

[2 seconds][Agent] : Welcome to Real Insurance. You're speaking with Cooper. How can I help?

Yeah, no worries. Can help me to it here. What was your name and date of birth?

[6 seconds][Customer] : Hi people, I went online today and wanted to get a quote and I had a missed call from you guys for funeral insurance Michelle on mum's 11th of May 65.

[22 seconds][Agent] : Yeah, no worries. And just to confirm, it was the funeral insurance you mentioned?

[29 seconds][Customer] : Funeral insurance, Yes.

[30 seconds][Agent] : Yes, No worries. Just to let you know there, Michelle, all calls are recorded. Any advice provided?

[35 seconds][Customer] : Yep.

[35 seconds][Agent] : It's general in nature and may not be suitable to your situation. And you're a female Australian resident?

[42 seconds][Customer] : Australian restaurant? Yes. Sorry.

[44 seconds][Agent] : Yeah, and female and gender, and female and gender obviously as well.

[50 seconds][Customer] : Yes. Yes. Yeah.

[50 seconds][Agent] : Too easy, so just got to confirm. Appreciate that. Again, all calls recorded and advice provided. General nature may not be suitable to your situation, but we'll hop into it here. I'll load up some quotes for it. It only takes a second or so really quick. Yeah, I'll just run you through how the cover works as well, May have seen online. Yeah, rough idea on on how it operates, but we'll hop into it anyway. If you have any questions, feel free to jump in.

[1 minutes 5 seconds][Customer] : Yep, sure.

[1 minutes 16 seconds][Agent] : Again, all calls recorded. Any advice provided? General nature may not be suitable. It's your situation. But how it works here, Michelle, it just pays out that lump sum payment if you were to pass away and goes to whoever you nominate as your beneficiaries.

[1 minutes 27 seconds][Customer] : Yeah, yeah. I already have a policy for my brother where I look after him, sort of. If it's.

[1 minutes 34 seconds][Agent] : Oh, beautiful. So you.

[1 minutes 36 seconds][Customer] : Oh yeah.

[1 minutes 36 seconds][Agent] : Yeah, you already. You already know. Yeah. With the premiums designed to stay the same as you get older. So don't go up as you age. Now for the 1st 12 months you'll be covered for accidental death and accidental serious injury only after the first 12 months, you'll then be covered for death due to any cause.

[1 minutes 39 seconds][Customer] : Yep, Yep, Yep.

[1 minutes 54 seconds][Agent] : In addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you're first diagnosed with terminal illness, 12 months or less to leave by a medical practitioner, we can pay out your claim in full with the cover there, Michelle. So between the 3000 up to 15,000 that you can choose from, did you have an amount in mind that you'll need to look at?

[2 minutes 16 seconds][Customer] : Probably 10,000 will be enough.

[2 minutes 18 seconds][Agent] : Same thing? Yeah, no worries. So we've come into a fortnightly premium of \$28.28 per fortnight.

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

[2 minutes 26 seconds][Agent] : So around the \$14.14 a week it equates to roughly. Would that fit in the budget, do you think? There, Michelle, for that be a Peace of Mind.

[2 minutes 36 seconds][Customer] : Yes.

[2 minutes 37 seconds][Agent] : Yeah. And again, those premiums are designed to stay the same. Also, anytime after you do reach age 85, you can choose to end your cover. We'll pay you 75% of the funeral insurance benefit. Also, just to let you know, you can also find information about our premium structure on our website.

[2 minutes 55 seconds][Customer] : Yep.

[2 minutes 55 seconds][Agent] : If you haven't done your will just yet as well, then, Michelle, we do include a free online.

[2 minutes 59 seconds][Customer] : Oh, I've got to update it. I do. Yeah. No, I do have one.

[3 minutes][Agent] : Yeah, you have one.

[3 minutes 1 seconds][Customer] : I would have to update it. Yep.

