

[0 seconds][Agent] : Charmaine, are you there? Thanks for your patience. Dom's on the line with us. He's here to look after you. Uh, Don with Charmaine, We've confirmed her name and date of birth. Have a great day, guys. Thank you.

[2 seconds][Customer] : Yes, thank you.

[11 seconds][Agent] : Alright, excellent. Thank you, Cameron. And yeah, there's nothing mentioned. Charmaine, it's Tom once again from Real Insurance. Appreciate you calling back in. Umm, yeah, yeah. So she called me in a good time. Actually just got back from a break and I was gonna call you in about 10 minutes. Tom, I think. Ah, beautiful.

[17 seconds][Customer] : Yes, the bank was open today, so I've got the number for you.

[31 seconds][Agent] : Yeah, lovely. Let's get that sorted out then. I'll just let you know quickly again while our calls are recorded and any advice providers general in nature may not be suitable to your situation. And Charmaine, can I just get you to quickly return your full name and date of birth so we can get this sort? Yep. Good day. Thank you. Excellent. No dramas. OK, so Yep, just the BSP and account number that we were up to there. We've got everything else pretty much done. So yes, whenever you're ready, I'll be happy to grab the BSP number to start, please. Several three. Yeah, 201. Excellent. It's with Westpac, is that right?

[45 seconds][Customer] : Either Charmaine Lovell, 6649 Gidney Street, Air at Victoria 3377 Alright 733 2:01 yes.

[1 minutes 22 seconds][Agent] : Alright, and the account number when you're ready. 564, 203 Excellent. And the account. Yeah, yeah, take your time.

[1 minutes 26 seconds][Customer] : 564 2:03 looks like a nine able to double check yeah, now, but can you double check on the on your on the what do you call it?

[1 minutes 46 seconds][Agent] : Oh yes, I believe, I believe it is perfectly fine the way it is.

[1 minutes 56 seconds][Customer] : Well, it looks like, Yeah, it looks. I hope it's the right one because I went to the bank but very confused. It looks like a four or a nine, I don't know.

[1 minutes 49 seconds][Agent] : I wouldn't be able to check the exact number myself since I can't access your deeds, your existing details, but Yep, it's alright. Yeah. Did you Was it supposed to be a

four or a nine? What? Which one? What are you reading there? Therefore, thank you.

[2 minutes 15 seconds][Customer] : I reckon it's probably a four, just 564230. Is there any way I can check on that now?

[2 minutes 25 seconds][Agent] : Yes, 564230. I can put that in. My system's not coming up with any issues, so I'll be, it'll be just a case of if something, if there was an error, we'd just give you a call. But yeah, my system's saying that's all those numbers are all OK.

[2 minutes 42 seconds][Customer] : OK, that's good.

[2 minutes 44 seconds][Agent] : Oh, excellent. So yeah, just double check one more time.

[2 minutes 43 seconds][Customer] : Then that's correct.

[2 minutes 47 seconds][Agent] : The BSB was 733201 and the account number 564230. Evil.

[2 minutes 57 seconds][Customer] : Yeah, that's correct as far as I know. Yeah.

[3 minutes 1 seconds][Agent] : No problem. And Charmaine, the account's just under your name. Charmaine Lovell.

[3 minutes 6 seconds][Customer] : Yes. No, it's only mine.

[3 minutes 8 seconds][Agent] : Yep. Yep. Exactly. Easy.

[3 minutes 7 seconds][Customer] : No one else has got it. Only. No, No.

[3 minutes 12 seconds][Agent] : No worries. So just just under yours And is it a savings or cheque account she holds? Have it?

[3 minutes 19 seconds][Customer] : Oh, God, I don't know. It's. Oh, Gee, you didn't ask me that yesterday.

[3 minutes 27 seconds][Agent] : Yeah, that's alright. Is it generally used for just your savings?

[3 minutes 24 seconds][Customer] : I've got it's out of me. Savings.

[3 minutes 33 seconds][Agent] : Yeah. OK. Easy then. Yeah, we can notice a savings account then. That's fine.

[3 minutes 33 seconds][Customer] : Yeah, I need to be able to check that. I've got another one anyway because it's my one for seven, \$4000. It comes out every every two weeks.

[3 minutes 41 seconds][Agent] : Yeah, Yeah. Good day. And on that note, we have the first payment

dates selected here as the 21st of January every fortnight on a Tuesday from there. That was all OK for you.

[3 minutes 45 seconds][Customer] : I think I'll just let you know. I got paid today.

[4 minutes][Agent] : OK.

[4 minutes 2 seconds][Customer] : That's me. Two weeks repayment now don't get paid. Every second Tuesday I get paid.

[4 minutes 7 seconds][Agent] : OK, no problem. Then. Would you prefer the payments to start from next Tuesday or perhaps from a different day?

