

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Oh, hi, it's Karen calling from One Choice Life Insurance. How are you today?

[7 seconds][Customer] : I'm good for you.

[9 seconds][Agent] : That's great. Not too bad. Thank you. I'm calling to follow up on the enquire that you've made with regards to our income protection here at One Choice and to help with some pricing information, show you how that all works. Alright, so before we do continue, firstly I'll confirm I'm speaking to Mr. Manuel Simpson. Fantastic.

[20 seconds][Customer] : Yeah, yes, yeah.

[30 seconds][Agent] : I've got your date of birth, it's the 5th, 11th, 85 and you are a male New Zealand resident currently residing in New Zealand. Fantastic. Now I will let you know that call's recorded. Any advice to provide is limited to the profile and assisting you to make a decision about whether they're suitable for your needs. We do not continue personal circumstances.

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

[53 seconds][Agent] : No, Ma, no, seriously, thank you very much for that enquiry you've put through there. Do you currently have income protection in place or is it something new for you? Yeah.

[1 minutes 2 seconds][Customer] : Currently I have the income protection plan because I am, my company has got that with me and I'm changing the company now I'm just going as a contractor.

[1 minutes 15 seconds][Agent] : Oh, OK.

[1 minutes 15 seconds][Customer] : So I just want to know that, yeah.

[1 minutes 18 seconds][Agent] : Right, right. Certainly. So you need something to P take place with that one?

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

[1 minutes 28 seconds][Agent] : Yep. OK, sure.

[1 minutes 24 seconds][Customer] : Because I was under the protection for the over the years because one company had that policy, I was a permanent employee.

[1 minutes 32 seconds][Agent] : Yep, certainly. And that's not the same benefit you'll receive with your new one.

[1 minutes 31 seconds][Customer] : Yeah, yeah. So since I moved to that from that company joining as a contractor, I would like to know how it works and what is that like? Yeah, details regarding that, Yeah.

[1 minutes 42 seconds][Agent] : Yep, absolutely, yes, Sure. Alright, so our party here at One Choice is designed to provide you with the monthly income benefit paid directly to you if you're unable to work due to a disabling sickness or injury and if you suffer the loss of income. So it's designed to help cover bills and living costs if your salary is interrupted. So you can still maintain a level of normal normalcy there. OK now you can apply if you work at least 15 hours per week in paid employment. Alright now also with our cover we offer an income benefit up to 75% of your monthly pre tax income from 100 thou sorry from \$1000 up to a maximum of \$15,000.

[2 minutes 20 seconds][Customer] : Yep, Yep.

[2 minutes 36 seconds][Agent] : So we keep it nice and simple for you as everything is done over the phone. You don't need to fill out any lengthy application forms or muddle medical checks or blood tests. What we do is simply take you through some health and livestock questions and this will determine the pricing and terms of the policy now O and once it is in place, it will cover you until your policy anniversary following your 65th birthday. OK, so it's a long way to go for you. So keep in mind that there are some exclusions that apply as outlined in the policy document as well.

[2 minutes 55 seconds][Customer] : Yeah, yeah, yeah.

[3 minutes 15 seconds][Agent] : Alright, so is it just yourself or if you've got a wife, partner, children?

[3 minutes 19 seconds][Customer] : Just my just myself. I will check for my wife because I don't know whether her company has got that plan with her, because I was sure that I had that plan, OK, with my company, but I'm not sure about my wife. So once she's back, right, But she's in a holiday.

[3 minutes 27 seconds][Agent] : Yep, Yep, Yep, Yep. OK, yeah, absolutely. No problems at all. They'd be separate policies anyway. And now also keep in mind that the premiums for income protection are generally tax deductible depending on the policy structure, which could make it even more cost effective for you. So you can speak to your tax professional to find out how that will actually work for yourself there.

[3 minutes 36 seconds][Customer] : Oh yeah, I can get that, yeah.

[3 minutes 59 seconds][Agent] : Alright, now let's have a look at how it all works for you. So I just need to ask some questions regarding to your duties at work. Now firstly here, let me just get that up. Alright, so before answering any of our questions, it is important that you are aware of your duty to answer all our questions accurately and honestly. Failure to do so could impact your cover at claims time. OK. Now just confirming, do you work 15 hours or more per week?

