

[28 seconds][Agent] : Thank you, Penny. This is Tim from Sales. He's gonna assist with taking out that funeral policy. All the best, guys.

[35 seconds][Customer] : Thank you.

[36 seconds][Agent] : Hi, Penny. It's Tim here at our Real Insurance. How you doing today?

[40 seconds][Customer] : Hi Kim. Wish I had been better. I've got COVID actually.

[41 seconds][Agent] : That's good. Oh, sorry to hear that. I added towards the end of last year and it was absolutely awful.

[50 seconds][Customer] : Oh horrible.

[49 seconds][Agent] : So hopefully recover nice and fast. I understand you're interested in organizing some funeral coverage for yourself, is that right? Perfect. I can definitely help you out with that today. I'll just confirm some details. I'm sure my colleague did go through some of this with you. If I can just get you to confirm your full name and date of birth for me. Yep, perfect. And just confirming, you are of course a female Australian person.

[52 seconds][Customer] : Oh yes, I am Penny Jane Flower and it's the 15th of the 10th, 1936, yes I am.

[1 minutes 19 seconds][Agent] : Excellent. Just Please note our calls are recorded and any advice re general in nature and may not be suitable for your situation. Umm, So what I'll do, I'll explain to you how it all works. We can run through the pricing and if you have any questions along the way just stop me. OK, I'll let you know. Firstly, it is very simple in how the funeral coverage works. So at the end of the day, it's designed to provide financial protection for your loved ones in the event that touch with something was happened to yourself.

[1 minutes 27 seconds][Customer] : Yep, Yep, Yep. Yep.

[1 minutes 48 seconds][Agent] : Now, the way that we do, that's through a lump sum payment of between \$3000 up to \$15,000, depending on your personal needs with the coverage as well. It does also include an accidental death benefits. So because accidents are so unexpected and potentially very sudden, we understand there could always be other costs left behind for your loved ones. You know, things like unpaid bills, so we'll pay out a three times benefit, not in the event of accidental

death, just to make sure that any additional expenses that come up can be taken care of as well.

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

[2 minutes 20 seconds][Agent] : Now the policy, it's a guaranteed acceptance. Don't have to get any medical checks. Just for the 1st 12 months you'll be covered for accidental death and accidental serious injury. Only after the first 12 months should be covered for death to get any cause.

[2 minutes 34 seconds][Customer] : Yep.

[2 minutes 33 seconds][Agent] : In addition, there is a terminally illness benefit, which means after holding your policy for 12 months, if you're first diagnosed with the terminal honest with 12 months or less to live by a registered medical practitioner, we'll pour the claim in full in that situation so that you can get the best medical care or anything else you might need as well.

[2 minutes 52 seconds][Customer] : OK. Now, Tim, I actually have COPD, so I don't know how that will affect things. But it's not.

[2 minutes 50 seconds][Agent] : OK, no, OK, no, it doesn't affect the policy at all.

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

[3 minutes 3 seconds][Agent] : So it's, as I said, it's a guaranteed acceptance policy.

[3 minutes 5 seconds][Customer] : It's it's not a terminal. Yeah, it's not a terminal illness, but it is a TER. It is a sickness.

[3 minutes 10 seconds][Agent] : Yeah, yeah, yeah, of course.

[3 minutes 14 seconds][Customer] : Yeah. It's not it.

[3 minutes 14 seconds][Agent] : Yeah, No, that's fine.

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

[3 minutes 17 seconds][Agent] : Yeah, No, it, it doesn't affect the funeral policy though. You're still fine to take it out.

[3 minutes 20 seconds][Customer] : Oh boy. Yeah.

[3 minutes 21 seconds][Agent] : We don't take into account in medical institutes Now the cover, once you reach the age of 85, the premium stops. So you don't pay anything. After the age of 85.

[3 minutes 31 seconds][Customer] : OK. Yep.

[3 minutes 30 seconds][Agent] : We will still continue to cover you though, and we'll increase the cover by 25% as well. Also, at the age of 85, you do have the option to cash the policy and so you can work to end the, and we'll pay out 75% of your benefit now.

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

[3 minutes 43 seconds][Agent] : And your premiums are level, which means they're designed not to increase as you get older. So the younger you take this policy out in general, the cheaper it is. And then it's designed not to get more expensive and get older as well. You can also find information about our premium structure on our website.

[3 minutes 55 seconds][Customer] : OK, Yep.

[3 minutes 57 seconds][Agent] : OK, Now we'll run through the pricing here. Just while I'm bringing that up, did you have any questions so far, Penny?

[4 minutes 6 seconds][Customer] : No, everything's pretty straightforward, Tim.