[4 minutes 17 seconds][Customer] : No, I take it out or not next Tuesday. No, 'cause I've been paid today. Oh no, I won't forgive that I've been paid today. The next week I don't get paid and it's the following Tuesday I get paid.

[4 minutes 22 seconds][Agent] : OK, in that case, the following Tuesday, the 28th. MMM. And title across the two.

[4 minutes 31 seconds][Customer] : So take it 140 what it 40 what it \$147 every portal because me other insurance added on to this one.

[4 minutes 45 seconds][Agent] : Yeah, sure. Well, I'm the first payment then. Mm. Hmm. Yeah. So we'll have the first payment come out, so not next Tuesday, but the one after in line with your pay cycle on the 28th of January, every fortnight and Tuesday from there.

[4 minutes 47 seconds][Customer] : As you know, you did all that you did all that anyway every fortnight.

[5 minutes 3 seconds][Agent] : Yeah, every two weeks. So not from next Tuesday, but the week, the week after, we'll have this one come out. OK.

[5 minutes 1 seconds][Customer] : Every Tuesday fortnight, Yeah.

[5 minutes 14 seconds][Agent] : Yeah, that's right. Easy. So in that case, Charmaine, I'll read you a declaration. So these are the terms and conditions of the policy. I'll read to you in full.

[5 minutes 10 seconds][Customer] : Not next Tuesday the week after, yeah.

[5 minutes 24 seconds][Agent] : There's a couple of questions at the very end I'll just ask and on a

clear yes or no answers page. And once that's all wrapped up, I'll make sure to get you through to our support team. So that way we can nominate your son as the beneficiary as well as the DAU, your daughter for this policy as well. OK, now that'll be in full.

[5 minutes 39 seconds][Customer] : Yes, yes, correct.

[5 minutes 44 seconds][Agent] : So it reads here. Thank you either Charmaine Lovell, it is important to understand the following information. Our last few agreements. These terms at the end, excuse me and your policy will not be enforced unless you agree these terms in full. The funeral cover is issued by H Hanover Library of Australasia Ltd, whom you referred to as Hanover Canada is arranged with grants and financial services training as real insurance to issue and arrangements insurance on behalf. The answer application questions enabled that don't form the base of your contract with insurance and Hanover relies upon the accuracy of the information divided when assessing the application. How do I set target market summation First price which scrapes type insurance practices on for distribution practices are consistent with this determination and you can take a copy on our website.

[6 minutes 30 seconds][Customer] : Oh look, love.

[6 minutes 28 seconds][Agent] : We collect your first information to provide insurance quotes.

[6 minutes 31 seconds][Customer] : I don't have a computer though.

[6 minutes 33 seconds][Agent] : Oh that's OK, no problems at all as otherwise as well. You can always request it to be sent to you by our support team. I believe otherwise and we collect first information to provide insurance quotes issued color and other related services which shares from your insurer measure other Australian service providers for the purpose of administering your policy while handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints for breach privacy. And by agreeing to this declaration, you agreed. You can send to be contacted by us in relation to other products and services. You can opt out of this at any time by contacting us.

[7 minutes 12 seconds][Customer] : None.

[7 minutes 9 seconds][Agent] : If you agree to take out a single real funeral color with the following

color uh Edith's Charmaine level is covered for \$15,000 in the event of death In the case where it death is accidental the benefit amount will triple coverage accidental death only for the 1st 12 months to cover with death may cause or diagnosis of terminal illness covered thereafter most of that yeah so that that policy is separate from this one that is already in force still in place OK because yeah this policy is just the 15,000 say again sorry.

[7 minutes 27 seconds][Customer] : What about that 7000 of Yeah, yeah, 7000 of paid so far it hasn't gone up any further. How come it hasn't gone up any further? 7000, that's it been for a couple of years now.

[7 minutes 47 seconds][Agent] : Yeah, because that's the amount you took out the policy at I believe.

[7 minutes 51 seconds][Customer] : Oh yes, yes, Yep, that's fine.

[7 minutes 53 seconds][Agent] : MMM, easy, no problems. So yes, like I said, ESL main level is covered for \$15,000 in the end of death. In the case where death is accidental, the benefit amount will triple. Covers the accidental death only for the 1st 12 months to cover. We definitely need cause or diagnosis of a terminal illness covered thereafter. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the chosen benefit amount. If you take up the cash and option, you'll no longer have a right to claim under the policy for that life insured. And this policy is an insurance policy and does not have a savings or investment component. You can end your cover at any time by contacting us. Uh, if you stop paying your premiums, they end your cover. We'll give you notice for doing so. If cover ends prior to age 85, no benefit is payable and there's no refund of premiums after off. If cover continues beyond age 85, the life insured receive an additional 25% of bonus cards on that date and you're not be required to pay any further premiums. The bonus cover is not payable. The early cash option hasn't taken out.

