

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Good afternoon, it's John calling from Real Insurance. I'm giving you a call back Joanne in regards to a patient that I went through with you in regards to some life insurance.

[14 seconds][Customer] : Oh, yeah.

[13 seconds][Agent] : Umm and I, and I did send out that e-mail with that pre activation to you. Umm, you did request that time just so you can speak to your husband in regards to that.

[24 seconds][Customer] : Yeah.

[24 seconds][Agent] : Umm, now umm, I will remind you that all the calls are recorded. Any advice I provide is generally may try and may not be suitable to your situation just because this is a subsequent call. Umm, just for security purposes, if I can just get you to confirm your name and your date of birth and pop back into that one for you.

[42 seconds][Customer] : Oh, yeah. Yeah.

[46 seconds][Agent] : Yes, sorry.

[43 seconds][Customer] : Joanne Williams, the 11th, the 9th 74.

[46 seconds][Agent] : And your date of birth, perfect. And umm, did you have a chance to speak to your husband about that one? Umm, how did you go with that quote?

[58 seconds][Customer] : Yeah. So what was it exactly? Again, What was the?

[1 minutes][Agent] : Yeah, so the quotation that we went through that was for life insurance. It was for \$500,000 cover. You were fully through for that. Just popping back into that one.

[1 minutes 20 seconds][Customer] : 50 Sorry. What was that, 50 Yeah.

[1 minutes 13 seconds][Agent] : And that was with a fortnightly premium, the \$54.02 per fortnight, \$54.02 per fortnight, and that was for \$500,000 cover for yourself now. Umm, how is that sounding for you?

[1 minutes 33 seconds][Customer] : Oh yeah. No, that was that was good. Yeah.

[1 minutes 35 seconds][Agent] : OK, so was that something you were happy for me to get in place for you today while I, while I hang you on the phone?

[1 minutes 41 seconds][Customer] : Yeah.

[1 minutes 42 seconds][Agent] : OK, perfect. Now, umm, I did umm, the last time I spoke to you, we did go through those, umm, health questions. So before I, umm, get back into that one, I'll just umm, confirm, umm, uh, so I'll just confirm that there's been no changes to any of the answers that you've provided to those health questions since we last spoke. So that was a no. OK, sorry. So just for that question, I'll just confirm there's been no changes to any of the ques so that you provided to those talk questions.

[1 minutes 59 seconds][Customer] : No, no, yeah, no.

[2 minutes 13 seconds][Agent] : Perfect, thank you so much. So and were you happy with that \$500,000 cover or were you wanting to look at any other different levels of cover?

[2 minutes 22 seconds][Customer] : So what does that cover? I'm just going to put you on speaker so that you can explain this to my husband as well.

[2 minutes 25 seconds][Agent] : OK, so, so yes, no, I definitely now, umm, so I will just umm, remind you because you have just put me on speaker that umm, all the calls are recorded. Any advice I provide generally may try, may not be suitable to your situation. So Joanne, because you have been fully approved, umm, what? Their life insurance? I'll just umm, reiterate umm, what I went through with you. Umm, I think I spoke to you, umm, before the, well just just before Christmas actually.

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

[2 minutes 59 seconds][Agent] : So the life insurance is designed to provide a financial protection for your loved ones to a lump sum pain if you were to pass away. OK, they can use our funds, uh, you know, for umm, you know, to maintain uh, the lifestyle or pay off any mortgage or lines they may have at at the time. Now, umm, because you have been umm, fully approved for the cover. Sorry, just going to pop into this one here for you. So you would be covered. So if we were to set the policy up, you will be covered immediately for death due to any cause except suicide in the 1st 13. OK, now in addition to that, there is also a terminally ill advanced payment that's included in the cover. And what that means is if you were diagnosed with 24 months or less to live by a medical practitioner, we will actually pay that benefit amount to you in full while you're still alive. And you can use those funds to assist you with any medi medical expenses you might have at that time.

