

[0 seconds][Agent] : OK, hi Kirsten. So I've got Jane on the phone there so she'll be able to help you in regards to looking that quote once again. So, umm, Jane, I've confirmed Alice's first and last name, date of birth already. Oh, thank you Jackie. Hi Kirsten.

[15 seconds][Customer] : Bye.

[14 seconds][Agent] : Hi Alistair, how are you?

[18 seconds][Customer] : Bye.

[18 seconds][Agent] : Ah, that's good. Oh, you're both together. Great. Awesome.

[22 seconds][Customer] : Yeah, Yeah.

[22 seconds][Agent] : Umm, it's changed. We're from one choice and I want to just let both of you know the calls are recorded. Any advice to provide is limited to the products we offer and assisting you to make a decision on whether they're suitable if you need, we don't concede your purchase circumstances. Thank you and I am delighted that both of you together because I had, I had pre put another appointment and I thought I'd pick on Monday night because I thought you might be together both of you. But this is great timing. Thank you for calling me back. I appreciate it.

[48 seconds][Customer] : No worries.

[47 seconds][Agent] : Umm, OK, so I know I spoke to yourself Kirsten, but because I have Alastair there now as well. Alastair, can I just get you to give me please your first name, surname and date of birth?

[58 seconds][Customer] : How was the white 16th of the 6th? 1979?

[1 minutes 1 seconds][Agent] : Lovely stuff, thank you. And you are a male New Zealand resident currently residing in New Zealand.

[1 minutes 8 seconds][Customer] : Yes.

[1 minutes 9 seconds][Agent] : Perfect. Preferred e-mail we have got is KAOLSEN at extra.co at NZ.

[1 minutes 18 seconds][Customer] : Yeah, that's Kirsten's.

[1 minutes 20 seconds][Agent] : That's fine. Is it? Just leave that e-mail guys. Yeah, just keep it there.

[1 minutes 19 seconds][Customer] : Yep, Yep, Yep.

[1 minutes 24 seconds][Agent] : Yeah, OK, perfect. So what we'll do is, and I went through briefly with cursor, but I'd have to go through a course as I said to her with you. Let's have a look. You wanted to have a look at the umm, changing away. I think. So we'll do that for you now. So how it works is if you're unable to work due to a disabling sickness or injury, you suffer a loss of your income. This is where this comes in to pay that monthly amount of money to cover your bills and so on. OK.

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

[1 minutes 48 seconds][Agent] : And you can apply if you work at least 15 hours a week per P-15 hours per week paid employment.

[2 minutes 1 seconds][Customer] : Mm, hmm.

[1 minutes 54 seconds][Agent] : We do offer an income benefit of up to 75% of your monthly pre tax income and up from \$1000 up to a maximum of \$15,000. And of course, I've got to go through the questions with you, yourself, but I want you both to feel free. If you want to ask anything at all, please feel free. That's what I'm here for, OK. And yourself, Kirsten as well, alright.

[2 minutes 12 seconds][Customer] : Yeah, yeah.

[2 minutes 21 seconds][Agent] : And once it's in place, we go through those questions and you are accepting so on. And once it's in place, it'll cover you until your policy anniversary following your 65th birthday. OK OK. So please keep in mind that there are some exclusions that applies outline in the policy document tax time. It could be beneficial for you.

[2 minutes 46 seconds][Customer] : OK.

[2 minutes 40 seconds][Agent] : You know, some of these premiums, you may be able to get tax deductions on them depending on your policy structure. OK, so obviously you'd speak to your tax professional about that one. Now let's umm, go in and have a look. Let me have a look for you. Thank you. Now we're just going to go through this, OK? Bear with me. Sorry a second. So open up a new page. OK, now I'm just going to go through your duty based assessment with you. OK Alistair.

[3 minutes 17 seconds][Customer] : Yep.

[3 minutes 17 seconds][Agent] : So just before I do, before answering any of our questions, it is

important that you are aware of your duty to answer all of our questions accurately and honestly.