[8 minutes 57 seconds][Customer] : None.

[8 minutes 56 seconds][Agent] : Cards are each life insured into the day prior to their 100th birthday. We'll pay the funeral benefits and bonus cards for life insurance. That's fine. Your total premium first

year of cover is \$113.87 per fortnight. Your premium is a level, which means they're designed to stay consistent here and here. It'll only change the on cover or the insurer adjust the premium rates. But yes, but uh, again, Charmaine, this is just an individual policy. There's two separate policies. So for this policy, you're paying \$113.87 a fortnight and then your existing \$7000 cover, umm, that has its own, uh, premium. So then when you add those two together, you get that other figure.

[9 minutes 14 seconds][Customer] : Sorry love, I thought you'd get 100 and 4700 dollars I'd have to pay fortnight and Oh yes yes.

[9 minutes 37 seconds][Agent] : OK, yeah, I'll give you the example of that, umm, at the end, umm, Otherwise your premium is a level, which means they're designed to stay consistent year on year. It will only change if you alter your cover or the insurer adjust the premium rates applying to your policy. The insurer can make only make a change if it's applied consistently across all policyholders. You may pay more in premiums than the benefit amount of the left policy, including in your premium. There's an amount payable to real insurance of between 34% and 54% calculated on a lower basis over left policy. Your premium be debited from your nominated bank account in the name of the Chamen level which authorized them from and have provided to us may provide.

[10 minutes 16 seconds][Customer] : You can't get cancelled. I know the child 9 level up.

[10 minutes 20 seconds][Agent] : Yeah. Sorry. What was that?

[10 minutes 22 seconds][Customer] : Is that all right?

[10 minutes 23 seconds][Agent] : Yeah. Could you just repeat what you said one more time? Yeah, Yeah, that's definitely fine.

[10 minutes 26 seconds][Customer] : If you know the Charmaine level me back, is it OK?

[10 minutes 31 seconds][Agent] : Yeah, Yeah, that's definitely fine. That's what we've got right in here.

[10 minutes 31 seconds][Customer] : Yeah, yeah.

[10 minutes 35 seconds][Agent] : Hey, is this, Yeah, uh, E the Charmaine level, which you're authorized from and have provided to us. Uh, we may provide communications to you by the e-mail address you provided to us, and this will include the legal notices we require provide to you in

writing. If you prefer to receive these only by mail, you can update your communication preference any time. Policy documentation, PDS and FSG we mailed to you and if you revise your e-mail address, your policy documentation of course get emailed to you today. If you carefully consider these documents to ensure broadcast your needs, you know a three day cling off. When you may cancel your policy. They pre may have paid the refund in full unless you watch a claim. Uh, there are risks associated policies as your new policy may have been identical to your existing cover. That's alright.

[11 minutes 15 seconds][Customer] : They'd like to try to bring me a little lead.

[11 minutes 19 seconds][Agent] : There's only a couple sentences left. Uh, we recommend you don't cancel the existing policy until you have received and reviewed our policy in full. And finally, we have a complaints process which you can access any time by contacting us with the towers available online and the documentation we're sending you. So just two final questions for wrap up here. Charmaine. Firstly, do you understand and agree with the declaration, yes or no? Uh, do you understand and agree with the declaration? Yes or no? Yeah.

[11 minutes 47 seconds][Customer] : Beg your pardon?

[11 minutes 48 seconds][Agent] : OK, it's alright. Is there anything you need me to repeat before we before we wrap up?

[11 minutes 56 seconds][Customer] : Well, you don't take any more than what's data credit of the bank, do you?

[12 minutes 1 seconds][Agent] : Yes, Sir. Can you repeat the question? What's up?

[12 minutes 4 seconds][Customer] : You don't take any more money. You only just got to take each one every fortnight out of my account, don't you? This one?

[12 minutes 12 seconds][Agent] : Yes. Then, uh, what the premium is, is umm, what is, uh, what you'd be paying on this policy? So, umm, it'd be the \$113.87 a fortnight from this policy and then, uh, the other remaining amounts from your existing \$7000 cover as well.

[12 minutes 29 seconds][Customer] : Yeah. That's all that's up together, isn't it?

[12 minutes 28 seconds][Agent] : OK, so that tho those two would, yeah, that's so I'm adding, I can

add those together quickly, uh, in a moment as well. I'll bring up what your other premium was.

[12 minutes 37 seconds][Customer] : \$147 and something. It was the other day.

[12 minutes 41 seconds][Agent] : Yeah, that's right. Just a smidge. Just a smidge. Over \$147 a fortnight. A fortnight in total. I'll get the exact ticket for you momentarily, but yeah. Is that clear? That up for you?

[12 minutes 52 seconds][Customer] : Yeah. So that's \$147. That's with the both policies together, isn't it? A fortnight?

