50 seconds][Customer] : None.

[6 minutes 48 seconds][Agent] : Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. By agreeing to this declaration, you consent to be contacted by our simulations and other products and services. You can opt out of this at any time. By contacting us. You have agreed to take out a single real funeral cover with the following cover. Kylie Basten is covered for \$15,000 in the event of death. In the case where death is accidental or if you suffer the fine accidental serious injury, the benefit amount will triple.

[7 minutes 22 seconds][Customer] : None.

[7 minutes 17 seconds][Agent] : Cover is for accidental death only for the 1st 12 months of cover with death by any cause of diagnosis of a terminal illness covered thereafter. Accidental serious injury Cover for each life insured under age 75 starts immediately and then a policy and a person involves a life insurance 75th birthday. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's UH cover to receive a lump sum payment of 75% of the chosen benefit amount. If you take up this early cash at Option, you'll no longer have a right to claim under the policy for that life insured.

[7 minutes 49 seconds][Customer] : None.

[7 minutes 47 seconds][Agent] : This policy is an insurance policy and does not have a savings or

investment component. You can end your cover anytime by contacting us. If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. If cover ends prior to age 85, no benefits payable and there is no refund of the pre or premiums after the cooling off. If cover continues beyond age 85, the life insured will receive an additional 25% of bonus cover from that date and you'll not be required to pay any for the premiums. The bonus cover is not payable if the only cash that option has been taken out. Cover for each life insured ends on the day prior to the 100th birthday.

[8 minutes 22 seconds][Customer] : None.

[8 minutes 21 seconds][Agent] : We are paid a funeral benefit and bonus cover for the life insured. At this point. Your total premium for your first year of cover is \$24.12 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and we're only change if the old to your cover or insure just the premium rates applying your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums than the benefit amount of the life of the policy.

[8 minutes 50 seconds][Customer] : None.

[8 minutes 48 seconds][Agent] : Included in your premium is an amount payable to real insurance of between 34 percent, 54% capital on a level basis over the life of the policy. Your premium will be debited from your credit card which you are authorized ever from and have provided to us. We may provide with the communications to you by the e-mail address you have provided to us and this will include any legal notices be required to provide you in writing. If you'd prefer to see this only by mail, you can update your communication preference at any time.

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

[9 minutes 14 seconds][Agent] : The policy documentation, PDS and the first G will be mailed to 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 mutual 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 a lot of claim. There are risks associated with replacing

policies as your new policy may not be identical to existing cover. We recommend that you do not cancel an existing policy until you have received your policy in form.

[9 minutes 43 seconds][Customer] : None.

[9 minutes 43 seconds][Agent] : We have a complaints process which can access any time by contacting us. Full details are available online and there's documentation we are sending you.

[9 minutes 54 seconds][Customer] : Thank you.

[9 minutes 54 seconds][Agent] : Thanks so much for listening there, Carly. I just have two final questions. Do you understand and agree with the declaration, yes or no?

[10 minutes 2 seconds][Customer] : Yes.

[10 minutes 3 seconds][Agent] : Thank you. And would you like any other information or would you like me to read any part of the PDS to you?

[10 minutes 9 seconds][Customer] : No.

[10 minutes 10 seconds][Agent] : Lovely. Carly, I just need to confirm there as well that you are a female Australian resident, is that correct?

[10 minutes 16 seconds][Customer] : Yes, yes.

[10 minutes 17 seconds][Agent] : And what would be your preferred title? Is that miss misses or Miss?

[10 minutes 20 seconds][Customer] : Yeah, yeah, yeah.

[10 minutes 21 seconds][Agent] : Yes, Yeah. And then your. Yep.

[10 minutes 25 seconds][Customer] : No. So could you put my 2, the two boys over there? Yeah.

[10 minutes 30 seconds][Agent] : Yeah, uh, not, not yet. What I'll do is I'll connect you through to our support team here in a moment and we'll be able to add those on.

[10 minutes 36 seconds][Customer] : Yep.

[10 minutes 36 seconds][Agent] : Uh, Kylie, your mobile number is 0480534952.

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

[10 minutes 42 seconds][Agent] : And then your date of birth.

[10 minutes 46 seconds][Customer] : 4484.

[10 minutes 44 seconds][Agent] : You confirmed that before, but just to double check, that's the 4th of April. Yeah, 4484. Perfect. Lovely.

[10 minutes 52 seconds][Customer] : Yep.

[10 minutes 50 seconds][Agent] : Kylie, I'll just get you to hold the line here for a couple of moments. I'll connect you through to our support team.

[10 minutes 56 seconds][Customer] : Sweet.

[10 minutes 54 seconds][Agent] : So I just under the beneficiaries won't be too long.

[10 minutes 56 seconds][Customer] : Thank you so much.

[10 minutes 57 seconds][Agent] : No worries.

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

[10 minutes 58 seconds][Agent] : And documentation that will be emailed out to you within the next hour and then posted out as well in the next two to five business days.

[11 minutes 5 seconds][Customer] : Cool. Thank you so much. I appreciate that. Thank you.

[11 minutes 7 seconds][Agent] : No worries there, Carly, won't be too long.

[11 minutes 8 seconds][Customer] : Bye.

[11 minutes 9 seconds][Agent] : Thank you so much. Thank you so much for holding there, Carly. I do have Jaya on the line from customer support team.

[14 minutes 3 seconds][Customer] : Thank you so much.

[14 minutes 1 seconds][Agent] : She's going to continue assisting you help us, any of your beneficiaries.

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

[14 minutes 5 seconds][Agent] : Jaya, umm, she, she just purchased a policy. So all details have been confirmed. Date of birth address, mobile number, e-mail address and type of policy. Yeah, that's a beautiful. Thank you so much, Michael. Thanks.