[3 minutes 2 seconds][Agent] : Well, if you are looking at updating it, whether you want to use this one or not, it does come with the policy. So not anything yet extra. You have to pay for anything. It just comes with it.

[3 minutes 9 seconds][Customer] : Oh, Yep.

[3 minutes 11 seconds][Agent] : It's a legal document. It's valued at \$160.00. It's done online as well. So it's a free online legal will also let you know here. So with it being an insurance policy, ultimately you may pay more in total premiums over the life policy than the benefit amount.

[3 minutes 18 seconds][Customer] : OK, Yep.

[3 minutes 26 seconds][Agent] : So please be aware its insurance is not either savings or investment element. So if you cancel outside of the 30 days, your cover will stop. You don't receive anything back unless you are eligible for it. Choose the early cash back offer. But so far there, Michelle, I know you already you mentioned, did you set up the cover for your brother?

[3 minutes 44 seconds][Customer] : Yeah, yeah.

[3 minutes 45 seconds][Agent] : Yes.

[3 minutes 51 seconds][Customer] : No, no, pretty straightforward. Yeah.

[3 minutes 46 seconds][Agent] : So you probably have a nice idea on how it works, but do you have any questions so far like you need answered from me or pretty straightforward, probably not better than me probably read through the PDS. Yeah, good to hear.

[3 minutes 56 seconds][Customer] : Yeah, it's all good.

[3 minutes 57 seconds][Agent] : So what we can do there for you Michelle, because it is sounding super affordable. We can also get you immediately covered over the phone today. But you're not required to actually make any upfront payments. So if you have like the yeah, your brothers want to come out of your account or you just want to line it up with the pay that you're happy with, you can do that.

[4 minutes 7 seconds][Customer] : OK, Yeah. Can it be done the same time as that one?

[4 minutes 18 seconds][Agent] : Yeah, no worries.

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

[4 minutes 19 seconds][Agent] : I can't see when his is. Do you know what day it comes out on?

[4 minutes 22 seconds][Customer] : Oh, that would be a Thursday, but it would probably be a fortnightly payment, so I'll be probably from next Thursday.

[4 minutes 26 seconds][Agent] : Yes, then yeah, next Thursday. So the 16th you're happy with? Yeah. And I'll just double check as well. There.

[4 minutes 35 seconds][Customer] : Yeah, Yep.

[4 minutes 37 seconds][Agent] : You're happy to continue with this one here as well. So what we'll do, we'll note down your preferred payment method, but nothing will come out until the 16th. Would you prefer to note down either a BSP and account number or a Visa or MasterCard? What's easier for you?

[4 minutes 55 seconds][Customer] : I'll give it a best day.

[4 minutes 56 seconds][Agent] : Yeah, again, we'll pop that in. So not. It'd be nice and easy if I could just grab it off your brother's profile.

[5 minutes 6 seconds][Customer] : TH that's OK.

[5 minutes 3 seconds][Agent] : But yeah, unfortunately it doesn't let us access any details, so just need to pop in one more time. We'll start with yeah, go for it.

[5 minutes 8 seconds][Customer] : That's not TH Thursday 923100 the account number is 65233065 Savings.

[5 minutes 14 seconds][Agent] : Yeah, Yep, 33, 065 S savings account or check that one savings.

[5 minutes 31 seconds][Customer] : Yep. That's correct.

[5 minutes 31 seconds][Agent] : So 923100 and then 65233065 and it was just Michelle Muns on the account name. And what was your e-mail there, Michelle?

[5 minutes 41 seconds][Customer] : Yep, That's MMU double NS at big pond dot net dot AU. Yeah.

[5 minutes 48 seconds][Agent] : Yeah, Big ponds dot AU. Now I say mmuns@bigpond.net dot AU.

[5 minutes 54 seconds][Customer] : So it's double M for Mary U, double N for Nelly S at the spot.

[6 minutes][Agent] : Yeah, Yep, the double M is just like for Michelle. Then months.

[6 minutes 6 seconds][Customer] : Yep, yes.

