

[4 seconds][Agent] : Hello, Damian, My name is Sue. I'm calling from real insurance. How are you today? I'm very good as well. Thanks for asking. I was calling today. Damian, as you know, in regards to the online inquiry for the income protection, thanks so much for putting that through. So what we do feel on this call is come through some basic information, explain how the cover works, show you some pricing and if you had any questions as well. That's exactly why I'm here is to help out with those. Just to begin with, could I confirm please, I'm speaking with Mr. Damian Robinson and I've got you born.

[2 seconds][Customer] : Hello Damien speaking good, thanks mate there you go Yeah yeah I'm I've I've been quite into this and I've spoken to a couple of companies and yeah just my premiums are gonna go up because I still too a bit of nicotine haven't smoked the last five years but do that.

[53 seconds][Agent] : Oh, OK. OK. Well, in terms of our products, nicotine doesn't actually affect your smoking status or the pricing whatsoever. So with us, the smoking status is affected by cigarettes, including E cigarettes. I'm sorry.

[53 seconds][Customer] : But yeah, I was probably just going to hold off on I'm getting it until I can stop during this nicotine gun and give that up over the next few months and Oh yeah, yeah, yeah 'cause I yeah, I haven't slapped for the Dave up about 5 years ago. I'm just, yeah, just got a little bit of nicotine gun now.

[1 minutes 24 seconds][Agent] : Yeah, the yes, yes. So nicotine gum isn't something that yeah, we'd need to our application. That's fine. So it shouldn't affect your pricing.

[1 minutes 35 seconds][Customer] : Yep.

[1 minutes 35 seconds][Agent] : I must confirm your name.

[1 minutes 40 seconds][Customer] : Yep, that's right.

[1 minutes 36 seconds][Agent] : Could I just confirm I've got your date of birth down 9th of the 10th 1988 And can I confirm that you're a male Australian resident?

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

[1 minutes 47 seconds][Agent] : Perfect. And just Please note that our calls are recorded. Any advice I provide is generally nature may not be suitable to your situation, but it's Damian. Of course I

specialize in real life and income protections insurance. So if you have any questions, please feel free to continue to stop me at any point. But so I can best assist, what has prompted you to start having a look into income protection?

[2 minutes 4 seconds][Customer] : Yep, just trying personal Peace of Mind mate. Just working for myself now after last 18 months so I thought I should probably cover myself a bit.

[2 minutes 20 seconds][Agent] : Alright and well, congratulations working for yourself. What are you doing?

[2 minutes 24 seconds][Customer] : I've got a landscaping business. I'm mainly pension contractor, but yeah, I have a landscaping business.

[2 minutes 33 seconds][Agent] : Perfect. And being self-employed, that'd mean that you don't have any sort of workers comp because something happened, is that right?

[2 minutes 39 seconds][Customer] : Yeah, that's correct.

[2 minutes 41 seconds][Agent] : Right. That's exactly what the income protections designed for us to make sure that there is a monthly income benefit which is paid directly to you. If you're unable to work due to a disabling sickness or injury, suffer a loss of income, of course. Would you say it is more so there to help with your essentials, things like bills, living costs and whatnot while your salary is interrupted? So for example, Damian, do you have a mortgage? Are you renting at the moment? Renting, you and me both. And umm, obviously you'd have your business expenses to worry about.

[3 minutes 5 seconds][Customer] : Renting, right? Yep.

[3 minutes 14 seconds][Agent] : Umm, do you have any dependents, any children living at home with you? Perfect. And then then obviously you have your normal monthlies as well, your groceries. Everyone's got a wheat and you don't want your electric and your water going off anything like that.

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

[3 minutes 30 seconds][Agent] : Was there anything else each month? Damian? You're worried about having covered though if you're not working.

[3 minutes 35 seconds][Customer] : What's that? Sorry, mate.

[3 minutes 36 seconds][Agent] : Oh, is there anything else each month you're worried about being

able to pay for if you're not working?

[3 minutes 42 seconds][Customer] : No, just the the standard stuff mate.