Failure to do so could impact your covered claims time. Do you understand this?

[3 minutes 29 seconds][Customer] : OK.

[3 minutes 31 seconds][Agent] : Beautiful. So with your job, do you walk 15 hours or more per week?

[3 minutes 30 seconds][Customer] : Yes, Yes. No.

[3 minutes 39 seconds][Agent] : OK 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 OK? Do you perform heavy physical duties, use heavy machinery or drive a vehicle?

[4 minutes 3 seconds][Customer] : Yes. Have physical duties yet?

[4 minutes 5 seconds][Agent] : Uh, Yep. Are you qualified, skilled or semi skilled or hold the required licenses to perform your role? Yep, perfect. 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?

[4 minutes 14 seconds][Customer] : Tradesmen qualified No.

[4 minutes 32 seconds][Agent] : Do you regularly work underground or underwater? Work at heights above 10 metres, work offshore, carry a firearm or drive a long haul?

[4 minutes 44 seconds][Customer] : No, Not regularly, no.

[4 minutes 44 seconds][Agent] : OK, awesome. Yeah, Perfect. Alright, now let's have a look. Have you had a cigarette, Alistair, in the last 12 months?

[4 minutes 54 seconds][Customer] : A cigarette? No.

[4 minutes 55 seconds][Agent] : Yep. OK, nice one. Now let's also see. Let's see, are you currently employed or self-employed?

[5 minutes 5 seconds][Customer] : Self-employed.

[5 minutes 6 seconds][Agent] : OK, now I'm gonna explain to you what the pre tax income is for self-employed. So if pre tax income, it is your share of annual income earned in the business before tax. OK, Now directly due to your own personal efforts less any business expenses and excluding

Kiwi Saver or super contributions, this is the amount that the business would otherwise cease earning in the event you were unable to work due to DISA due to a disability. So what is your annual pre tax income?

[5 minutes 19 seconds][Customer] : Yep, 62,800.

[5 minutes 38 seconds][Agent] : So like your income annually before tax in the year 62800. Perfect. Now based on your duties and income, you can select a monthly benefit amount from \$1000. You can go all the way up to. Let's see what maximum for yourself would be 3294 dollars, OK, starting at 1000, and this is for the month. This is more to do with, look, if something happened to you, what you'd need to get by, you know, and also it goes from 1000 up in 100. And then the maximum is \$3924. What amount would you like me to quote you on? How much do you think you'd need? OK, sure. And now we'll look at waiting periods. So I know it cost to be said 30 days originally. So the waiting period is a non PA payment period that you must wait before the income benefit is payable after the insured event. So you can choose 30 days or 90 days. Which waiting period would you like me to select or would you like me to look at two of them for? You can start with 30 days and look at the 90 as well.

[6 minutes 20 seconds][Customer] : The maximum please 30 days please.

[6 minutes 48 seconds][Agent] : OK, thirty. OK, perfect. And if you wanted to look at the 19 a minute, we can do that as well. And then the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. You can choose six months, one year, two years or and five years. Which benefit. Would you like me to select for you? Awesome. OK, let's have a look. OK, so indicatively, OK, fortnightly premium, \$56.63 fortnightly. OK, that's with your 30 days.

[7 minutes 11 seconds][Customer] : One year, Yes. No, that's good.

[7 minutes 31 seconds][Agent] : Now were you guys in car? Yeah, that's good. OK, I was going to say, were you guys looking at to have a look at the 90 days as well? Do you want me to have a look for you or not worry about it? Perfect.

[7 minutes 40 seconds][Customer] : No, that's no nothing.

[7 minutes 41 seconds][Agent] : OK, Alright, let's go through the health and lifestyle questions with

you now to see what your eligibility is, OK, And what we'll do is we'll be able to give you the exact umm outcome at the end because obviously it's indicative and it's very straightforward. So we'll go through them together now. And please beware all calls recorded for quality monitoring purposes. I'm just going to read you a short paragraph first. This paragraph reads.

