

[2 seconds][Customer] : Hi, Abraham.

[3 seconds][Agent] : Hey, how you going today?

[4 seconds][Customer] : I'm good. How are you? I have a lady called Maria Akinki on the phone. She currently has a policy with us under her name, but she wants to purchase a policy for somebody else. So I thought I'd put her through to you.

[11 seconds][Agent] : Yep, well, I appreciate it so much. Umm, and I'm good for you to drop her in whenever.

[21 seconds][Customer] : OK, I just got out of this. Bear with me. Abraham, I have Maria on the line. Go ahead, please.

[44 seconds][Agent] : No problem. Thank you so much there. My name is. I am from One Choice Funeral Insurance. How are you going today?

[49 seconds][Customer] : Umm, good. Thank you.

[50 seconds][Agent] : That's very from Maria.

[50 seconds][Customer] : Umm, yeah, I I was just inquiring that, umm, if I can pay for someone else.

[1 minutes 1 seconds][Agent] : Yeah, most, most definitely was it. Who were you wanting to take out the insurance for?

[1 minutes 12 seconds][Customer] : My daughter Swalwa.

[1 minutes 15 seconds][Agent] : Yeah, no problem at all. So you can definitely do that.

[1 minutes 20 seconds][Customer] : Oh yeah.

[1 minutes 17 seconds][Agent] : It's called as a third party paid purchaser where you where you can set up the insurance on his behalf and be the one that's paying it for himself. So you can definitely do that.

[1 minutes 29 seconds][Customer] : Cool. Are you able to send me up the forms so that I can give them the sign up?

[1 minutes 34 seconds][Agent] : The form, yeah. So what once it's set up, what you receive is called the policy document.

[1 minutes 42 seconds][Customer] : Yeah.

[1 minutes 41 seconds][Agent] : That one comes through via the post and e-mail. And on that policy document it has that beneficiaries form on who he'd like to receive that money. And then as well like like your cover that you have in place there, he'd just have to sign it off and just select the the the beneficiaries there.

[2 minutes][Customer] : Are you, Cos I, I can give to you or or I can explain it to him Cos he's so, but I can explain it to him. But I'd like to pay for it, if you know what I mean.

[2 minutes 13 seconds][Agent] : Yeah, yeah, most definitely. That's something you can do and you can set it up on his behalf. Or what I'll do is I'm going to grab some details here first. What was his date of birth, 61, Perfect. And what was his first name was perfect and Ramsley was with AMM for Mary oh N for November. No problem. Ramsley and surname.

[2 minutes 15 seconds][Customer] : Yeah, 17th of the 8th, 1961 Rainsley RANSLEY Inn RAN Yeah, Y-3 WHAITIRI.

[2 minutes 59 seconds][Agent] : Lovely and just with a yes or no, can I confirm that he's a male New Zealand resident currently residing in New Zealand.

[3 minutes 6 seconds][Customer] : You see us?

[3 minutes 7 seconds][Agent] : No problem at all. And I did just want to mention please now all our calls are recorded.

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

[3 minutes 12 seconds][Agent] : Any advice I provide is limited to the products we offer and this is need to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances and this way. Does he currently have some funeral insurance in place or is this something new to him?

[3 minutes 27 seconds][Customer] : This will be something new to him.

[3 minutes 29 seconds][Agent] : No problem. Well I'm just going to explain in regards to the cover there for him. So for the 1st 12 months it does say intersection U, but we're going to be referring to Rainsley he's. So for the 1st 12 months you'll be covered for accidental death and accidental serious injury.

[3 minutes 47 seconds][Customer] : Yes.

[3 minutes 46 seconds][Agent] : Only after the first 12 months you'll be covered for death due to any cause.

[4 minutes 2 seconds][Customer] : Yeah.

[3 minutes 51 seconds][Agent] : In addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less delivered by a medical practitioner, that's when we paid the benefit amount to in full.

[4 minutes 5 seconds][Customer] : Bye. Yes.

[4 minutes 5 seconds][Agent] : And for the cover, you can choose between \$3000 up to \$30,000.

What amount would you like me to look at first for him?

[4 minutes 14 seconds][Customer] : Thank you. OK, 55, I'll say something similar to mine, but a bit cheaper.