[3 minutes 45 seconds][Agent] : Alright, too easy. Well, in order to sort of cover those essentials, you do let you choose your amount that's anywhere from 1000 up to 15,000 per month, just subject to it being up to 70% of your monthly pre tax income. Then once it's in place, it'll cover you until your policy anniversary following your 65th birthday. And just keep in mind as well, but there are some exclusions that applies outlined in the PDS. But Daniel, what we do from here is just go through some questions of what you do for work as well as your health and lifestyle. So we can load up an accurate price in terms and conditions for this policy.

[4 minutes 18 seconds][Customer] : Yep, Yeah. All pretty straightforward, mate.

[4 minutes 18 seconds][Agent] : But before we go through that, is there any questions for me so far or sounding pretty straightforward, perfect. And of course, before answering any of your questions, it's important you're aware of your duty. Dan, all our questions accurately. Honestly, failure to do so, it could impact your cover claims time, but it just firstly asks, do you work 15 hours or more per week? You're all of an administrative, managerial or professional nature.

[4 minutes 40 seconds][Customer] : Yeah, no, mainly outdoors, mate, Yeah.

[4 minutes 45 seconds][Agent] : We spend the majority of your time indoors in an office or clinical environment, then to perform heavy physical duties, use heavy machinery or driver vehicle and the qualified skilled or semi skilled or hold the required licenses to perform your role.

[5 minutes 6 seconds][Customer] : What's that?

[5 minutes 7 seconds][Agent] : Are you qualified, skilled or semi skilled or hold the required licenses to perform your role? Do you work in any of the following fields? Aviation. Is a pilot or crew, entertainment or sporting industry? Air Force, army, armed forces? Or do you handle explosives? And do you regularly work underground or underwater? Work at heights above 10 metres, work offshore, carry a firearm or drive long haul? Be a very interesting landscaping business though. But Damien, have you had any cigarettes in the last 12 months?

[5 minutes 6 seconds][Customer] : Sorry, Yes, No, no, no, mate.

[5 minutes 44 seconds][Agent] : Perfect. And are you currently employed or self-employed? So you said you're self-employed.

[5 minutes 48 seconds][Customer] : Nothing good.

[5 minutes 50 seconds][Agent] : Perfect. So pre tax income, it's your share of annual income earned in the business before taxed directly due to your own personal efforts, plus any business expenses and excluding super contributions. So this is the amount that the business will otherwise cease earning even you're unable to work due to a disability. So Damien, with that in mind, what is your annual pre tax income?

[6 minutes 11 seconds][Customer] : I'd probably be around 75 to 80,000, yeah, yeah, be around that. I'm just sort of waking it out this year because last year I was there a bit less, but I went through all my invoice to Jeff and skipping at about 60,000 or just under 60,000 at the moment for the year.

[6 minutes 15 seconds][Agent] : So be minimum 75,000, OK.

[6 minutes 35 seconds][Customer] : And then obviously minus materials and that so, so it'd be around the 75 to 80,000.

[6 minutes 44 seconds][Agent] : Oh, so yeah. So you would be sitting at about 80,000 + 75,000 based on what you're earning at the moment, right? So based on your duties and income, you can select the monthly benefit amount from 1000 up to 4375 per month. So then you do be able to cover those essentials, your rent, your business expenses and just sort of the monthly bills. What would you like to be covered for?

[6 minutes 50 seconds][Customer] : Yeah, probably. What about 3 1/2? Three and a half thousand?

[7 minutes 22 seconds][Agent] : Too easy, I'll set it on the 3500 And then the other two things you get to choose on your policy game. You know your waiting period and benefit. So firstly, the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. So that you're allowed to choose 30 days or 90 days. Just please keep in mind income benefit is paid monthly in arrears. So this means if you choose a 30 day waiting period, your first payment would be 60 days after your first eligible to claim. So Damien, which waiting period would you like me to select the 30 of the 90 day?

[7 minutes 58 seconds][Customer] : So when, so when that kicks in, does that so that well, obviously the if I choose the 30 days, then I won't receive anything for those 30 days and it kicks in after that or.

[7 minutes 55 seconds][Agent] : Oh yes. So you'd be alleged. So your claim would be eligible after, Yeah, 30 days after you disabled your sickness or entry. And then it is paid monthly in arrears. So generally your first payment be 60 days after your first eligible to claim with the 30 day waiting period.