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

[8 minutes 4 seconds][Agent] : We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and they share it with other 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. A lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure before you enter into an income protection contract. You have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect our decision to ensure you and on what terms. You do not need to tell us things that we already know or should know as an insurer or which reduces the risk. We sure you have this, Julie, until the time we enter into the contract. If you fail to disclose a matter or you make a false statement in answer to our questions, we may be able to decline a claim and pose a conditions on your policy. Avoid your policy entirely and just a yes or no answer. Thank you. Do you understand this? Thank you, Alistair. OK, let's have a look now. Just going in here for a moment. OK, alrighty. And that was correct. You have not had a cigarette in the last 12 months. That was correct as well.

[9 minutes 6 seconds][Customer] : Yes, so it's not a cigarette, it's a vape.

[9 minutes 28 seconds][Agent] : OK, alright, OK.

[9 minutes 27 seconds][Customer] : So what's your smoking status?

[9 minutes 31 seconds][Agent] : Yeah, OK. Yeah, I was, I was, I was wondering so yeah, because I know we had spoke yourself and myself. So Alistair, California, can I say yes? And because you have had a vape, vaping is the same unfortunately, vaping and smoking. Have you had a vape in the last 12 months? OK, well, pop it yes then all right, that changes things slightly. Let's have a look.

[9 minutes 31 seconds][Customer] : So Alistair answered No, the cigarette that he Yeah, yeah, yes,

yeah.

[9 minutes 53 seconds][Agent] : However, however, though, guys, however, when that time comes, because, you know, you're the only one that knows when you haven't had, you know, a vape in the last 12 months, all you do, you give us a call, right?

[10 minutes 5 seconds][Customer] : MMM.

[10 minutes 5 seconds][Agent] : And you can apply to have that status changed over, right? So, you know, bear that in mind. You'll be able to sort of when that time, if the time comes, I'm not saying it's gonna come, but I'm just gonna, you know, say that, let you know that is, is, umm, you can apply to do that as well. OK, All right, now changes to fortnightly premium, \$74.70 a fortnight. That's with the smoking status.

[10 minutes 11 seconds][Customer] : Yeah, yeah, yeah.

[10 minutes 27 seconds][Agent] : OK, OK, Now we're gonna go through these questions now with you.

[10 minutes 34 seconds][Customer] : Yep.

[10 minutes 32 seconds][Agent] : OK, Alistair, OK, beautiful. Now with these questions, just make sure that it's just yourself that answers them, OK? And it reads very first one, it's residence. But by the way, guys, if there's anything you're not sure on, it's no problem. If either of you, you know, wanna ask me anything, that's fine. But it's just important that Alistair, you answer these just yourself.

[10 minutes 41 seconds][Customer] : Yep, Yep.

[10 minutes 52 seconds][Agent] : OK, so the first one is residence and it reads are you a citizen or permanent resident of New Zealand or Australia? Currently residing in New Zealand.

[10 minutes 54 seconds][Customer] : OK, yes.

[11 minutes 4 seconds][Agent] : Perfect next one's called pre qualified medical history. Now the very first part of it reads. Have you ever had symptoms of, been diagnosed with, or treated for, or intends to seek medical advice for any of the following And the first one being stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. Lung disorder

excluding asthma, sleep apnea or pneumonia. Cancer or leukemia, excluding skin cancer, kidney disorder, hepatitis or any disorder of the liver. Anxiety, depression or stress requiring medical treatment or any other mental health disorder?

[11 minutes 30 seconds][Customer] : No, no, no, no, no, no.

[12 minutes 1 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? Next section's your height and your weight and I'm required to obtain a confident single figure measurement for each in order to continue with the application in the system. It doesn't allow me to enter any approximate figures, words or height and weight ranges. And what's your exact height? You can do centimeters or you can do you can do feet and inches or centimeters, whatever you like.