[4 minutes 27 seconds][Agent] : That's right.

[4 minutes 26 seconds][Customer] : Except I asked my daughter because she, her father won't be able to, you know?

[4 minutes 31 seconds][Agent] : Yeah.

[4 minutes 33 seconds][Customer] : Yeah.

[4 minutes 32 seconds][Agent] : No, I can understand. What I'll do is I'll pull up some amounts and then we can go through all different levels of cover. I'm just going to be a moment here just to create that profile. Perfect. So what I'll do is I'm going to start it at the bottom, which would be 3000, and then we can work our way up from there. Does that sound suitable?

[4 minutes 53 seconds][Customer] : Yep Yep, that's it though.

[4 minutes 56 seconds][Agent] : No problem. Wait or or did you have an amount in mind that you might want to stick in between?

[5 minutes 3 seconds][Customer] : How much is A10 do? Is \$13 one a week?

[5 minutes][Agent] : So I can see what amount a week? So fortnightly I can see what amount would be that for a fortnightly because just without payment frequencies it is 4 nightly. With that the closest

to the closest to \$10 a week is going to be it's either going to be over \$10 a week or under. So for \$6000 of cover it comes to \$18.25 a fortnight, which I'm just going to bring a calculator so I can work that out weekly.

[5 minutes 48 seconds][Customer] : Yeah.

[5 minutes 49 seconds][Agent] : Sorry, it's just loading up 1824. So for the amount of \$6000 of cover for him it would be \$9 and 12.5 cents a week. And then for \$7000 weekly it would then bring it to so just be a moment loading that one on 1/29. So for the \$7000 weekly, it would then be \$10 and 64 point \$0.05.

[6 minutes 29 seconds][Customer] : Oh yeah, yeah.

[6 minutes 28 seconds][Agent] : So for 7000 it's a bit more than \$10 a week and then for 6000 it's a bit under \$10 a week. Yep.

[6 minutes 38 seconds][Customer] : Well if I was to go sorry, for \$20 a week, how much would the 14?

[6 minutes 45 seconds][Agent] : So for \$20 no problem at all. So. The closest one to that would be \$13,000. That cover comes in at \$39.54 a fortnight, which that would work out to be. I'm going to work out that weekly  $54 / 2$ , that one works out to be \$19.77 a week.

[7 minutes 8 seconds][Customer] : Yep, Yep. I can do that. That one.

[7 minutes 27 seconds][Agent] : No, no POM at all with that covered there. Your premiums are level, which means they are designed to stay consistent year on year.

[7 minutes 29 seconds][Customer] : Yep, Yep.

[7 minutes 35 seconds][Agent] : And as well, when you reach the age of 85, the first thing that will happen is your premiums will seek which means you stop paying premiums.

[7 minutes 42 seconds][Customer] : Yeah.

[7 minutes 42 seconds][Agent] : And then as well, we have that additional of the early cash out option at age 85 where you can choose to annual cover and we will pay you 75% of the funeral insurance benefit.

[7 minutes 48 seconds][Customer] : What are you?

[7 minutes 55 seconds][Agent] : And then as well, I just need confirmation just with yourself there with a yes or no, Can I please confirm you are authorized to purchase this policy on behalf of the insured.

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

[8 minutes 7 seconds][Agent] : Lovely. And then as well, in regards to setting this one up today you're, you've got that 30 day, sorry, 30 day calling off. So that's if you decide this policy is not suitable for you and cancel within the 30 days, then you'll receive a full refund of your premium unless a claim has been made. As well in regards to the premiums, you may pay more in total premiums over the life of the policy than the benefit amount.

[8 minutes 32 seconds][Customer] : Yeah.

[8 minutes 31 seconds][Agent] : Please be aware this insurance does not have a savings or investment element. So if you cancel outside of the 30 days, your cover will stop and you will not receive anything back unless you are relatable for and choose the early cash back offer. And Maria, just in regards to send this one up today, you're not required to make any upfront payments. I can select the day that's most suitable for you for that first payment.

[8 minutes 56 seconds][Customer] : Can it be the same day as the ones that minus coming up 5551, I think that's this week, is it 2 days from now?

[8 minutes 53 seconds][Agent] : When would you like them to start this this 1-2 days from now? Yeah, I, I can, I can do that. Was it on Wednesday? Is that the day that comes out?