[6 minutes 9 seconds][Agent] : The second M is the start of month.

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

[6 minutes 12 seconds][Agent] : Yep, no worries. Your date of birth is the 11th of the 5th, 65.

[6 minutes 18 seconds][Customer] : Correct. Yep.

[6 minutes 18 seconds][Agent] : Yep, you're an Australian resident, Is your address still 3 Vence St. East Bunbury, 6230? And that's your postal as well. And best phone number's the one we're on now.

[6 minutes 26 seconds][Customer] : Yes, yes, yes, correct.

[6 minutes 34 seconds][Agent] : No worries. Any other questions or trouble understanding them, Michelle?

[6 minutes 38 seconds][Customer] : No, that's fine. And when I get the information, I'll put the beneficiary to bring my daughter.

[6 minutes 37 seconds][Agent] : Pretty straightforward, yeah.

[6 minutes 42 seconds][Customer] : I'll do that then I'll do it now.

[6 minutes 43 seconds][Agent] : Yeah, correct. You can do it now over the phone or you can do it by the form, whatever's easier.

[6 minutes 43 seconds][Customer] : Oh no, I'll do it now. Just make. Yeah, my daughter could be the beneficiary 'cause she'll be looking after the few.

[6 minutes 50 seconds][Agent] : Yeah, no worries. I'll, I'll, I'll just have to read out the declaration first.

[6 minutes 51 seconds][Customer] : So that's piano, OK. Yep.

[6 minutes 56 seconds][Agent] : Sorry to confuse you, but once I read out the declaration, I'll transfer you through to customer support. They'll be able to do it for you in a, in a minute.

[7 minutes 3 seconds][Customer] : Sure.

[7 minutes 4 seconds][Agent] : Again, just making sure I've covered all this off. So again, for the 1st 12 months, you'll be covered for accidental death, accidental serious injury. Only after the first 12

months, you'll be covered for death with any cause. In addition, there's that terminal less benefit, which means after holding your policy for 12 months, if you're first diagnosed with a terminal illness, 12 months or less to live by a medical practitioner, we payout the claim in full. Your premiums don't stay the same. You can also find information about our premium production website reach 85 years of age, you can choose to annual cover. We'll pay you 75% of the few more insurance benefit. Just triple checking as well then, Michelle.

[7 minutes 4 seconds][Customer] : Yep, Yep, it'll make 85. Do I?

[7 minutes 40 seconds][Agent] : Yeah.

[7 minutes 44 seconds][Customer] : Yep.

[7 minutes 40 seconds][Agent] : And yeah, just in case you are able to cash out if you want to be double checking there. Michelle, happy to continue. Yeah, a little bit of read. I've got to cover off you really quickly.

[7 minutes 46 seconds][Customer] : Alright, Yep, sure.

[7 minutes 53 seconds][Agent] : And again, you can also find information about our premium instructional website. Just says thank you. Michelle Muns, it is important you understand the following information. I will ask your agreement to these terms to the end and your policy will not be enforced unless you agree to these terms in full. Real funeral coverage issued by Hanover Life Irey of Australasia Ltd, whom we refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, trading as real insurance to issue and rates to insurance on its behalf. Your answers to your application questions and any related documents form the basis of your contracted insurance and Henover relies upon the accuracy of the information you have provided when assessing the application. Henover has set a target market termination for this product, which describes the type of consumers this product is designed for. Distribution practices are consistent with this termination and you can obtain a copy on our website. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer. May share with other Australian service providers for the purpose of administering your policy or handling claims. Our Privacy Policy tells you more, including how to access and correct

your information and lodge complaints about breaches of privacy.