[12 minutes 12 seconds][Customer] : No 100 6 foot 2.

[12 minutes 37 seconds][Agent] : OK, perfect. I'll pop that in. Sometimes it people find it easier just to do the feet and inches. So 6 feet and two inches, we'll pop that in.

[12 minutes 45 seconds][Customer] : Yep.

[12 minutes 44 seconds][Agent] : Now what is your exact weight?

[12 minutes 48 seconds][Customer] : 110 kilos, yes.

[12 minutes 50 seconds][Agent] : KG OK Have you experienced any unexplained weight loss of more than 5 kilos in the last 12 months? OK next section now is an occupation section and this part reads OK it reads to do. Does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore?

[13 minutes 2 seconds][Customer] : No, no.

[13 minutes 22 seconds][Agent] : Are you A employed or B self-employed? We're going to put B because you're self-employed, is that right?

[13 minutes 28 seconds][Customer] : Yes, correct.

[13 minutes 29 seconds][Agent] : OK. Do you own a business or are you a contractor?

[13 minutes 36 seconds][Customer] : Contractor.

[13 minutes 37 seconds][Agent] : OK, so we're putting in the contractor. Is that correct, Alistair?
Yeah.

[13 minutes 42 seconds][Customer] : Yes. Correct.

[13 minutes 42 seconds][Agent] : OK.

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

[13 minutes 43 seconds][Agent] : Are you? That's OK. That's fine. Are you currently contracted or subcontracting?

[13 minutes 43 seconds][Customer] : Subcontractor, Yes.

[13 minutes 51 seconds][Agent] : OK, wonderful. Do you expect your income to reduce in the next 12 months? Awesome. If you were to become disabled and unable to work, which more than ever happens, would your business continue to generate income for more than 60 days? Yes. No or don't? No. OK. Next one is do you have a second occupation that generates a taxable income? Have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration to the best of your knowledge? Are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Do you have definite plans to travel or reside outside of New Zealand now that is that you've booked it or you will be booking travel within the next 12 months? If you go away, that's fine. You do not have to tell us it's a worldwide cover though you'll be covered overseas. OK. Do you have existing income protection cover?

[13 minutes 57 seconds][Customer] : No, no, no, no, no, no, no, no.

[15 minutes 4 seconds][Agent] : OK, now we're on your medical history. The first part reads. Have you ever had symptoms of, been diagnosed with or treated for or intend to seek medical advice for any of the following? And the first one is diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure, tumour, mole or cysts, including skin cancer, sunspots or Melanoma. Have you ever had an abnormal PSA test or an enlarged prostate, thyroid condition or neurological symptoms such as dizziness or fainting, Disorder of the stomach, a bowel, gallbladder or pancreas, epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis? Any illegal drug use, abuse of prescription medication, or received

medical advice or counseling for alcohol consumption. Bladder or urinary tract disorder. Blood disorder or disease. Sleep apnea or asthma, excluding childhood asthma. Back or neck pain or disorder. Arthritis. Chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia. Joint or muscle pain. Ligament injuries, including replacement or reconstructive surgery. Osteoporosis or osteopenia.

[15 minutes 22 seconds][Customer] : No, no, no, no, no, no, no, no, no, no, no, no, no, no, no, no, no.

[16 minutes 59 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses. Wow, that's awesome. Well, Kirsten's looking after you.

[17 minutes 5 seconds][Customer] : No, Yeah.

[17 minutes 9 seconds][Agent] : Well there now, Alistair, good idea. You're as healthy as can be. That's awesome. Now, this next little piece here is called A Little Bit of Medic History, and it's other than what you have already told me about in the past three years. So you've only got to think of three years.

[17 minutes 25 seconds][Customer] : Yes. No.

[17 minutes 24 seconds][Agent] : Have you sought medical advice for treatments by medical practitioner or specialist or are you awaiting the results for any medical tests or investigations such as but not limited to any surgery, threes, X-rays, scans, blood tests or biopsy other than what you have already told me about? Are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks other than what you have already told me about? Have you ever during your working career required more than two consecutive weeks of work due to illness or injury?