[8 minutes 25 seconds][Customer] : Yeah, I'll go 30 days, mate.

[8 minutes 27 seconds][Agent] : Alright, perfect. And then lastly, the benefit. Is the maximum amount of time that will pay the income benefit for anyone entry or illness so that you can choose six months, one year, two years or five years. So Damian, which benefit.

[8 minutes 42 seconds][Customer] : Probably just five years, mate.

[8 minutes 40 seconds][Agent] : Would you like to select five years? Alright, perfect. And now that we have that all selected, the next step from here is to go through the health and lifestyle portion of the questions. Make sure one, that you're eligible and two, determine your final pricing and what terms and conditions we can offer cover for you. But once again, before we hop into that, I wanted to check in. Is there any questions for me so far or still sounding almost straightforward?

[9 minutes 5 seconds][Customer] : No, all good mate.

[9 minutes 7 seconds][Agent] : Alright, too easy. Well just to begin with then can I confirm please a post code where you live, Damien 4127 and which town or suburb is that perfect Then could I confirm the address there please?

[9 minutes 13 seconds][Customer] : 4127 Springwood 2 Cornwall CORNWA Double L close Springwood.

[9 minutes 31 seconds][Agent] : That's the same for your postal as well.

[9 minutes 33 seconds][Customer] : Yeah, mate. Yep, Yep.

[9 minutes 35 seconds][Agent] : Then I've got your best phone, it's 0481260082 andbestemailt_robinson00@outlook.com perfect. So. Now that we've got all of that confirmed what,

I'd Do is just read a quick disclosure just. Ask for your understanding and grants then. Just some simple health and lifestyle questions to make sure you're eligible to set up some colour today. But Damian, that one just reads. Please be aware all calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and they 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 incorrect your information and watch complaints about breaches of privacy. By proceeding, you understand you're applying to purchase an income protection policy in. As such, you have a duty to take reasonable. Let's not make any misrepresentations. This needs. You need to ensure that you understand each question I ask you to provide honest, accurate and complete answers. You need to answer each question in full. Even you've provided some information to us in any early discussions you've had. If you do not take reasonable care, you may breach your duty and if this happens, your insurer may be entitled Cancel your policy, decline a claim, make adjustments to the terms and conditions of your policy. So Damian, do you understand and agree to your duty? Perfect. So first question asks, have you been hospitalized 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? Are you a citizen or permanent resident of Australia or New Zealand?

[10 minutes 57 seconds][Customer] : Yeah, no, yes, it is in Australia, mate.

[11 minutes 16 seconds][Agent] : Sorry, are you a citizen or permanent resident of Australia or a citizen of New Zealand currently residing in Australia and residing in Australia, of course.

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

[11 minutes 28 seconds][Agent] : Perfect. And have you ever had symptoms of being diagnosed with or treated for and tend to seek medical advice for any of the following stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina.

[11 minutes 44 seconds][Customer] : No, no, no, no. Yeah.

[11 minutes 45 seconds][Agent] : Lung disorder excluding asthma, sleep apnea or pneumonia,

cancer, leukemia or Melanoma, excluding other skin cancer, hepatitis or any disorder of the liver, Anxiety, depression or stress requiring medical treatment or any other mental health disorder.

[12 minutes 5 seconds][Customer] : I've been treated for a little bit of depression. Back to you. Yeah.

[12 minutes 4 seconds][Agent] : All right, well, I'll put yes.

[12 minutes 11 seconds][Customer] : 7, seven years.

[12 minutes 14 seconds][Agent] : Well, I'll put yes. It just says in the last 10 years have you attempted suicide or been hospitalised for a mental health condition? OK. And then it just asks is your condition a form of schizophrenia, bipolar or psychotic disorder?

[12 minutes 12 seconds][Customer] : The other time I got hospitalized about two years ago Overnight, No.

[12 minutes 37 seconds][Agent] : And it's your condition. It gives four options, a depression, anxiety, post Natal depression or stress including post traumatic stress disorder, the anorexia, universal or bulimia, CADHD or ADD or D, other mental illness not listed here.

[12 minutes 53 seconds][Customer] : Depression, anxiety.