[3 minutes 41 seconds][Customer] : Yeah, yeah.

[4 minutes 2 seconds][Agent] : OK, now as well as that there is also a umm, a there is also an advance payment of 20% of the benefit amount to a maximum of \$20,000 to help your loved ones with any funeral costs or any other expenses they might be at the time of your passing as well, OK?

[4 minutes 24 seconds][Customer] : That's that's that's that's \$20,000 like the funeral.

[4 minutes 28 seconds][Agent] : That's, well, you, they can, they can use that for whatever, umm, you know, expenses they may have. They don't need to use it towards the funeral, but we do, uh, provide a, uh, that they, that they can ask for an advance kind of 20%. So with the \$500,000 cover, umm, the, the maximum amount that they can advance pay though would be uh, \$20,000, OK.

[4 minutes 54 seconds][Customer] : Yep, Yep, Yep.

[4 minutes 56 seconds][Agent] : And umm, you know, they can, that they can put that towards any funeral costs that they may need those funds for or anything else they may need to use those, those, those funds for. OK, now, umm, do you have any questions for me so far?

[5 minutes 7 seconds][Customer] : OK, no.

[5 minutes 13 seconds][Agent] : OK, perfect. Now, uh, as well as that, I will let you know that you, umm, the included in the policy is also a, umm, what we call a real reward. And what this means is following your first policy anniversary date, Joanne, we will actually refund you 10% of the premium that you've paid in that time. Uh, and that we reward based on the \$500,000 cover, uh, the \$140.46. So that's the amount that would be refunded to you following your first policy anniversary date. Umm, including the documents will also be a free online legal will that's valued at \$160.00. Information on how you can access and utilize that free online legal will will be included in all the documentation as well as well as the numbers for their customer support teams. Could you need assistance in getting that in in place?

[6 minutes 7 seconds][Customer] : OK, so that that meal is for free, did you say?

[6 minutes 6 seconds][Agent] : OK, try, yes. So it is actually valued at \$160.00. We have partnered with a company called Safe Will, OK.

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

[6 minutes 16 seconds][Agent] : And uh, that that's our free online legal will information on how you can access that will be included in all the documentation when you receive that, that as well. OK.

[6 minutes 27 seconds][Customer] : OK.

[6 minutes 27 seconds][Agent] : And as I said, a number for their customer support team should you need assistance in getting that one in place. If that's something that you don't need, Joanne, you can on forward that to anyone else that you'd like to if, if if you you're not wanting to access that, but that is there for you as well.

[6 minutes 27 seconds][Customer] : Yeah, Yeah, I think I do. I do wanna I will have.

[6 minutes 44 seconds][Agent] : OK, OK, yes, I know that that that'll be included in all the documentation as well.

[6 minutes 52 seconds][Customer] : Yeah. OK, cool.

[6 minutes 52 seconds][Agent] : OK, now umm, I will let you know as well that your premium is stepped, which means it will generally increase each year. Now, Joanne, umm, in addition to that, this policy has automatic indexation, which means each year your sum insured will increase by 5% with associated increases in premium until you reach the maximum benefit amount or until the policy anniversary following your 75th birthday. But you can actually opt out of this automatic indexation each year.

[7 minutes 30 seconds][Customer] : Mm hmm.

[7 minutes 25 seconds][Agent] : So each policy anniversary date, uh, Joanne, you will, you will have the option to either, umm, opt out of that automatic indexation or not. So I'll give you a bit of a premium projection as to what that might look like for you. So as an indication, if you make no changes to the policy, your premium next year would be \$59.83 per fortnight we but that benefit amount will increase to 525,000. Now as I said, based on your own particular circumstances each policy anniversary, you can decide as to whether you wanna opt out of that 5% automatic indexation or not. If you decide you wanna opt out of that 5% automatic indexation, that will mean your benefit amount will remain 100,000 and your fortnightly premium would be approximately \$56.98 per fortnight. OK.