[17 minutes 52 seconds][Customer] : No, no.

[18 minutes 6 seconds][Agent] : OK, awesome. Now next one is family history and we're just about done. Family history is to the best of your knowledge, have any of your immediate family, mom, dad, brother, sisters only now either living or deceased? Ever been diagnosed with polycystic kidney disease, Huntington's disease or familial adenomatous polyposis? To the best of your knowledge have

any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

[18 minutes 29 seconds][Customer] : No, no.

[18 minutes 44 seconds][Agent] : And very last question, now other than one off events, gift certificate or vouchers, 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, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity. OK, awesome. Yeah, there. Alright. Are you satisfied with the answers provided? Accepting them will now lock the application.

[19 minutes 12 seconds][Customer] : No, yes.

[19 minutes 22 seconds][Agent] : Beautiful. All right, let's have a look for you. Now. Let's go into this and see. OK, now let's give you this outcome. And thanks for your patience as well, Alistair. All right. Now indeed, congratulations is in order. Your application has been approved with the following terms. There has been an adjustment to the price, OK, which is called a loading. So it's a loading due to BMI, 50% due to he health. So we're going to look at what that new price is now at the moment and we can try and modify things or change them if you guys want to. So we'll have a look together in a minute. So we're looking at \$3924.00 per month. That's the maximum 30 days you chose for the waiting period and 1:00. Year you chose for benefit. You'll be looking at a premium of fortnightly. This is \$107.77 per fortnight. OK. What does that look like so far?

[20 minutes 24 seconds][Customer] : Sorry, I'll just have a quick check to Alistair.

[20 minutes 26 seconds][Agent] : Yeah, yeah. Take your time, guys. Please take your time.

[20 minutes 43 seconds][Customer] : Yeah, OK.

[20 minutes 45 seconds][Agent] : That's OK.

[20 minutes 44 seconds][Customer] : Yeah, bye.

[20 minutes 46 seconds][Agent] : Is it?

[20 minutes 46 seconds][Customer] : Bye.

[20 minutes 52 seconds][Agent] : I understand.

[20 minutes 48 seconds][Customer] : Yeah, we're, we're just trying to get cover for a for like a period of time where we think that, yeah. So for the next 5 to 10 years something.

[20 minutes 57 seconds][Agent] : Yeah, I totally understand. And guys, I wanted to help you. Go ahead.

[20 minutes 57 seconds][Customer] : So it increases every year, doesn't it?

[21 minutes 4 seconds][Agent] : Yeah. So your premium is step, So that's my next thing. So your premium is step, which means it will generally increase each year as you age. But we can have a look at that in a minute. I'll do that for you and have a look at that in a minute.

[21 minutes 17 seconds][Customer] : Mm, Hmm.

[21 minutes 13 seconds][Agent] : Umm, and this is not a locked in contract by the way, guys, you know, if something came down to it and you had to cancel, that's OK. You can give us a call anytime to apply to have this cancelled. That's that's life is life.

[21 minutes 25 seconds][Customer] : OK.

[21 minutes 24 seconds][Agent] : You know if that happens to you again, remembering if you haven't had a vape in the last 12 months, you give us a call apply to have that. That has changed over as well.

[21 minutes 27 seconds][Customer] : Yeah, yeah.

[21 minutes 33 seconds][Agent] : OK, Now if umm what there is also in this, it's something else in the policy called a rehabilitation benefit. Now the rehabilitation benefit which pays an additional reimbursement of up to 50% of your monthly income benefit to a maximum of \$3000 to help with rehabilitation costs whilst you're claiming Alistair.

[21 minutes 58 seconds][Customer] : Mm hmm.