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

[9 minutes 15 seconds][Agent] : Yeah, I can select Wednesday the 27th, which is this Wednesday for that first payment. Yep.

[9 minutes 20 seconds][Customer] : Yes, you can do it all together. I I'll be doing it like say all together. I think it's alright. I hope it doesn't get confusing.

[9 minutes 28 seconds][Agent] : No, that's OK. I'll I'll get it to come out on the same day as your current one, just as like a altogether you still be, it'll still be like charge individually because they're two separate policies. But it's gonna come.

[9 minutes 39 seconds][Customer] : Ah, yes.

[9 minutes 40 seconds][Agent] : It'll come out still on that same day, which will be the 27th. And then what I'm gonna do is just so I can send out that policy document to the home address. What was your home post code?

[9 minutes 55 seconds][Customer] : D Do you want where he lives? Should I send it to him or you send it to me so that my daughter can give it to him?

[10 minutes 4 seconds][Agent] : Yes it does.

[10 minutes 4 seconds][Customer] : You know what I mean?

[10 minutes 5 seconds][Agent] : Yes, it's entirely up, entirely up to you.

[10 minutes 8 seconds][Customer] : Yeah. I think it'd be better if it will come to my address.

[10 minutes 11 seconds][Agent] : No problem. What was your home post code? 72? Perfect. And that was in Gisborne.

[10 minutes 16 seconds][Customer] : 4072, yes.

[10 minutes 24 seconds][Agent] : No problem. What was your home address?

[10 minutes 27 seconds][Customer] : 18 Common New Hilly Rd.

[10 minutes 32 seconds][Agent] : And that was spelt TAMANUHIRI Rd.

[10 minutes 38 seconds][Customer] : Yes, that's the one.

[10 minutes 39 seconds][Agent] : Perfect. And that's the same as the postal address. The post goes there.

[10 minutes 43 seconds][Customer] : Yeah, that does. Yeah.

[10 minutes 44 seconds][Agent] : No pro. No problem. And what was your best phone of contact?

[10 minutes 44 seconds][Customer] : Moody Y ATT 376-3011.

[10 minutes 53 seconds][Agent] : Yeah, yeah, perfect. And just to confirm again, I'm just going to make sure I've got the right spelling here for his first name. Would you be able to spell out that surname just one more time for me? Yep.

[11 minutes 9 seconds][Customer] : WHAITIRI.

[11 minutes 15 seconds][Agent] : Hi, Beautiful. And Ransley again. You're spelled RANSLEY.

[11 minutes 21 seconds][Customer] : Yes, it is. You don't need a second name.

[11 minutes 22 seconds][Agent] : Perfect, we don't require it. We only require 1st and surname. But it's it's, it's entirely up to you.

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

[11 minutes 31 seconds][Agent] : No problem. And Mr. Mr. Waititi is his best preferred title. Mr.

[11 minutes 38 seconds][Customer] : Yeah, it is.

[11 minutes 38 seconds][Agent] : No, no problem.

[11 minutes 44 seconds][Customer] : Yep, that's right.

[11 minutes 39 seconds][Agent] : And date of birth was 17th of the 8th 1961 and confirming he's a male New Zealand resident currently residing in New Zealand.

[11 minutes 49 seconds][Customer] : Yes, here.

[11 minutes 50 seconds][Agent] : Perfect. And just e-mail address so I can e-mail this copy over to you as well.

[11 minutes 58 seconds][Customer] : Can you send it to mine because I will never clue what this one is. I don't think he's even got one.

[12 minutes 3 seconds][Agent] : That's OK. What was your e-mail address? Gmail.com and I'm just going to confirm the spelling here. So I've got Maria, Maria, and then the letter TT for thomasandthen0psorrypforpeterandthenkingikingi27@gmail.com.

[12 minutes 6 seconds][Customer] : Maria P Thingy 27@gmail.com Yep, no EE Yep, Yep, yes, Yep, Yep. That's the one.

[12 minutes 36 seconds][Agent] : Perfect. So I've got all those details correct here. And then in regards to setting this one up, we have both direct debit or credit card option to set up the insurance. Which way would you like to set it up with?

[12 minutes 49 seconds][Customer] : Direct given like like my one.