[12 minutes 57 seconds][Agent] : Yeah, Just to tie it on the 148 a fortnight. I'll bring you up the exact thing momentarily when I can, but yeah.

[13 minutes 4 seconds][Customer] : Oh, you, you've made it out anyway because we've discussed it anyway.

[13 minutes 8 seconds][Agent] : Yeah.

[13 minutes 7 seconds][Customer] : So you've got all everything you need, I think.

[13 minutes 9 seconds][Agent] : Alright. No dramas then. So in that case, Charmaine, again, do you understand and agree with the declaration? Yes or no?

[13 minutes 18 seconds][Customer] : Yes.

[13 minutes 19 seconds][Agent] : Yep.

[13 minutes 19 seconds][Customer] : What was it gonna do you send the receipt or anything?

[13 minutes 23 seconds][Agent] : Yeah.

[13 minutes 21 seconds][Customer] : Do you send any paperwork in the mail for me to?

[13 minutes 23 seconds][Agent] : So that's right. You will receive your full documentation in your mail that will come within the next two to five business days. OK. OK.

[13 minutes 33 seconds][Customer] : Yes, yes, Yep.

[13 minutes 36 seconds][Agent] : All right. And.

[13 minutes 36 seconds][Customer] : So 15,000 and plus the 7000, that's what 22,000 is it, isn't it?

[13 minutes 42 seconds][Agent] : Yeah, 2 that's right.

[13 minutes 42 seconds][Customer] : And then the fam, the family address, too.



[13 minutes 48 seconds][Agent] : MMM yeah. So, umm, they're the current bene, I believe that is the Pol existing beneficiaries on your \$7000 cover. So we'll also momentarily get them nominated on this top up policy as well.

[13 minutes 48 seconds][Customer] : Tracy and Walby, isn't it?

[14 minutes 3 seconds][Agent] : Umm, all that up to date. Otherwise, before we can do that, I just need to make sure I've answered these two questions compliantly here. So Edith, once again, do you understand and agree with the permission just a yes or no? And would you like any other information or would you like me to read any part of the PDS to you? Yes or no?

[14 minutes 15 seconds][Customer] : Yes, if I wanted to, if I didn't want to do it anymore. You don't get the money back there. You don't get a refund.

[14 minutes 27 seconds][Agent] : That's R.

[14 minutes 27 seconds][Customer] : Just keep it.

[14 minutes 28 seconds][Agent] : That's right.

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

[14 minutes 29 seconds][Agent] : Outside of the 1st 30 days that is the case.

[14 minutes 33 seconds][Customer] : Because I've been with you for how many years now? Quite a lot of years, I think it's actually. And I'll be staying with you. Yeah.

[14 minutes 37 seconds][Agent] : MMM, yeah, fair enough.

[14 minutes 41 seconds][Customer] : So I just wanted to make sure Robbie and Chase the right when I die, that's all.

[14 minutes 46 seconds][Agent] : Oh, that's good, though. Otherwise it's just as sorry, Charmaine, just as a reminder, \$57,000 cover, it's \$33.39 a fortnight that you're paying on that. And so adding that to this top up cover, that's in total gonna be \$147.26 a fortnight. That's the exact figure.

[15 minutes 8 seconds][Customer] : Yeah, that's good. That's good. Thank you. There was another question and I forgot now.

[15 minutes 10 seconds][Agent] : No problem, Charmaine, That's OK. Oh, Yep.

[15 minutes 16 seconds][Customer] : Oh yeah. With that actual cover now, does my family get it?

Would you rather get the place? Get it? Did I just?

[15 minutes 24 seconds][Agent] : So what we're gonna what we're gonna do now is transfer. I wanna transfer you through to our support team so that way they can nominate Robbie and Tracy as the beneficiaries. OK.

[15 minutes 35 seconds][Customer] : Yes, please. Now let me know.

[15 minutes 37 seconds][Agent] : MMM.

[15 minutes 37 seconds][Customer] : I want it 5050.

[15 minutes 39 seconds][Agent] : Yeah, exactly. Right. So they'll make sure they can split it 5050 for you. I'll put you in a quick hold now and I'll connect you through to our support team member who can do that.

[15 minutes 48 seconds][Customer] : OK. Thank you calmly for that.

[15 minutes 50 seconds][Agent] : Not a problem Charmaine. I'll be 1 moment.

[15 minutes 52 seconds][Customer] : Thank you.

[16 minutes 54 seconds][Agent] : Hi Charmaine, thank you very much for your patience. I've got my colleague Joe on the line here now. He's from our support team. He'll be happy to help umm, make sure your beneficiary is nominated UMM for the new policy.

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

[17 minutes 5 seconds][Agent] : And, uh, Joe, for reference, I've confirmed all details on Charmaine's file, including umm, types of policy. OK, thank you. Thank you. Good afternoon.