[21 minutes 56 seconds][Agent] : OK, now or we can reimburse up to six times your income, benefit towards cost of equipment or modifications required to assist you to return to work. He'd be better help. OK. Now in addition, this policy, it has what's called automatic indexation, which means each year your sum insured will increase by 3% until you reach the maximum benefit of \$15,000 per month with associated increases in premium. But you can opt out of this indexation each year if you

want to.

[22 minutes 25 seconds][Customer] : Yeah, yeah.

[22 minutes 30 seconds][Agent] : So you know you do not have to have that indexation on there each year. If you do, that's fine, but you can opt out of it each year.

[22 minutes 38 seconds][Customer] : Hmm. Mm.

[22 minutes 37 seconds][Agent] : So let's just have a look an extra year for you. So this year is \$107.77. OK, Now premium projections are indicative only. Let's say you made no changes, you made no amendments to your cover. Next year you're looking at \$112.99 per four night. OK. If you take off the indexation, it would be, it will be \$109.69 a fortnight.

[23 minutes 7 seconds][Customer] : Yeah, OK.

[23 minutes 7 seconds][Agent] : So it changes. So if you take off the indexation, it's gonna it's gonna be a bit less as opposed to if you have it on there. Makes sense.

[23 minutes 15 seconds][Customer] : Mm hmm. Mm. Hmm.

[23 minutes 17 seconds][Agent] : Yep. And that's why we give you the option every single year, whether you want to have that indexation on there, if you want to or not want to.

[23 minutes 22 seconds][Customer] : Yes. Mm hmm.

[23 minutes 22 seconds][Agent] : OK, OK, Alright, so let's establish. Alistair, you're happy with all of that. Perfect. K Kirsten, any questions? You're happy with everything.

[23 minutes 30 seconds][Customer] : Yes, Yeah, it's good.

[23 minutes 35 seconds][Agent] : OK, awesome. Now what we're gonna do for you now is I'm gonna get this set up for you now activated. I'll send your policy documents for you to review.

[23 minutes 44 seconds][Customer] : Mm hmm.

[23 minutes 43 seconds][Agent] : You've got what's called a 30 day cooling off. If you decide it's not suitable, that's fine. You just cancel within that 30 days and you receive a full refund of your premium unless the claim has been made. I always send my number out to my customers. If you need support further down the track, you've got me here. So that's always an option for you as well. Alastair, I'll grab your home address from you. What would that be?

[24 minutes 4 seconds][Customer] : 17A Heracawe Dr.

[24 minutes 8 seconds][Agent] : Do you mind if I got you to even spell the start of that something drive?

[24 minutes 7 seconds][Customer] : New Plymouth, HEREKAWE.

[24 minutes 17 seconds][Agent] : Ah, yeah, here I've got it. Yeah. Comes up as auto CR, auto address. And is that Spotswood New Plymouth?

[24 minutes 24 seconds][Customer] : Yeah, it is correct. Yeah.

[24 minutes 24 seconds][Agent] : Yeah. And that's 4310.

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

[24 minutes 26 seconds][Agent] : Is your post code SO4310 Spotswood? Yeah. Perfect. Let's pop this in here. Spotswood. Here we go. SO17A for Alpha Harrow, Cowie Drive, Spotswood, New Plymouth 4310. Does your mail get delivered there?

[24 minutes 44 seconds][Customer] : It does.

[24 minutes 44 seconds][Agent] : OK, we'll send a hard copy as well as an e-mail version. You want to put it somewhere safe, you know, just keep it. At least you both know where it is. But I'll be sending an e-mail version as well.

[24 minutes 54 seconds][Customer] : Yep.

[24 minutes 53 seconds][Agent] : Now, what day do you want the first payments to come out on? So today is Friday the 18th. You can choose a day. It doesn't have to be today. It could be next week, the week after, whatever day suits you best. And that's going to be the \$107.77. What day is the best day for the first payment come out, do you think?

[25 minutes 9 seconds][Customer] : I'll just get cursing. She's just walked off.

[25 minutes 12 seconds][Agent] : Yeah, None.