[4 minutes 9 seconds][Agent] : All right, we can choose from \$3000 up to 15,000.

[4 minutes 8 seconds][Customer] : So Yep, probably 10,000.

[4 minutes 12 seconds][Agent] : How much would you be looking to cover yourself for 10, 1000? If we're looking at \$10,000 funeral coverage, that'll include the 10,000 terminal, triple to \$30,000 in the event of an accidental debt.

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

[4 minutes 27 seconds][Agent] : All up for that, you're looking at a fortnightly premium of \$19.76.

[4 minutes 33 seconds][Customer] : Oh, that's great.

[4 minutes 36 seconds][Agent] : Perfect. Did you want to look at any other amount?

[4 minutes 38 seconds][Customer] : How much is it? How much is?

[4 minutes 43 seconds][Agent] : Yep. What you think?

[4 minutes 40 seconds][Customer] : Sorry, Tim, before you go, before we go ahead, how much is the maximum cover per fortnight?

[4 minutes 45 seconds][Agent] : Yeah, yeah, of course, Yeah. If we're up to the 15,000 still includes the 15,000 terminal. So we'll triple to 45,000 you go to accident so that you'd be looking at fortnightly

\$29.64.

[4 minutes 58 seconds][Customer] : Yeah, that's fine. I'd actually prefer to go with that if that's OK.

[5 minutes 2 seconds][Agent] : Yeah, that's fine. We'll I'll let you know what we do for you to make sure you're happy with that penny. We'll organize to have all the policy documents sent out for you today. We'll cover you while you're looking through them. No payments are required today. All we do today is we nominate a preferred payment method and let you select the payment in the future.

[5 minutes 19 seconds][Customer] : Sure.

[5 minutes 18 seconds][Agent] : Are you happy to continue with that Penny?

[5 minutes 21 seconds][Customer] : Yes, I am.

[5 minutes 22 seconds][Agent] : I'll double check the emails I've got here. I've got it as a pen.

[5 minutes 30 seconds][Customer] : Yep.

[5 minutes 25 seconds][Agent] : Flower453@gmail.com Perfect. And I'll grab your postal address. What's your post code? If I could start with that, please? Penny 3 840 What suburb is it? Perfect. And just the uh, street number name there. Yep, Yep, Yep.

[5 minutes 36 seconds][Customer] : 3840 Morwell Vic 64 Los Alamain, Alamein St.

[5 minutes 56 seconds][Agent] : And that's your home address and your postal address and your best contact can believe on the file just 0474092599.

[5 minutes 55 seconds][Customer] : Morwell Yep, that's it.

[6 minutes 6 seconds][Agent] : Perfect. So as I said, so we didn't collect any payments today. We do link it with a preferred payment method. For the preferred payment method, what would you like to put down? We can either do a BSP and account number or a Visa or MasterCard.

[6 minutes 22 seconds][Customer] : We'll do a BSB and account number.

[6 minutes 24 seconds][Agent] : No problem.

[6 minutes 27 seconds][Customer] : It's a savings account.

[6 minutes 25 seconds][Agent] : Is it a savings or checking account you use Penny And is the account just in your name? No problem. What was the BSP number for that one? Yep Yep. And the account?

[6 minutes 32 seconds][Customer] : Yes, it is 063522 and the account number is 10432409. Yep.

[6 minutes 46 seconds][Agent] : Yep, 2409 the for the first payment date that you select the day in the future. I can line it up with like a payday if you'd like. When when would you like me to set up for Penny?

[7 minutes 2 seconds][Customer] : OK, probably. Can I start it? I can't start it this week.

[7 minutes 10 seconds][Agent] : Yeah, that's fine. That's fine.

[7 minutes 11 seconds][Customer] : Can I start it? I can I start it next fortnight?

[7 minutes 14 seconds][Agent] : Yeah, that's fine. Yeah, that's completely fine. What?

[7 minutes 14 seconds][Customer] : So in three weeks, oh, 2 1/2 late.

[7 minutes 17 seconds][Agent] : What date would it be?

[7 minutes 19 seconds][Customer] : Umm, let me just have a look.

[7 minutes 21 seconds][Agent] : Yeah. All good. Take your time.

[7 minutes 28 seconds][Customer] : Umm, it'll be the 25th.

[7 minutes 31 seconds][Agent] : 25th That'd be a Saturday. 27th.

[7 minutes 33 seconds][Customer] : Actually, it'll be the 27th that it will go out. Yeah.

[7 minutes 36 seconds][Agent] : Yeah, the Monday, yeah, perfect. I, I can't do the 27th because it's actually a public holiday because we've got uh, we've got Australia Day. Yeah, Australia Day falls on the weekend, so the public holiday falls on the Monday this year.