[4 minutes 29 seconds][Customer] : Yep, Yep. You're welcome. 37.5 hours.

[4 minutes 38 seconds][Agent] : OK, sure. And is your role in an administrat, sorry, is your role an administrative, managerial or professional nature where you spend majority of your time indoors in an office or clinical environment?

[4 minutes 37 seconds][Customer] : Yeah, it'll be in the office.

[4 minutes 53 seconds][Agent] : Yeah, OK. So well that's a yes to that one. And so are you required to perform any? Sorry, are you required to perform any physical duties?

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

[5 minutes 7 seconds][Agent] : Are you required to perform any physical duties?

[5 minutes 11 seconds][Customer] : No.

[5 minutes 13 seconds][Agent] : No. OK, beautiful. Do you work in any of the following fields? So aviation as a pilot or crew entertainment industry? Air Force, Army, armed forces? Or do you carry a firearm or handle explosives?

[5 minutes 27 seconds][Customer] : What? What? On the second one. Hello.

[5 minutes 31 seconds][Agent] : So it was aviation as a pilot or crew entertainment injury?

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

[5 minutes 38 seconds][Agent] : No, OK. So just confirming that was noted that entire question. OK, now based on assess duty based assessment is complete. So let me just move on to the next section so we can look at the quote for you. OK, just getting that up. Sorry, my system's just decided to go a little bit slow right this second. Technology's wonderful. Alright. Now Manu, have you had a cigarette in the last 12 months?

[5 minutes 43 seconds][Customer] : Yeah, no, yeah, hello. And now I have to go.

[6 minutes 9 seconds][Agent] : No. Beautiful. OK. And I also need to confirm your employment status. So are you currently employed or self-employed?

[6 minutes 19 seconds][Customer] : I'm currently employed as a permanent, but I want this for a when I move to a contractor role from 14th of October.

[6 minutes 29 seconds][Agent] : OK, Sure. So then what? You'll be self-employed, will you?

[6 minutes 33 seconds][Customer] : Yeah, yeah. I'll be like, I'll be like contracted to unity. I'll be yeah, it's kind of a self. Yeah, yeah, kind of thing.

[6 minutes 34 seconds][Agent] : OK, Yep, Yep, certainly. Look, I'll explain how it works for a self-employed in that case because you're looking to take this up once you're switch over.

[6 minutes 52 seconds][Customer] : Yeah.

[6 minutes 52 seconds][Agent] : OK, now all right. So what I'll do is I need to collect your get your annual income before tax. So pre tax income is your share of annual income and in the business before tax directly due to your own personal efforts less any business expenses and excluding Kiwi Saver and super contributions. Now this is the amount that the business would otherwise cease earning in the event that you were unable to work due to a disability. So based on that, what is your annual pre tax income?

[7 minutes 31 seconds][Customer] : My annual it's like 116 per hour.

[7 minutes 38 seconds][Agent] : Right.

[7 minutes 36 seconds][Customer] : So I am paid on hourly basis 37.5 hours per week and it's the rate is 116 hour plus GST.

[7 minutes 47 seconds][Agent] : OK, so alright, so plus GST.

[7 minutes 51 seconds][Customer] : Yeah, so GST is extra, but what I'll be getting which I need to pay back that is different.

[7 minutes 59 seconds][Agent] : Yep.

[7 minutes 56 seconds][Customer] : But one one \$6 per hour and it's 37.5 hours in a week.

[8 minutes 2 seconds][Agent] : OK, so around \$4350 for a week and time's up by 50 to 2.

[8 minutes 9 seconds][Customer] : Yeah, and any of the holidays, I won't be just excluded only on the working days. Yeah, excluding all the holidays. Yeah.

[8 minutes 13 seconds][Agent] : So OK, alright.

[8 minutes 29 seconds][Customer] : Yeah.

[8 minutes 22 seconds][Agent] : So yeah, so if you can calculate what, because I'm not sure of what your holidays and everything would be, what would your pre tax annual income be?

[8 minutes 30 seconds][Customer] : So you, you didn't just 240 days into 876. Just give me a second. Just give me a second.