[25 minutes 33 seconds][Customer] : What day is the best day for the first time? Yeah, I'm stuck in the calendar. Probably the 31st of October or the 1st of November.

[26 minutes][Agent] : Whatever you like you can say whatever suits you best.

[26 minutes 3 seconds][Customer] : P Friday, Friday, 1st of November. Yeah. Is it a double premium

or just one?

[26 minutes 4 seconds][Agent] : O OK that's the 1st of November it'll be every two weeks and after that on a Friday, OK, NE no that's just the one that comes out.

[26 minutes 15 seconds][Customer] : Oh yeah. OK, cool.

[26 minutes 14 seconds][Agent] : Nothing comes out to the first just one and then that's up to \$107.77 and then it's every two weeks after that on a Friday.

[26 minutes 22 seconds][Customer] : Yeah, correct.

[26 minutes 23 seconds][Agent] : And this this account is Alistair can use this account as well that I'm going to use. Is it next?

[26 minutes 28 seconds][Customer] : Yeah, it's a joint account.

[26 minutes 29 seconds][Agent] : Perfect, perfect. Alistair, I just have to check with you for compliance reasons. Are you happy with the 1st of November and every two weeks after that then on a Friday, beautiful. And I'm going to get you to give me the account number. So you can use either an account number or you can use a debit Visa MasterCard with no extra charges. So do you want to use your account number?

[26 minutes 38 seconds][Customer] : Yes, Yes.

[26 minutes 51 seconds][Agent] : OK, perfect. I'm going to ask you a couple of questions on this account. And I know it's joined because Kirsten told me, but it's just one of those things that we have to do. So do you have authority to operate this bank account alone and do not need to join the authorized debits?

[27 minutes 5 seconds][Customer] : Yes.

[27 minutes 6 seconds][Agent] : OK. Have you cancelled a direct debit authority for one choice with Pinnacle Life as the initiator in the last nine months on the account you are providing?

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

[27 minutes 17 seconds][Agent] : Are you happy to set up a Direct Debit authority without signing a form And this last little pieces? 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'll authorise your bank to allow Pinnacle Life, who is the initiator for One Choice, to direct debit this account in accordance with these terms and conditions. Perfect. Whenever you're ready, Alice, I'll get you to read out the account number, please. Yeah, yeah. Mm hmm. Yeah, yeah. Perfect. I'll repeat 153953096335201 TSB Bank. And what's on the account name? Does it have both your names on there or?

[27 minutes 45 seconds][Customer] : Yes, 153953096335201 correct, yes.

[28 minutes 17 seconds][Agent] : OK, So would it say Alistair White and Kirsten White? OK Olson, isn't it? OSE, so sorry. Kirsten Olsen. Perfect. And it's Kirsten. Kirsten IN.

[28 minutes 23 seconds][Customer] : Kirsten Olsen, Sen KIRSTIN.

[28 minutes 41 seconds][Agent] : Sorry. OK, Sorry again. I shouldn't presume. Sorry about that. OK, So the account name is Alastair White. Alastair White and Kirsten Olsen. Thank you. Now, I've checked your e-mail, which is KAOLSEN at extra.co NZ. I'm gonna send documentation there as well. I'm just gonna read you your declaration now. This is just the last piece. There's 2 short questions of understanding at the end and two in the middle. And this just reads. Thank you, Alastair White. Thanks, Alastair. Thanks, Kirsten. It is important. You wanna understand the following information. I would ask 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 Income Protection Insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services and that Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. GOS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have provided to you is limited to assisting you to make a decision and I wear the one choice Income Protection Insurance is suitable for your needs on the basis of the information you provided us about your general circumstances. When providing this advice, we have not considered your specific financial needs of both or considered any other insurance products or services. We have verified that you understand the cover and that you consider that the premiums are affordable.

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

[30 minutes 3 seconds][Agent] : We will send you a copy of our financial advice disclosure statement which sets out more information which can assist you to decide whether to act on any advice we provide. Once you read it, can you please confirm that you understand and agree to this just yes or no? Thank you, Alistair. 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, Yes or no?