[8 minutes 18 seconds][Customer] : OK.

[8 minutes 18 seconds][Agent] : And bear in mind that each each you know at any time if your circumstances change Joanne, you can apply to either decrease the the level of cover. So let's say next year you decide look you don't really need \$500,000 cover, \$400,000 covering them up. You can apply to decrease the level of cover. You can even call us and apply to add additional work. That would just be subject to eligibility at the time though, OK. But you do have the, that flexibility depending on your circumstances to apply to either decrease or increase the level of cover. As I said, subject to eligibility at the time.

[8 minutes 18 seconds][Customer] : Yeah, yeah, OK. Yeah.

[8 minutes 55 seconds][Agent] : OK, Now, uh, you can also find information about our premium structure on our website now. Umm, so really the only thing that's left here to do is because you have been fully, umm, approved. What we can do is we can get the cover in place for you, umm, immediately. Joanne, you're not actually required to make any payments today. So what we can do is we can actually go through the calendar together and you can select your first fortnightly payment. We can coincide that with any pay days or pension days that you may have. Umm, that'll give you that time to read over the documents because we would, we would mail out all the documents to you and you'll also receive documents to your e-mail address. I'll just confirm we've got a, uh, your residential ID here is unit 30/19 Carina Peak Drive in Vasti Lakes, QLD 4227.

[9 minutes 47 seconds][Customer] : Yeah, that's right. Yep.

[9 minutes 47 seconds][Agent] : And it, uh, the mobile number that I'm calling you on ending in 095, the best contact number and an e-mail address of Joe drew119@outlook.com. Is all that information correct?

[10 minutes][Customer] : Yeah, it is. Yep.

[10 minutes 2 seconds][Agent] : Perfect. That was a yes.

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

[10 minutes 4 seconds][Agent] : Perfect. So was there a particular day you'd like that first fortnightly payment to come out? I said we can coincide that with pay, any pay days or that you might have

coming up in the future and that'll give you that time to read those documents in the, in the meantime. And you're not looked into any contract either, Joanne, if once you receive the documents to decide look, it's not suitable or you change your mind, you can simply just give us a, a call, OK. And this policy does also give you a 30 day cooling off. Which does start from that first fortnightly payment that you select. So if you do decide this policy is not suitable for you and cancel within the 30 day, then you will receive a full refund of your PR premium unless the claim has been made.

[10 minutes 50 seconds][Customer] : OK.

[10 minutes 51 seconds][Agent] : Now, was there a particular day you'd be happy for that first fortnightly payment to come out there for you?

[10 minutes 50 seconds][Customer] : Yeah, yeah, yeah, probably the 31st of January.

[11 minutes 3 seconds][Agent] : Yeah, definitely.

[11 minutes 6 seconds][Customer] : Yeah, that's a Friday.

[11 minutes 4 seconds][Agent] : So that's a Friday, perfect. OK, so we've got \$500,000, uh, life insurance, uh, with a fortnight, a premium of \$54.02 per fortnight for the first collection day commencing on the 31st of January and then every fortnight on a Friday thereafter. Perfect. Now, umm, for the actual direct debit, we do uh, you are, as a, we are able to direct debit those funds using other, a credit card or debit card or a BSB, an account number. What would be your preference fee?

[11 minutes 22 seconds][Customer] : Yeah, I'll just use the card number.

[11 minutes 38 seconds][Agent] : The card now I take because you are providing me with card details, I will need to pause the recording before I grab your card details. So just bear with me while I pause the recording there for you. So I for security purposes while obtaining your card details, the call recording will stop and we'll recommend after we have collected your details. So just bear with me, Joanne, while I pause. The. None. None. OK, so please be advised that the call recording has now received for quality and monitoring purposes. So, Joanne, thank you so much, uh, for your patience there. That's just a declaration that I need to read out to you, which will formally go through

what I've already explained to you. Umm, and then we can get the cover in place. All your documents will be sent out to you. When you receive your actual documents, there will be a beneficiary form. So once you review the documents, you're happy with everything, you can complete that beneficiary form and mail it back to us. The other option is you can call us and advise your beneficiaries over the phone, OK?