[12 minutes 51 seconds][Agent] : Alright, so I'll put it under the A1 then. And then it asks how many episodes have you had which required treatment? So I can put in one to 2/3 to 4/5 to six or seven plus episodes.

[13 minutes 6 seconds][Customer] : What? What was that? Sorry.

[13 minutes 8 seconds][Agent] : I'm So it asked how many episodes have you had which required treatment?

[13 minutes 14 seconds][Customer] : Yeah. What?

[13 minutes 11 seconds][Agent] : So I can put in one to 2/3 to 4/5 to six or seven plus.

[13 minutes 14 seconds][Customer] : One to two, mate.

[13 minutes 16 seconds][Agent] : OK, perfect. And then it asks was it more than one episode? OK. And then it asks have you had symptoms or treatment for this condition within the last six months? Have you ever seriously contemplated or attempted suicide?

[13 minutes 21 seconds][Customer] : No, no, no.

[13 minutes 39 seconds][Agent] : Very glad to hear. And have the factors or causes that triggered the symptoms be partially or fully removed?

[13 minutes 46 seconds][Customer] : Yes.

[13 minutes 48 seconds][Agent] : In the last five years, have you required more than four weeks time off work as a result of this condition? Moving on, I've asks, have you been diagnosed with a terminal illness, murder, neuron disease, any forms of dementia including Alzheimer's disease or being told properly you have a condition that will reduce your life expectancy? And in the last 10 years, have you used illegal drugs, abuse prescription medication, or receive treatment or counselling for drug or alcohol consumption?

[13 minutes 55 seconds][Customer] : No, No, no, no.

[14 minutes 21 seconds][Agent] : Perfect. And the next section's in relation to your height and weight. So please square that I'm required to obtain a confidence single figure measurement for each in order to continue with the application. The system does not allow me to do any approximate figures, words or height and weight ranges. But Damian, what is your exact height and what is your exact weight?

[14 minutes 38 seconds][Customer] : 177 centimetres, 68 kilos.

[14 minutes 46 seconds][Agent] : Perfect. Then have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? Perfect. Then I'm just looking at the next section.

[14 minutes 51 seconds][Customer] : No, no.

[14 minutes 56 seconds][Agent] : Does your work require you to use explosives, travel tours, experiencing war or civil unrest, or work offshore and A, a employed or B self-employed? So is it your self-employed? And do you own a business or your contractor?

[15 minutes 8 seconds][Customer] : Yep, do both.

[15 minutes 17 seconds][Agent] : Alright, alright.

[15 minutes 17 seconds][Customer] : I ma mainly run my own business, but also subcontract too another business.

[15 minutes 22 seconds][Agent] : And you're subcontracting under that business anyway. Alright, no

worries. So we'll put under business owner and it asks have you been in your current business for at least 12 months and has your business been profitable?

[15 minutes 24 seconds][Customer] : Yeah, yeah, yeah.

[15 minutes 39 seconds][Agent] : And if you were to become disabled and unable to work, business continue to generate income for more than 60 days?

[15 minutes 47 seconds][Customer] : What's that? Sorry, it's what? Yes.

[15 minutes 49 seconds][Agent] : I'm so if you were to become disabled and unable to work, would your business continue to generate income for more than 60 days then and then moving on? It asks do you have a second occupation that generates a taxable income? Have you ever been declared bankrupt or placing receive a shipping voluntary liquidation or under administration? And to the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? There are definite plans to travel or reside outside of Australia IE book there will be booking travel within the next 12 months.

[16 minutes 4 seconds][Customer] : No, no, no, no, no, no.

[16 minutes 30 seconds][Agent] : Do you have existing income protection cover Perfect. And the next section Damien's in relation to your medical history so makes up most of the questions it asks. Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following Diabetes, Raise blood sugar? Impaired glucose tolerance or impaired fasting glucose, Chest pain, high cholesterol or high blood pressure? Tumour. Molar cysts, including skin cancer or sunspots. 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, bowel, gallbladder or pancreas?

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

[17 minutes 21 seconds][Agent] : Epilepsy, Multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Bladder, A urinary tract disorder. Kidney disorder, blood disorder or disease.