[8 minutes 37 seconds][Agent] : Yep, Yep.

[8 minutes 51 seconds][Customer] : Yeah, it's 210210 K annual.

[8 minutes 58 seconds][Agent] : OK, so it's \$210,000 a year. Yep.

[9 minutes 1 seconds][Customer] : Yeah, yeah.

[9 minutes 3 seconds][Agent] : OK. And So what that means is we can calculate you can choose a level of income protection from \$1000 up to \$13,125.00 per month. How much would you want me to quote you on?

[9 minutes 21 seconds][Customer] : For me, 8K, so let me know the premium difference when I go higher.

[9 minutes 30 seconds][Agent] : OK. So, well, what we can do is we can assess it based on the \$8000 and then we can find you that.

[9 minutes 35 seconds][Customer] : Yeah, 88 and yeah, just 8 and above. Yeah, yeah.

[9 minutes 40 seconds][Agent] : OK, All right, so WH what we'll do is we'll do the \$8000 and and go from there. All right now the next thing you've got the option is like two different to select different waiting periods and benefit periods depending on your circumstances. Now the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. You can choose 30 days or 90 days. Which waiting period would you prefer?

[10 minutes 13 seconds][Customer] : Yeah, 90 days.

[10 minutes 11 seconds][Agent] : Would you like me to fix for you the 90 days certainly and the

benefit.

[10 minutes 14 seconds][Customer] : So, so is it like 30 days means is it like what is that waiting period means?

[10 minutes 19 seconds][Agent] : Is the so the waiting period is a non payment period. You must wait before the income benefit is payable after the insured event.

[10 minutes 31 seconds][Customer] : OK, so 30 days, yeah.

[10 minutes 33 seconds][Agent] : 30 days.

[10 minutes 32 seconds][Customer] : What is what they said start. Yeah, 30 days, yeah.

[10 minutes 35 seconds][Agent] : Yep, sure. And now the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. You can choose a selection between six months, one year, two years or five years. Which benefit. Would like to select for you? Two years, certainly.

[10 minutes 57 seconds][Customer] : Two year, yeah, Yeah.

[11 minutes 1 seconds][Agent] : Alright, let me get that one in there. Alright. So the next step is to go through the health and livestock questions as final premiums in terms of the policy is dependent on the outcome of your application, which we'll go through together then so we can speak in actual facts for yourself there. Now I'll read through a pre underwriting disclosure that outlines our responsibility to you in the collection news of your personal information as well as your responsibility to us in providing the answers to our questions. It says 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 may 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 and lodge complaints about breach of privacy. I also need to inform you about your duty of disclosure. Before you enter into a life insurance contract. You have a legal sorry. 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 insure 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 insure. You have this duty until the time we enter into the contract. If you fail to disclose a matter or you make a false statement and answer to our questions, we may be able to decline a claim, impose new conditions on your policy, or avoid your policy entirely. Do you understand this? Yes or no? Excellent. Let's bring that up now then. OK, so the first one asks, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand, Yes or no? OK, so is that permanent resident or residency?

[12 minutes 45 seconds][Customer] : Yep, Resident of resident from resident visa because I I got my PR on right just now in last April and after that, that PR will be arrogant after two years, right. Yeah. So resident visa, yeah.

[13 minutes 21 seconds][Agent] : OK, so you're OK, So you can't get the PR yet? So you're still on residency, is that?

[13 minutes 27 seconds][Customer] : Yes, because I have to be on this visa. I, I, I'm a resident of visa resident, resident of New Zealand, but not the permanent resident which I have wait for two years.

[13 minutes 32 seconds][Agent] : Yep, Yep, Yep. OK, no problems at all. So we will end no to that at the moment. OK, now do you hold a current visa that entitles you to reside in New Zealand?

[13 minutes 35 seconds][Customer] : Yeah, yeah. So my resident indefinite, Yeah. So I can stay in New Zealand indefinitely?

[13 minutes 47 seconds][Agent] : Yep, Yep. No, that's alright. No problems at all. OK now, because it is a residency visa. Yeah, that's all right. I've just captured that one there. Now, have you ever had symptoms of being diagnosed with or treated for and tend to seek medical advice for the following stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina.