[14 minutes 18 seconds][Customer] : What's the beneficiary code?

[14 minutes 21 seconds][Agent] : So the the the beneficiary forms so, so we know who you'd like the money to go to if you were to pass away. So you can nominate up to five beneficiaries, OK?

[14 minutes 26 seconds][Customer] : Oh, yes, yes.

[14 minutes 32 seconds][Agent] : So that that beneficiary form will be included in the actual documentation when you receive that OK.

[14 minutes 39 seconds][Customer] : Yeah. And the the wheel.

[14 minutes 41 seconds][Agent] : So the will information on how you can access and utilize that will will also be included in the actual documents as well. OK, When you receive those by post.

[14 minutes 50 seconds][Customer] : Yeah, yeah.

[14 minutes 53 seconds][Agent] : OK, perfect. So umm, I'll read that declaration out to you so we can get the cover in place and all the documents out to you. It just reads, thank you. Joanne Williams. 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. Real life insurance is issued by Hanover Life Ray of Australasia Limited, whom we will refer to as Hanover Handover has an arrangement with Greenstone Financial Services, whom our research was GSS trading as real insurance, to issue and arrange this insurance on its behalf. Handover 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. Handover has set a target market determination for this product which describes the type of consumers this price is designed for. Our distribution practices are consistent with this determination and you kind obtain a copy on our website. I need to remind you of the you did take reasonable care that you agreed to.

Can you please confirm you have answered all that questions in accordance with your duty, yes or no?

[15 minutes 55 seconds][Customer] : Yes.

[15 minutes 56 seconds][Agent] : We may from time to time provide office to you by the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration. You can send you You can send to allow us to contact you for this purpose until you opt out. You can out of this at any time by contacting us. The accepted cover pays a lump sum benefit amount of Joanne Williams receives \$500,000 in the event of life insurance. A benefit is not paid in event of suicide in the 1st 13 months. The policy Your premium for your first year recovery is \$54.02 per fortnight. Your premium is stepped which means it will be calculated at each policy anniversary and will generally increase as you age. Your sum insured will also increase automatically by 5% each year until you reach the maximum benefit amount or until policy anniversary follows 75th birthday and you can opt out of this. You understand that the premium projection providers indicative only and does not take into account any existing policies you may have with us including your premiums amount have with the GSS of between 41% and 55% to cover costs. Your payment will be debited from your credit card which you are authorized debit from and have provided to us. The policy documentation PDSM 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 to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy in any premium. You may have paid the refund in full unless you have lodged a claim. There are risks associated with replacing policies as a new policy may not be identical to existing cover. We recommend you do not cancel an 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. Full details are available online and in the documentation we are sending you. Do you understand and agree with the declaration, yes or no?

[17 minutes 41 seconds][Customer] : Yes.

[17 minutes 42 seconds][Agent] : Would you like any other information or would you like me to read

any part of the PDS to you?

[17 minutes 46 seconds][Customer] : No, no, that's fine.

[17 minutes 47 seconds][Agent] : Perfect. So I'll accept that for you now. And as I said, all your documentation will be umm, mailed out to you will receive an e-mail shortly, umm, confirming the, uh, conversation that we've just had. And, umm, that's all been umm, set up for you now. Joanne, your cover, umm, has now, uh, begun. And thank you so much for your time. You should receive those, uh, documents, umm, in the mail.

[18 minutes 8 seconds][Customer] : OK, cool.

[18 minutes 8 seconds][Agent] : Umm, I thank you so much. Enjoy the rest of your afternoon.

[18 minutes 12 seconds][Customer] : Yeah, you too. Thank you.

[18 minutes 13 seconds][Agent] : Thank you. Bye.