[12 minutes 52 seconds][Agent] : Yeah, no problem, I'll select that option for you there. Just in regards to your current insurance, I don't have access to that account number, so I'm going to select direct debit now for you and when you're ready I'll grab the account number no problem at all.

[13 minutes 7 seconds][Customer] : Yeah, I've just found it.

[13 minutes 27 seconds][Agent] : And and am I on loudspeaker at the moment? No problem. I just wanted to I just no, that's OK. I just have to introduce myself. My name is Abraham from one choice for your insurance. I do just need to mention. Please note all our calls are recorded. Any advice I provide is limited to the products we offer and assist you to make a decision about whether they're suitable for your needs. We do not consider your personal circumstances. No problem.

[13 minutes 56 seconds][Customer] : Thank you.

[13 minutes 57 seconds][Agent] : That's all good. And then as well, just in regards to like the account, I would just have to, as Marie is the one that's setting it up, I just require her to read out these details. No problem.

[14 minutes 7 seconds][Customer] : Yeah, yeah, that's fine. Yep. MP Kingy.

[14 minutes 16 seconds][Agent] : So that was M Space, P Kenny. Lovely. And the account number. Yeah, Yep. I'll just repeat it back to you. So I've got 389007034122002 perfect. And that's with Kiwi Bank.

[14 minutes 19 seconds][Customer] : Yep, 3890070341 22O space A2 Yep, Yep, Yep Yep, you said it.

[14 minutes 52 seconds][Agent] : No problem. And Marie, I'm just going to confirm. So just with these questions, it's just a yes or no answer. Do you have authority to operate this bank account alone?

[15 minutes 4 seconds][Customer] : Yes.

[15 minutes 5 seconds][Agent] : Lovely. Do you need to jointly authorise debits? Have you cancelled a direct debit authority for one choice of Pinnacle Life as initiated in the last nine months on the account you are providing?

[15 minutes 9 seconds][Customer] : No, No.

[15 minutes 19 seconds][Agent] : Are you happy to set up a Direct Debit authority without signing a form?

[15 minutes 24 seconds][Customer] : Yes.



[15 minutes 25 seconds][Agent] : Lovely Maria, in order to proceed, I need to read the following declaration and I'll need your confirmation at the end. You agreed This Authority is subject to the terms and conditions relating to the bank account provided and the specific Direct Debit terms and conditions that relate to this authority. You authorize your bank to allow Pinnacle Life, who is initiated for one Choice, to direct debit this account in accordance with these terms and conditions.

[15 minutes 48 seconds][Customer] : Yes.

[15 minutes 49 seconds][Agent] : Lovely Marie. I'm just at the final stage here, which is the final declaration. It just has those key details about the insurance and a couple of yes or no questions. It reads here. Thank you. Ransley White City, it is important you understand the following information. I will ask for your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One choice for your insurance is issued by Pinnacle Life Insurance Limited, whom I refer to as Pinnacle. Pinnacle has an agreement with Green Financial Services NZ Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf.

[16 minutes 27 seconds][Customer] : None.

[16 minutes 25 seconds][Agent] : GFS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have provided to you is limited to assisting you to make a decision about whether one choice for your insurance is suitable for your needs on the basis of 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 insurers, 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 to act on any advice you provide just with a yes or no. Can you please confirm that you understand and agree to this?

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

[17 minutes 7 seconds][Agent] : Lovely. Your answer to the application questions and any related documents on the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing your application. We collect your personal information to provide

insurance quotes, issue cover and other related services. We will share this with Pinnacle and related companies, including those located in Australia and may share with other service providers for the purpose of administering your policy or handling claims. Our privacy policy, which can be accessed on our website, tells you more, including how to access and correct your information. We may from time to time provide offers to you via the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you consent to allow us to contact you for this purpose until you opt out. You can update this at any time by contacting us or by using any unsubscribe facility on communications we sent you. You have agreed to take out a single one choice funeral insurance policy with the following cover. Mainsley White City is covered for \$13,000 in the event of debt. In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit amount will triple in the 1st 12 months your policy is in force. A death benefit is paid only in the event of accidental debt. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum of 75% of the chosen benefit amount. If you take up this offer, you'll no longer have a right to claim under the policy for that life insured. This policy is an insurance policy does not have a savings or investment component. If cover ends prior to age 85, no benefit is payable and there's no refund to premiums after the cooling off. If you choose to retain cover beyond age 85, you'll be entitled to an additional 25% of bonus cover from that date and you'll not be required to pay any further premiums after the life insurance. 85th birthday the bonus cover is not payable if you take the early cash out option. Cover for each life insured ends in the day prior to their 100th birthday. We will pay the funeral benefit and bonus cover for that life in insured. At this point your total premium for your first year of cover is \$39.54 per fortnight.