[14 minutes 16 seconds][Customer] : Ah, no, ah, no. Ah, no.

[14 minutes 18 seconds][Agent] : Lung disorder excluding asthma, sleep apnea or pneumonia, cancer or leukaemia excluding skin cancer, anxiety, depression or stress requiring medical

treatment, or any other mental health disorder? Have you been diagnosed with a terminal illness, motor neurone disease, any form of dementia including Alzheimer's disease or been told by a doctor that you have a condition or reduce your life expectancy? And in the last 10 years have you used illegal drugs, abuse prescription medication or received treatment or counselling for drug or alcohol consumption?

[14 minutes 35 seconds][Customer] : Ah, no, no, no.

[15 minutes 2 seconds][Agent] : So the next section is in relation to your height and weight. Please be aware that I am required to obtain a confident single figure measurement for each in order to continue with the application. The system does not allow me to enter any approximate figures, words or height and weight ranges. So what is your exact height there please? Excellent. And what is your exact weight?

[15 minutes 20 seconds][Customer] : 180 centimeter, 86 KG kilogram.

[15 minutes 29 seconds][Agent] : Excellent. Thank you. And have you experienced any unexplained weight loss of more than 5 kilos in the last 12 months? Beautiful to hear. Alright, so moving on from there, just getting up. The next question won't be 1 moment. My system's just decided to go slow. There you go. Does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? And are you A employed or B self-employed?

[15 minutes 38 seconds][Customer] : No, no, see some black.

[16 minutes 7 seconds][Agent] : Yep. OK now do you want a business or are you a contractor?

[16 minutes 6 seconds][Customer] : Yeah, on that now.

[16 minutes 14 seconds][Agent] : Contractor. No problems. Are you currently contracted or some contracting?

[16 minutes 21 seconds][Customer] : I'm going to start the contracting from 14th. Yeah, for this is for that, Yeah.

[16 minutes 25 seconds][Agent] : Yep. OK. So yes, so you are currently contracted to start on the 14th?

[16 minutes 30 seconds][Customer] : Yeah.

[16 minutes 31 seconds][Agent] : Yep. OK. And do you expect your income to reduce in the next 12 months?

[16 minutes 37 seconds][Customer] : No, it's a fixed sum contract for earlier. Yeah.

[16 minutes 40 seconds][Agent] : OK. Now, if you were to become disabled or unable to work, would your business continue to generate income for more than 60 days? Nope.

[16 minutes 52 seconds][Customer] : No, they're a contractor.

[16 minutes 55 seconds][Agent] : OK, alright. And do you have a second occupation that generates a taxable income?

[16 minutes 54 seconds][Customer] : Yeah, no.

[17 minutes 4 seconds][Agent] : Have you been, have you ever been declared bankrupt or placed in receivership, involuntary 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?

[17 minutes 12 seconds][Customer] : No, no, it's a fixed term contract.

[17 minutes 27 seconds][Agent] : Yes. So this one's with regards to your your health.

[17 minutes 25 seconds][Customer] : Yeah, no, I'm not.

[17 minutes 30 seconds][Agent] : So to the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV causes?

[17 minutes 37 seconds][Customer] : No, I've not been used. Been AGP last 5-6 years.

[17 minutes 37 seconds][Agent] : No, a Yep.

[17 minutes 41 seconds][Customer] : I've been to AGP first.

[17 minutes 44 seconds][Agent] : OK, no problems. And so do you have definite plans to travel or reside outside of New Zealand that is booked or will be booking travel within the next 12 months?

[17 minutes 56 seconds][Customer] : Just holidays to my hometown India.

[17 minutes 59 seconds][Agent] : OK, Yep. So you'll be going there in the next 12 months, are you?

[18 minutes 4 seconds][Customer] : Not next 12 months. Maybe after this, this system contract or a year, maybe after that.

[18 minutes 9 seconds][Agent] : Yep.

[18 minutes 9 seconds][Customer] : Yeah. No.

[18 minutes 11 seconds][Agent] : OK, so this question is asking if you have any definite plans to travel or reside outside of New Zealand within the next 12 months. OK, No problems at all. Let me say no to that in that case. Alright. And do you have existing income protection cover?