[17 minutes 27 seconds][Customer] : No, no, no, Nope.

[17 minutes 39 seconds][Agent] : Sleep apnea or asthma, excluding childhood asthma.

[17 minutes 42 seconds][Customer] : No.

[17 minutes 44 seconds][Agent] : Back or neck pain or disorder. Arthritis, chronic pain, gout, repeatedly straining. Chronic fatigue syndrome or fibromyalgia.

[17 minutes 46 seconds][Customer] : Nah, Nah.

[17 minutes 55 seconds][Agent] : Joint or muscle pain. Ligament injuries including replacement or reconstructive surgery, osteoporosis or osteopenia, any defective hearing on sight of them which is corrected by glasses or contact lenses. Perfect. And Damien, 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 waiting results for any medical tests or investigations such as not little 20 surgeries, X-ray scans, blood tests or biopsy? 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?

[18 minutes][Customer] : Nah, Nah, Nah, Nah, Nah.

[18 minutes 39 seconds][Agent] : And other than what you've already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury?

[18 minutes 50 seconds][Customer] : Yeah, I would have at some point. Did you say ever? Ever in my working career.

[18 minutes 53 seconds][Agent] : And that was so everyone you're working for, you required more than two consecutive weeks off work. So two weeks in a row.

[19 minutes 4 seconds][Customer] : Yeah, I would have at some point, not not sure what it would have been, but there definitely would have been times when I was younger that I had more than two weeks off.

[19 minutes 13 seconds][Agent] : OK. And so two weeks off due to an illness or injury, not just sort of due to leave or something. Alright, so that'll be a no for that 1 then.

[19 minutes 22 seconds][Customer] : Yeah, No, probably not due to an injury or illness, yeah.

[19 minutes 29 seconds][Agent] : Perfect. And then the next two, Damien, about your family history.

So these are just asking about your mother, father and any brothers or sisters. So to the best of your knowledge of any of your immediate family, living or deceased, ever been diagnosed with polycystic kidney disease, Huntington's disease or familial out of the modest polyposis. And to the best of your knowledge of any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60.

[19 minutes 48 seconds][Customer] : No, no.

[20 minutes][Agent] : Perfect. And last section. Yeah it's just about how much of a dead ever you are. So it asks other than one off events, gift certificates or vouchers, do you engage in or intend to engage in any of the following aviation of them is a fair paying passenger on a recognised airline. Motor racing, parachuting, engineering, AB sailing, scuba diving deeper than 40 metres, cable wreck diving or any other hazardous activity would not touch me doing any of those either. It's hard enough to get the unemployment and jumping out of it, but. Hi Damian, That's all your questions done for today. So you satisfied with the answers you've provided.

[20 minutes 22 seconds][Customer] : No, Yeah, that's goodbye.

[20 minutes 36 seconds][Agent] : Alright, perfect. We'll get you finally outcome loaded. And just while that loads, I'll let you know. Of course, included in your policy is a rehabilitation benefit along with the final expenses benefit, which pays \$10,000 and you sent your pass way to assist with funeral costs or any other final expenses as well.

[20 minutes 53 seconds][Customer] : OK.

[20 minutes 53 seconds][Agent] : Umm bits Damien, I'm very happy to let you know today that your application for the income protection has been approved with the low terms. Umm, so exclusions. This is due to disclosure of the mental health one episode. No benefit would be payable for any disability, condition, disease, disorder, treatment or complications related to arising from mental health disorder, illness, stress, trouble, alcohol abuse and then just due to your disclosure that your business would continue to generate income after 60 days. So if employee business continuity, the income protection benefit will be reduced by any income you receive or are entitled to receive from any business you have an interest in subsequent to the stablement date. This adjustment will only

apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. Good Damien, today's for the what you've been approved for the 3500 a month of income protection with a waiting period of 30 days and a benefit period of five years. That's coming in for you at \$64.18 per fortnight, so just over \$32 a week.

[21 minutes 59 seconds][Customer] : Yeah.

[21 minutes 54 seconds][Agent] : So there was nothing within the application that did affect your pricing, which is great, of course.