[19 minutes 15 seconds][Customer] : None.

[19 minutes 14 seconds][Agent] : Your premiums are level which means they are designed to stay consistent year and year and will only change if you alter your cover or the insurer adjust the premium rates applied to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums than the benefit amount over the life of the

policy. Included in your premium is an amount payable to GFS of between 34% and 57%, sorry 57% of each premium. To cover the distribution costs for this policy, your premium will be deducted in accordance with the authority you have provided to us. A and Best is rated Pinnacle with the B plus financial strength good and 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.

[20 minutes 2 seconds][Customer] : None.

[19 minutes 58 seconds][Agent] : The policy documentation will be sent to you via mail, and if you have provided us with an e-mail address, this documentation will also be emailed. To you today. We will also be sending you a key fact sheet which outlines key aspects of your cover plain language. You should carefully consider these documents to ensure 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 saved will be refunded in full unless you have lodged a claim. Finally, if you have any questions about your policy you wish to complaint, please contact UFS on 0800 double 05804 or e-mail support@onechoice.co dot NZ. And Maria, appreciate your time through that. I've just got two final questions. The first one with a yes or no. Do you understand and agree with declaration? I've just read you.

[20 minutes 38 seconds][Customer] : Yes, yes I do.

[20 minutes 45 seconds][Agent] : So just with a question, I just require yes or no for that. Was that yes. Thank you so much. Would you like any other information about the insurance now or would you like me to read any part of the policy document to you?

[20 minutes 59 seconds][Customer] : I I just want to know if you can add a beneficiary to it. Yes, yes.

[21 minutes 4 seconds][Agent] : Yeah, most definitely that he's going to get the that policy document like like your current cover where on that policy document, on the back of the document, it's going to have that form. And then he just fills that out on who he'd like to receive the money. And then as well, just there's instructions on how to send it back to us as well.

[21 minutes 25 seconds][Customer] : Oh, cool. No, that's all.

[21 minutes 26 seconds][Agent] : Yeah, no problem. But just to get confirmation with that one, just

with a yes or no. Would you like any other information about the insurance now or would you like me to read any part of the policy document to you?

[21 minutes 38 seconds][Customer] : No.

[21 minutes 39 seconds][Agent] : No problem. And as well, I'm just going to make sure this one goes through all correctly. Maria, just because I don't, I don't have your current profile.

[21 minutes 50 seconds][Customer] : Yeah.

[21 minutes 47 seconds][Agent] : In regards to your current cover, what was your date of birth?

[21 minutes 52 seconds][Customer] : 27th 12/19/62 Yes.

[21 minutes 55 seconds][Agent] : That was 1962 Perfect.

[22 minutes 3 seconds][Customer] : Yes, Sir.

[21 minutes 59 seconds][Agent] : And Maria, your first and surname was Maria Keeney Perfect. And was your phone number the number that was provided here?

[22 minutes 13 seconds][Customer] : Yes, Sir.

[22 minutes 8 seconds][Agent] : I've got 0223763011 perfect. So I've got all those details correct there. And again, I do want to thank you for choosing one choice. Those documents will be with you shortly.

[22 minutes 22 seconds][Customer] : Cool.

[22 minutes 22 seconds][Agent] : Was there anything else I could assist with you today, Maria?

[22 minutes 25 seconds][Customer] : Beautiful. Yeah. No, no, that's all. Thank you.

[22 minutes 29 seconds][Agent] : No problem at all. Again, thank you so much for choosing one choice and I hope you guys have both a great rest of your week as well.

[22 minutes 35 seconds][Customer] : Yes, we will. Thank you.

[22 minutes 37 seconds][Agent] : No problem at all. Take care.

[22 minutes 39 seconds][Customer] : Bye. Bye.