[18 minutes 16 seconds][Customer] : Not in next 12 months, No, No, Yes.

[18 minutes 29 seconds][Agent] : OK, Now will that one be ceasing unto unemployment? On, on, on. Yeah.

[18 minutes 34 seconds][Customer] : Yes, because I'm changing, Yeah, that's been forward by the employer, current employer, yeah.

[18 minutes 40 seconds][Agent] : OK.

[18 minutes 39 seconds][Customer] : So, yeah, so I'm rating that one.

[18 minutes 43 seconds][Agent] : Alright. Certainly so. OK, alright, so I will answer yes because it is still in place. Do you intend to replace your existing cover with this application?

[18 minutes 42 seconds][Customer] : Yeah, yes.

[18 minutes 56 seconds][Agent] : Yep. OK, alright now let's move on from there. Now I know you said that the current 1 you have is through the employer and with the seat of employment that will cease. One thing we do recommend is if you're looking to replace an existing cover with ours, you don't cancel that into your review our policy in full.

[19 minutes 15 seconds][Customer] : Yeah.

[19 minutes 15 seconds][Agent] : All right, so we'll move on to some more medical history questions now. Have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for the following diabetes, Raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure. Tumour, mole or cyst including skin cancer, sunspots or Melanoma?

[19 minutes 33 seconds][Customer] : No, no, sorry.

[19 minutes 47 seconds][Agent] : Yes, so tumour, mole or cyst, including skin cancer, sunspots or Melanoma.

[19 minutes 46 seconds][Customer] : Can you just repeat No?

[19 minutes 55 seconds][Agent] : And have you ever had an abnormal PSA test for a large prostate, thyroid condition or neurological symptoms such as dizziness or fainting? Stomach disorder of the stomach, bowel, gallbladder or pancreas. Hepatitis or any disorder of the liver. Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Bladder or urinary tract disorder. Kidney disorder, Sleep 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?

[20 minutes 1 seconds][Customer] : No, no, no, no, no, no, no, no, no, no, no, no, no, no. What is it? No.

[21 minutes 13 seconds][Agent] : Osteoporosis or osteopenia, any defective hearing, sight or sorry, defective hearing or slight other than which is corrected by glasses or contact lenses.

[21 minutes 28 seconds][Customer] : No.

[21 minutes 30 seconds][Agent] : Excellent. Alright, so the next one asks, 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 weighing the results of any medical tests or investigations, such as but not limited to any surgeries, X-rays, scans, blood tests, or biopsy?

[21 minutes 55 seconds][Customer] : I know. Last years now.

[21 minutes 57 seconds][Agent] : And other than what you've already told me about, are you contemplating seeking medical advice? Any symptoms you are currently experiencing within the next two weeks? And other than what you've already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury? Excellent. Alright, so moving on to family history, these with regards to your immediate biological family, that's your parents, kidlings only. To the best of your knowledge, have any of your immediate family living or deceased ever been diagnosed with polycystic kidney disease, Huntington's disease or familial anthematous polyposis?

[22 minutes 7 seconds][Customer] : No, no, I know.

[22 minutes 45 seconds][Agent] : And to the best of your knowledge, has any of your immediate family suffered from cancer, heart conditions, stroke or other hereditary disease prime at age 60? No. OK, all right, now that brings us to the last question. So other one off events, for example gift certificates or vouchers, do you engage in or intend to engage in any of the following aviation other than as a fare paying passenger, a recognised airline, motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper the 40 meters, cable wreck diving or any other hazardous activity? No, great. I would not do anything myself either. I am definitely not that adventurous.

[22 minutes 58 seconds][Customer] : No, no, I'm scared of. I'm scared of all. It's not that I don't want to do, but I'm scared of all this.

[23 minutes 39 seconds][Agent] : Oh yeah, yeah. Look, I'm scared of hikes and sharks.

[23 minutes 40 seconds][Customer] : I don't, I don't know, see me. I don't know, see me?