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

[8 minutes 59 seconds][Agent] : Again, 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 can simply be contacted by us in relation to other products and services. You cannot better this at any time. By contacting us you have a good stake out. A single real funeral cover with the fine cover. Michelle, Mont is covered for \$10,000 in the event of death. In the case where that's accidental or you suffer a defined accidental serious injury, the benefit amount will triple. Cover is accidental death only for the 1st 12 months. To cover with death by any cause or diagnosis of a terminal illness. Cover day after accidental serious injury. Cover for each life insured under age 75 starts immediately and ends on the policy.

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

[9 minutes 38 seconds][Agent] : University for the life insured 75th birthday until life insured reaches age 85. You can choose to voluntarily cancel a business cover to receive a lump sum payment of 75% of the chosen benefits amount. If you take up this early cash option, you'll no longer have a right to claim one of the policy for that life insured. This policy is an insurance policy and does not have a savings or investment component. You can end your cover any time but contacting us. If you stop paying a premiums, we may end your cover, but we'll give you notice before doing so. If cover ends prior to AJ85, no benefit is payable and there's no refund of premiums after the cooling off. If cover continues beyond AJ 85, the life insured will receive an additional 25% of bonus cover. From that day, you'll not be required to pay any further premiums. The bonus is not payable if the early cashier option has been taken out.

[10 minutes 23 seconds][Customer] : None.

[10 minutes 22 seconds][Agent] : Cover fees Life insured End of the day 5 to the 100th birthday we will pay the funeral benefit and bonus. Cover full life insurance. At this point your total premium for your first year of cover is \$28.28 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and will only change if you alter your cover. The insurer

adjusted premium rates apply to your policy. The insurer can only make a change if it is buy consistently cost all policy holders. You may pay more in premiums in the benefit amount over the life of the policy.

[10 minutes 53 seconds][Customer] : None.

[10 minutes 49 seconds][Agent] : Included in your premium is the amount payable to real insurance of between 34% and 54% calculated on a level basis over the life policy. The premium will be debited from your nominated bank account in the name of Michelle Muns, which you authorized to debit from and have provided to us. We may provide written communications to you via the e-mail address you have provided to us, and this will include any legal notices we are required to provide to you in writing. If you prefer to receive these only by mail, you can update your communication preference at any time.

[11 minutes 16 seconds][Customer] : Uh huh.

[11 minutes 16 seconds][Agent] : The policy documentation, PDS and FSG will be mailed to you and if you have provide us with an e-mail address, your policy documentation will also be emailed to you today. If you carefully consider these documents to ensure the property that you need, you have a 30 day clean off. When you may cancel your policy in any frame you may have paid will be refunded in full unless you lodge a claim that was associated with replacing policies. As your new policy may not be identical to existing cover, we recommend that you do not cancel any existing policy until you have received or reviewed our policy in full. We have a complaint to process which can access any time by contacting us. Full details are available online and in the documentation we're sending you. Again, we have a complaints process, which you can access any time by contacting us. Full details are available online and in the documentation we're sending you. Last two questions here, Michelle. No, it goes on for a while. Do you understand and agree with the declaration?

[12 minutes 3 seconds][Customer] : Yep. No, that's fine. Thanks.

[12 minutes 3 seconds][Agent] : And would you like any other information or would you like me to read any part of the PDS to you worries? I'll send that one through to you now. Appreciate your patience there, Michelle, and thanks for your time.

[12 minutes 13 seconds][Customer] : No worries.

[12 minutes 13 seconds][Agent] : Anything else I can help you out with today?

[12 minutes 15 seconds][Customer] : No, that's fine. Thank you. Bye.

[12 minutes 16 seconds][Agent] : Yeah, I'll just pop you on a quick hold. I'll nominate, get your beneficiary nominated for you as well. I'll just transfer you over now. I'll be one SEC.

[12 minutes 22 seconds][Customer] : Yep, thank you. No worries.

[12 minutes 24 seconds][Agent] : Thanks. Bye. Thanks for holding there, Michelka. Isabella here to help you out.

[13 minutes 5 seconds][Customer] : Thank you.

[13 minutes 4 seconds][Agent] : And that's why these be confirmed. Thanks. Thank you.