[21 minutes 59 seconds][Customer] : Well, that with that question of generating income. So I've said yes. Well, I've said to generate income. If I got injured, I'd probably I'd still be able to get work, but I'd have to hire someone else from and work for us to get this, get everything done. So I've said yes. I'm no for that.

[22 minutes 20 seconds][Agent] : OK. Well in terms of this one, the IT does specify in that exclusion that this adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. So it is only if you're still personally bringing in more than 70% of your pre disability income or or if what you're bringing in umm plus what you'd be earning from the income protection is more than 70%. So say you're earning still about 30% of your pre disability income, then the income protection would adjust accordingly to capital at 70. Umm. But in terms of this one, of course your premium is stepped, which means it will generally increase each years your age. But as an indication, if you make no changes to the policy, your premium next year would be \$66.71 per fortnight.

[22 minutes 42 seconds][Customer] : Alright, alright, Yep.

[23 minutes 18 seconds][Agent] : And of course, you can also find information about our premium structure on our site. Just keep in mind as well that premiums for income protection are generally tax deductible, which can make it even more cost effective for you. So Damien, when the time comes to prepare your tax return and the financial year statement will automatically be posted to in July of that new financial year so that you can provide that for your tax representative as well. But Damien, for the 3500 a month of income protection to be able to help you cover those essentials, your rents,

your business expenses, sort of just any other monthly bills, \$64.18 per fortnight. Damien, did you feel that would be affordable and suitable for you?

[23 minutes 57 seconds][Customer] : Yeah, that should be fine mate.

[23 minutes 59 seconds][Agent] : Perfect, very glad to hear. Well, you're saying that's any affordable and suitable? We've managed to have you approved for this cover. What we're able to do now is help provide you with some immediate cover and of course send out all the documentation for this policy for you as well. So the great thing is that even though you're covered from the end of the phone call today, Damien, we don't require upfront payment. We actually get to ask you, would you prefer to have your first fortnightly payment come out?

[24 minutes 27 seconds][Customer] : Am I able to pay for the for the year?

[24 minutes 31 seconds][Agent] : Yeah, We can do it yearly if you'd prefer. That's fine. Whether you do what nightly, monthly or yearly, it ends up being the same amount by the end of the year each way. But would you prefer to do just the whole year?

[24 minutes 34 seconds][Customer] : Well, I just yeah, yeah, I prefer to the whole year, mate. I hate having hate having deposits coming out of my account throughout the year. I'd rather just have it sorted.

[24 minutes 46 seconds][Agent] : Yeah, rather sort of rather sort of sort it, sort it out now worry about it again next year.

[24 minutes 53 seconds][Customer] : Yeah.

[24 minutes 55 seconds][Agent] : Well, for the year that would be \$1668.59 for the year.

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

[25 minutes 1 seconds][Agent] : Was there a day that you'd prefer to have that payment come out? Damien?

[25 minutes 6 seconds][Customer] : Whenever made. As soon as possible, really.

[25 minutes 9 seconds][Agent] : Alright, well, the earliest we can do it is today and it can be any time between today and within the next month.

[25 minutes 16 seconds][Customer] : Yeah, yeah. We'll go today, mate.

[25 minutes 18 seconds][Agent] : Today. Alright, perfect. And do you prefer to pay for your insurance as Damien via BSP account or credit or debit card? There's no surcharge either way.

[25 minutes 28 seconds][Customer] : Yeah, I'll go. BSN account, mate.

[25 minutes 30 seconds][Agent] : And is that a savings or cheque account?

[25 minutes 33 seconds][Customer] : Savings.

[25 minutes 32 seconds][Agent] : And that's under your name? Damien Robinson.

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

[25 minutes 39 seconds][Agent] : Perfect. And when you're ready, Damien, what was the BSP for that one, please?

[25 minutes 44 seconds][Customer] : Hang on, two seconds.

[25 minutes 46 seconds][Agent] : That's alright.

[25 minutes 47 seconds][Customer] : Yeah, something.

[25 minutes 46 seconds][Agent] : Take your time 064170.

[25 minutes 47 seconds][Customer] : It's 064170 and the account number is 1031, 7371.

[26 minutes 1 seconds][Agent] : 1031, 7371 with Commonwealth.