[23 minutes 44 seconds][Agent] : So yes, yes. Alright. So congratulations, your application has been approved. Now, apart from any step exclusions, there is an additional exclusion for residency. It is hereby understood and agreed that cover will cease under this policy if the life insurance ceases to reside in New Zealand. OK now, so that way you've got the Peace of Mind of knowing that it is in place. Once you do obtain your PR or citizenship, you can actually reply to have that exclusion reviewed now based on \$8000 monthly benefit with a 30 day waiting period and a two year benefit. You are looking at a fortnightly premium of \$62.94 a fortnight.

[24 minutes 20 seconds][Customer] : Yes, thank you. Sorry. Sorry.

[24 minutes 36 seconds][Agent] : OK, how does that?

[24 minutes 37 seconds][Customer] : What was that? You're talking about that resident thing? What was that?

[24 minutes 42 seconds][Agent] : Yes, so the residency exclusion so it is hereby understood and agreed capital will cease under this policy if the life insurance ceases to reside in New Zealand.

[24 minutes 53 seconds][Customer] : Yeah. So that means this is not applicable for me.

[24 minutes 55 seconds][Agent] : So no, you can, as long as you're living in New Zealand, the cover

will be in place. So if you decide to move back, live in India, for example, then the cover will cease at that time.

[25 minutes 1 seconds][Customer] : OK, OK, OK, OK, OK. Got it. Got it. It will be up there on that.

[25 minutes 11 seconds][Agent] : Yeah, yeah. But once you do obtain your PR or citizenship, you can apply to have that exclusion reviewed.

[25 minutes 18 seconds][Customer] : OK, got it. Yeah.

[25 minutes 20 seconds][Agent] : All right now. So yeah, as I was just saying, the \$8000 a month with 30 day and two year is a fortnightly premium of \$62.94 a fortnight. How does that one sound for yourself there, Maddie?

[25 minutes 35 seconds][Customer] : Yeah, should be you. You mean to say that can't cover the tax, right. Sorry, I can't go for tax exemption, right. OK. My tax consultant. Yeah, got it. Yeah, yeah.

[25 minutes 41 seconds][Agent] : So, so you'll need to speak to your, your yes, but yeah, it is, it is generally so yes. So it'll, it is generally tax de deductible depending on your policy structure. So yeah, so you could use it as to make more savings at tax time as well.

[25 minutes 58 seconds][Customer] : Yeah, yeah, that's not the problem. So yeah, uh, should be fine.

[26 minutes 6 seconds][Agent] : Yeah, Yep. OK.

[26 minutes 9 seconds][Customer] : Yeah, yeah.

[26 minutes 11 seconds][Agent] : Now, I also wanna let you know that included in your policy is a rehab rehabilitation benefit which can assist you to return to work, uh, if you were off, umm, due to injury or sickness, OK. 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 while claiming or we can reimburse up to six times your income benefits towards cost of equipment or modifications required to assist your return to work. OK, now your premium is step, which means it will generally increase each year as you age.

[26 minutes 47 seconds][Customer] : Yeah, yeah. Do you know how, how, how much the percentage will be?

[26 minutes 56 seconds][Agent] : OK, alright, let's have a look at that for you. I've got an A prediction projection here. So, so we see cover the the cover will increase by 3%. So next year, for example, you've got \$8240 a month and you're looking at approximately \$66.01 per month.

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

[27 minutes 24 seconds][Agent] : Now you can opt out as that indexation increase. So if you kept it at \$8000, you'd be looking at \$64.09 a fortnight approximately. You're after that 64826496 and so on.

[27 minutes 42 seconds][Customer] : Yeah, yeah, should be fine.

[27 minutes 44 seconds][Agent] : OK, alright, now what we'll do in that case is get you covered immediately over the phone today. I'll send out all the FIR policy documents for you to review via e-mail as well as via post. That way it's ready to kick in in. What's that 11 days time? It'll already be in place for you when you do go to SA to your contractor. OK, alright, So what we do is we e-mail the documents out and we also send them out via post as well. Now just confirming that the e-mail we have got for you is correct. Let me just get that up.

[27 minutes 43 seconds][Customer] : Yeah, yeah, yeah, yeah.

[28 minutes 22 seconds][Agent] : Alrightsoivegotmanu5simpson@gmail.com Yeah. And what's your address there, please, Manu?

[28 minutes 32 seconds][Customer] : Three Bar 76 Brogham St.