[30 minutes 18 seconds][Customer] : Yes, yes.

[30 minutes 44 seconds][Agent] : Thank you. By agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of this at any time. By contacting us you've agreed to take out a single one choice income protection insurance policy with the following cover for Alistair White, a monthly insured amount of \$3924.00 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the event of a claim may be less and the monthly insured amount as your income benefit is limited to 75% 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 DISA disability payments or offsets from other sources. For Alistair White Income Protection benefits, a loading was applied during the application process. Your cover expires on November 1st, 2044 at 12:00 AM. Your premium for the first year of cover is \$107.77 per fortnight. Your premium is stepped, which means it will be calculated at each policy anniversary when generally increases your age. Your monthly benefit amount will also increase automatically by 3% each year and you can opt out. This including your premium is an amount payable to GFS on between 26% of 56 six, excuse me 26% of 56% of each premium. Your premium will be deducted in accordance with the authority you have provided to US. AM best is ratio pinnacle with AB plus financial strength good and triple B minus issuer credit rating with an outlook is stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation will be sent to you via mail and

if you have provided us with an e-mail address 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 period to which you may cancel your policy and any premium you may have paid will be refunded in full. Unless you have lodged a claim, there is no refund of premiums after the cooling off. 2 short questions for you now. The first one is Alistair. Do you understand and agree with the declaration, yes or no?

[32 minutes 59 seconds][Customer] : Yes.

[33 minutes][Agent] : Thank you. And last question now, would you like any other information now or would you like me to read any part of the policy documents to you?

[33 minutes 10 seconds][Customer] : No, that's fine. Thank you.

[33 minutes 11 seconds][Agent] : Awesome, awesome. Thank you guys for your patience. And as I said, if you need anything, you just give us a, a call, ask for Jane, they'll put you through. We've got a support team here, claims team, care team. So there's anything else Also, we've got lots of support for your ongoing when needed. Of course, I'll just check your phone number for you.

[33 minutes 38 seconds][Customer] : Correct.

[33 minutes 32 seconds][Agent] : So 02040693115 beautiful. Now, anything else that I can help you with at all today?

[33 minutes 43 seconds][Customer] : No, that's fine. Thank you.

[33 minutes 44 seconds][Agent] : OK. What about Kirsten? Any questions with Kirsten of anything she wants to ask me or anything?

[33 minutes 50 seconds][Customer] : Oh, I'm just. So is it tax deductible? You see something that checking with the accountant, but is it?

[33 minutes 57 seconds][Agent] : Yep, Yep, Yep. Yes. So the IP and premiums are generally tax deductible. Yep.

[34 minutes 6 seconds][Customer] : Yeah.

[34 minutes 5 seconds][Agent] : Which, you know, let's face it, every bit helps. You bet. And depending on your Pol policy structure.

[34 minutes 13 seconds][Customer] : Yeah, yeah.

[34 minutes 10 seconds][Agent] : But because I'm not a tax agent, of course, I'd say, do you look after tax agents, you know, to find that out? Yeah. But yes, keep that in mind. Absolutely.

[34 minutes 19 seconds][Customer] : Oh, hold on. OK.

[34 minutes 19 seconds][Agent] : Alright is alright. OK guys, you happy with everything?

[34 minutes 24 seconds][Customer] : You take care. Yes.

[34 minutes 25 seconds][Agent] : Beautiful, Beautiful. Oh, well, thank you for choosing our company. If you need anything, you know where I am and all the very best to you guys. Stay safe though, and take care, OK?

[34 minutes 35 seconds][Customer] : OK. See ya. Bye. Bye.

[34 minutes 36 seconds][Agent] : My pleasure.

[34 minutes 36 seconds][Customer] : Bye.

[34 minutes 37 seconds][Agent] : Bye, Kirsten. My pleasure. Bye Alistair. Take care. Bye bye.