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

[26 minutes 10 seconds][Agent] : Perfect. So Damian, all that's left for me to do now is to read out a final declaration that outlines of terms and conditions of cover does take a couple of minutes to read this one. So if you have any questions, please feel free to jump in, stop me at any point.

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

[26 minutes 23 seconds][Agent] : But it just reads. Thank you Damian Robinson, it is important you understand the following information. Our last few agreement to 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 Life Free of Australasia Ltd, whom we'll refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I'll refer to as GFS trading as real Insurance, to issue and arrange this insurance on its behalf. Hanover relies upon the information you provided when assessing your application. That includes the information initially collected from

you to provide a quote. Hanover 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 contain a copy on our website. I need to remind you of the duty to take reasonable care that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty?

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

[27 minutes 16 seconds][Agent] : Thank you so much. We may from time to time provide office to you other communication methods you provided to us in relation to other products and services. By agreeing to this declaration, you can send 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 Damian Robinson, a monthly and short amount of \$3500 with a waiting period of 30 days and a benefit period of 60 months. The monthly income benefit payable the event of the claim may be less than the monthly and short amount as your income benefit is limited to 70% of your average monthly income over only 12 to 8 months during the two years before you suffered your disabling sickness or injury. Your income benefit can also be reduced to receive all the disability payments from other sources. There is a final expenses benefit of \$10,000 paid your beneficiaries if you pass away while your policy is in place. In addition to the standard exclusions contained within the PDS, the following exclusions apply for Damian Robinson Income Protection Benefit. No benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to arising from mental health disorder or illness, Stress, trouble, alcohol abuse for Damian Robertson Income Protection Benefit. The Income Protection benefit will be reduced by any income you receive or entitled to receive from any business you have an interest in subsequent to the disablement day. This adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. By agreeing to this declaration, agree 20 non standard exclusions or learnings placed in 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 January 9th, 2054

at 12:00 AM. Your premium first year of cover is \$1668.59 per year. Your premium is a step premium which means will be calculated at each policy and the first will generally increase each year. Hood in your premium is an amount payable by handover to GFS of between 37% and 51% to cover costs. Your premium will be debited premium nominated bank account in the name Damon Robinson which you're authorized to debit from and have provided to us. The policy documentation, PDS and FSG will be mailed to you and if you provided this 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 it in full unless you've lodged a claim. There are risks associated with replacing policies as a new policy will not be identical to existing. Cover recommend you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which can access at any time by contacting us. Full details are available online in the documentation they're sending you. So Damien, do you understand and agree with the declaration and would you like any other information about the insurance now? Would you like me to read any part of the PDS to you?

[30 minutes 5 seconds][Customer] : Yeah, no, that's fine mate.

[30 minutes 11 seconds][Agent] : All right, perfect. So congratulations, Damien, because you covered as of immediately for the 3500 a month of income protection. I mean first payment you've got set for today, just for the year as well. Now, Damien, in terms of this one, all that's left to do from here is to nominate your beneficiaries. That's for that final expenses benefit I told you about. Did you have anybody in mind that you'd like to nominate for that one?

[30 minutes 40 seconds][Customer] : Yeah, play my mum.

[30 minutes 42 seconds][Agent] : Oh, perfect. Well, in terms of this one, if, yeah, you didn't know you'd like to nominate your mum, What we're able to do is I can, umm, transfer you through to our customer support department and they can help you get that all sorted today as well, if you'd like.

[30 minutes 54 seconds][Customer] : Yep. Yeah, that'd be good. Thanks mate.

[30 minutes 56 seconds][Agent] : Right, perfect. I'll place you on a quick hold. I'll get you transferred

through. Yeah, won't be a moment.

[31 minutes][Customer] : Thank you very much.

[31 minutes 1 seconds][Agent] : No worries. Thanks so much for holding, Damien. So I've got Bridget on the line now from our customer support department so she can help you nominate your mum as a beneficiary for the final expenses benefit on the policy.

[32 minutes 28 seconds][Customer] : Yep, they got.

[32 minutes 28 seconds][Agent] : And Bridget Just new Premium has already confirmed his full name, date of birth, address, phone, e-mail and policy part. A big thanks to that, Luke. Hi, Damien.