[28 minutes 37 seconds][Agent] : Jogim.

[28 minutes 38 seconds][Customer] : Yeah.

[28 minutes 47 seconds][Agent] : OK. And what's the post code there?

[28 minutes 39 seconds][Customer] : BROUGHAM, Brogham St., Montvicoria, Wellington, 6011.

[28 minutes 53 seconds][Agent] : OK, And that is Mount Victoria, was it?

[28 minutes 57 seconds][Customer] : Yeah, only two. Yeah.

[29 minutes 1 seconds][Agent] : OK, Sorry, how do you spell street name again? Sorry. Yep.

[29 minutes 5 seconds][Customer] : It's B for Bravo, R for Russia, O for our U for Umbrella, G for Jeff, H for Hong Kong, A for Alpha, M for Mary.

[29 minutes 17 seconds][Agent] : Oh, beautiful. OK. And it was 76. Yep. OK. And that's also your postal address. Beautiful. Thank you. Now the policy provides you with a 30 day free look. So if you decide the policy is not suitable for you and choose to cancel within the 30 days, you'll receive a full refund of your premium unless the claims been made.

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

[29 minutes 42 seconds][Agent] : So what we will do now is enter your bank details. You're not required to make any payments today. You choose today that best?

[29 minutes 48 seconds][Customer] : Just one question. Is it a voluntary policy that like can cancel at any time?

[29 minutes 55 seconds][Agent] : Yep, that is correct, yes.

[29 minutes 56 seconds][Customer] : Yeah, OK.

[29 minutes 56 seconds][Agent] : So you're not locked into any contracts with us. You can apply to cancel at any time. Yep.

[30 minutes][Customer] : Yeah, OK. Yeah.

[30 minutes 2 seconds][Agent] : OK now. Oh yes, that's OK. No problems at all. You're giving me is a go & it by ear, are you?

[30 minutes 2 seconds][Customer] : But we don't, I don't know how many of what I'll do, I'll move back to yeah. So we don't know that, but it's one year definitely we know.

[30 minutes 12 seconds][Agent] : Yep, Yep, absolutely no problems at all Yes, so you can apply to cancel at any stage, but it just gives you the P the Peace of Mind while you're doing this this year contract, doesn't it?

[30 minutes 19 seconds][Customer] : Yeah, yeah.

[30 minutes 24 seconds][Agent] : Yeah. Alright. So what day works best for payments to come out for yourself there? What day works best for payments to come out for you? OK, so you prefer monthly? Let me go and switch that over to monthly for you. Won't be one second. OK alright, so monthly, there you go.

[30 minutes 31 seconds][Customer] : Sorry, Yeah, I believe to stop month, Yeah.

[30 minutes 52 seconds][Agent] : So the monthly premium will be \$136 and \$37.37 per month, and you want that on the 5th of every month, OK Alright, just bringing that up for us, right? Be one second, OK? Alright, so the 5th is a Saturday, the supermarket is a Saturday, and it'll come out each month on the 5th after that for you.

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

[31 minutes 25 seconds][Agent] : OK. Do you want that coming out of a bank account or as a MasterCard?

[31 minutes 30 seconds][Customer] : Do you have any like transaction fee for the car? OK.

[31 minutes 35 seconds][Agent] : No, there's not.

[31 minutes 37 seconds][Customer] : Then I can give you the car with you second.

[31 minutes 37 seconds][Agent] : No, absolutely no problems at all. So for security purposes, we'll obtain your card details, the call recording will stop and we'll recommend after the clutch. None. Has been successfully registered and fully encrypted in our system. And please be advised the call recording is now resumed for quality and monitoring purposes. OK, so I'm going to e-mail the documents out to you today. I will also send them out through post, so you do get it in both formats and the post generally takes about 5 to 10 working days, depending on the Postal Service of course. Now, OK, I'll confirm you are authorised debit from that card you've provided me with.

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

[33 minutes 25 seconds][Agent] : Yep, no problems at all there. All right, yes.

[33 minutes 28 seconds][Customer] : I'm just wondering if in space right, if I want to increase the premium, I can do that any time or is there any loss?