[7 minutes 42 seconds][Customer] : Oh, is that what about do you say?

[7 minutes 47 seconds][Agent] : Umm, but I can do the 28th if that's OK. Yeah that yeah that's.

[7 minutes 50 seconds][Customer] : Yeah, yeah.

[7 minutes 51 seconds][Agent] : So it'd be 3 weeks from today on the Tuesday. OK.

[7 minutes 54 seconds][Customer] : Yep.

[7 minutes 55 seconds][Agent] : The last thing I have to do here, Penny is just read you through the final terms and conditions just to make sure we're on the same page about everything.

[8 minutes 2 seconds][Customer] : Sure.

[8 minutes 1 seconds][Agent] : It is a little bit lengthy, so just try and bear with me. I'll just let you

know as well, just you may be more in total premiums of lack of the policy than the benefit now. And please be aware this insurance does not have a savings or investment element.

[8 minutes 13 seconds][Customer] : Yep.

[8 minutes 12 seconds][Agent] : So if you cancel outside of the third day, you should cover mostly then you come back. That's only if you cancel outside of that.

[8 minutes 19 seconds][Customer] : OK.

[8 minutes 18 seconds][Agent] : OK, so this just reads Penny just start. Please note down to recorded. Thank you Penny Jane Flower, it is important to understand the following information. I will ask for your agreement to these times at the end and your policy will not be enforcing the ship with these times in full. Real funeral coverage issued by Hanover Lifeway of Australasia limited to more virtual Hanover. Hanover has an arrangement with Greenstone financial services trading as real insurance issued. Arrange this insurance on its behalf. Your answers to the application questions and any related documents from the base of your contractor insurance. And that relies upon the accuracy of the information you're on assessing your application. Hanover has set a target market determination for this product which describes the type of concerns this product is designed for. Our distribution practice is a consistent this termination. You cannot and you can obtain a copy on our website. We collect your personal information to provide insurance quotes issue covering other related services. We will share this with your insurer and they share it with other Australian service providers for the purpose of administering the policy handling claims. Our privacy policy tells you more, including how to access and collect your information and lodge complaints about breaches of privacy. By agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of this any time by contact you've agreed to take out a single real female cover with the following cover Penny Jane Flowers cover for \$15,000 in event to death. In the case where death is accidental or if you suffer to find accidental serious injury, the benefit now will triple cover his facts into death only for the 1st 12 months to cover with death by any cause of diagnosis of terminal illness covered thereafter accidental sufficient recovers. Each life insured under age 75 starts immediately and then from the post anniversary following the life

insurance 75th birthday. Once the life insured reaches age 85, you can choose to voluntarily counsel that person's coverage receive a lump sum payment of 75% of the chosen benefit. Now, if you take up this other cash out option in order to have a right claim under the policy for that life insured. This policy is an insurance policy doesn't have a savings or investment component. You can end your cover at any time by contacting us. If you stop paying the premiums, we may end your cover. We'll give you notice before doing. Cover ends prior to age 85. No benefits payments or refund premiums after the calling off. If cover continues beyond age 85, the life insured will receive an additional 25% of bonus cover from that date and will not be required to pay any further premiums. The bonus cover is not payable if the LA cash or option has been taken out. Cover for each life insured ends in the day prior to the 100th birthday. We'll pay the female benefit and bonus cover cover for the life insured. At this point the total cream for your first year cover is \$29.64 per fortnight. Your premiums are level which means that is a consistent year on year and will only change if you alter your cover or the insurer. Just supreme rates apply to your policy. The insurer can make a change if it is applied consistently across all policyholders. You may pay more in premise than the benefit amount of life of the policy included in your premiums amount payable to real insurance between 34% of 54% calculated on level basis of the life of the policy. The premium will be debited from your nominated bank account in the name of Penny Jane file which authorized server phone have provided to us. We may provide the communications to you by the e-mail address you have provided to us and this will include any of the notice we required to provide you in writing. If you prefer to receive this on the binary, you can update your communication preference at any time. The policy documentation PDS office sheet will be mailed to and if you have provided also with an e-mail address, your policy documentation will also be emailed to you today. You should carefully consider these documents to ensure the product meets your needs. You have a 30 day calling off print when you may cancel your policy and any premium may have paid will refund in full unless you have ledge to claim. There are risks associated with replacing policies session new policy may not be identical to cover. We recommend that you do not cancel any existing policy until you have received and if you know policy in full. Finally, we have a complaints process which can

access any time by contacting us. Full details are available online and in the documentation they're sending you. And just two final questions here for your opinion.

[12 minutes 11 seconds][Customer] : Yes, I do.