[33 minutes 36 seconds][Agent] : So you can give us a call and speak to our customer support team and apply for that and they would be able to view in that application. OK, that would be subject to eligibility. But yes, you can contact us between Monday to Friday, 8 AM, 8:00 AM to 8:00 PM.

[33 minutes 42 seconds][Customer] : Yeah, yeah, yeah. Just one minute.

[33 minutes 55 seconds][Agent] : Alright, OK, no problem. So I'm gonna read through your declaration. Once you accept that the card will be in place and ready to go.

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

[34 minutes 4 seconds][Agent] : It says thank you Manu Simpson, it is important you understand the following information. I'll 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 sorry. One Choice income Protection insurance is issued by Pinnacle Life Insurance Limited, whom are referred to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services and Zed Limited, whom are referred to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service. The advice to be provided to you is limited to assisting you to make a decision about whether One Choice Income Protection Insurance is suitable for your needs. On the basis the information you provided to us about your general circumstances when providing this advice, we have not considered your specific financial needs or goals 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. We will send you a copy of our Financial Advice Disclosure Statement which sets out more information which can assist you to decide whether act on any advice to provide. Can you please confirm that you understand and agree to this yes or no?

[35 minutes 27 seconds][Customer] : Yeah.

[35 minutes 29 seconds][Agent] : Thank you. Your answers to the application questions and any related documents form the basis of your contracted insurance and Pinnacle relies upon the information you've provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty of disclosure, yes or no? Sorry, I missed that response there, Manu. Yep, certainly. Thank you. Now by agreeing to this declaration, you consent to be con being contacted by us in relation to other products and services. You can opt out of this anytime By contacting us. You've agreed to take out a single one choice Income Protection insurance policy with the following cover for Manuel Simpson, a monthly insured amount of \$8000 with a waiting period of 30 days and a benefit period of 24 months.

[35 minutes 57 seconds][Customer] : Yep, Yep, Yep, Yep.

[36 minutes 27 seconds][Agent] : The monthly income benefit payable in the event of any claim may be less than 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 DIS disability payments or offset from other sources. In addition to the standard exclusions contained within the policy document, the following exclusions apply for Manuel Simpson Income Protection benefit. It is hereby understood and agreed that capital will cease under these policies. The life insured ceases to reside in New Zealand.

[37 minutes 3 seconds][Customer] : Yep, Yep. Thank you.

[37 minutes 12 seconds][Agent] : Your cover expires on October 5th, 2051 at 12:00 AM. Your premium for the first year of cover is \$136.37 per month. Your premium is stepped, which means it will be calculated in each policy anniversary and will generally increase as you age. Your monthly benefit will amount will also increase automatically by 3% each year and you can opt out of this. Included in your premium is an amount payable to GFS between 26% and 56% of each premium. Your premium will be deducted in accordance with the authority provided to us.

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

[37 minutes 51 seconds][Agent] : AM Best is rated Pinnick with AB plus financial strength good and a triple B minus issue. A 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 provided us with an e-mail address, will also be emailed to you today. You should perfectly consider these documents. Make sure the product meets your needs. You have a 30 day cooling off. During which you may cancel your policy and any premium you may have paid will be refunded in full. Unless you've lodged a claim. There is no refunded premiums after the cool, after the cooling off.

[38 minutes 33 seconds][Customer] : None.

[38 minutes 34 seconds][Agent] : Do you understand and agree with the declaration?

[38 minutes 35 seconds][Customer] : Yeah, yeah, yes.

[38 minutes 38 seconds][Agent] : Yep. Excellent.

[38 minutes 39 seconds][Customer] : Is it all done?

[38 minutes 39 seconds][Agent] : And would you like any just one more question.

[38 minutes 40 seconds][Customer] : It will take more time because I just have getting a call.

[38 minutes 43 seconds][Agent] : Yeah, just one more question.

[38 minutes 43 seconds][Customer] : No, no, no, no, no.

[38 minutes 45 seconds][Agent] : Would you like any other information or would you like me to read any part of the policy document to you?

[38 minutes 48 seconds][Customer] : I have to urgently switch off to another call. Sorry.

[38 minutes 51 seconds][Agent] : All right, no problem. So that's good. Congratulations that.