[12 minutes 7 seconds][Agent] : Just do you understand and agree with the declaration and other the information I'm sending out for you right now, Right now. Would you like any other information or would you like me to read any part of the PDS to you?

[12 minutes 20 seconds][Customer] : No, it's fine.

[12 minutes 21 seconds][Agent] : No problem. OK, that's all set for you now. If you've got any questions after you receive it, my details will be on the document, so don't hesitate to give me a call back.

[12 minutes 30 seconds][Customer] : OK.

[12 minutes 29 seconds][Agent] : Once you do get the documents. That's just going to be a beneficiary forms you'll just have to fill out, sign and send back to us. Just wait till you want the money paid to if anything does happen. OK, perfect. Was there anything else I can help you with today? Penny?

[12 minutes 38 seconds][Customer] : Yep, everything's fine. That'd be great. You've helped me a lot.

[12 minutes 43 seconds][Agent] : OK, alright, well, it's been a pleasure and yeah, if any questions come up, give me a call back.

[12 minutes 51 seconds][Customer] : Hold on.

[12 minutes 49 seconds][Agent] : I hope you get better from the COVID soon because I think I was sick for about two weeks, so I had it. So hopefully it's not like that for you.

[12 minutes 54 seconds][Customer] : Yeah, I think this is what's happening. I wake up in the morning and I think I'm over it today. And then 5 minutes later it just comes back over me like a wave.

[12 minutes 57 seconds][Agent] : Oh, no, Yeah, I think, I think 100% that's what it was like for me. Every evening I felt like I was getting better, and then the next day I would just wake up awful again. So hopefully, hopefully it doesn't drag on too fast for yourself and hopefully you recover nice and

fast. But yeah, unfortunately that's exactly what happened to me.

[13 minutes 4 seconds][Customer] : And I'm just like, oh, Oh, yeah, yeah, yeah. I feel for you. So. But what do you do? You can only laugh, can't you?

[13 minutes 30 seconds][Agent] : Yeah, exactly. Yeah. I mean, what are you? What are you gonna do about like.

[13 minutes 30 seconds][Customer] : You can't, you can finally move on. Yeah.

[13 minutes 34 seconds][Agent] : Yeah, exactly. Yeah.

[13 minutes 35 seconds][Customer] : Well, actually the, I was just actually watching the news.

[13 minutes 41 seconds][Agent] : Oh, really?

[13 minutes 39 seconds][Customer] : And over in China there's a new virus and it's called HNTV.

[13 minutes 43 seconds][Agent] : OK.

[13 minutes 44 seconds][Customer] : And this virus is similar to COVID, but it's worse.

[13 minutes 48 seconds][Agent] : Oh, really?

[13 minutes 48 seconds][Customer] : And there's a it's, yeah, it's, it's on the news at the moment. There's a really big thing about it.

[13 minutes 54 seconds][Agent] : OK. I might look into that.

[13 minutes 53 seconds][Customer] : So China have got it.

[13 minutes 56 seconds][Agent] : Yeah.

[13 minutes 58 seconds][Customer] : Yeah.

[13 minutes 57 seconds][Agent] : Which means the rest of the world will probably have it again soon.

[13 minutes 58 seconds][Customer] : So I'm like, yeah, the rest of the world will get it too.

[14 minutes][Agent] : I mean, yeah, Yeah.

[14 minutes 3 seconds][Customer] : Yeah. So yeah.

[14 minutes 5 seconds][Agent] : Alright. Well, another thing to be scared off. Great. Yes.

[14 minutes 5 seconds][Customer] : No, it'll be right.

[14 minutes 10 seconds][Agent] : I mean, what are you gonna do, right? Like it is.

[14 minutes 10 seconds][Customer] : So I'll probably.

[14 minutes 11 seconds][Agent] : Yeah.

[14 minutes 12 seconds][Customer] : Yeah.

[14 minutes 14 seconds][Agent] : It is what it is, right?

[14 minutes 14 seconds][Customer] : Yeah. Horribly. Yeah. Exactly. What do you do?

[14 minutes 18 seconds][Agent] : Yeah. Alright. Well, I'll let you go. Yeah. Yeah.

[14 minutes 19 seconds][Customer] : As long as I know I'm covered now so.

[14 minutes 22 seconds][Agent] : No, you probably terms conditions of the policy from now on. Yeah. If any questions come up while you're going through the paperwork, as I said, just give me a call back, Alright?

[14 minutes 30 seconds][Customer] : Yeah, not a problem.

[14 minutes 32 seconds][Agent] : Bye honey. Alright. Well, thanks very much for your time and yeah, you enjoy the rest of your day.

[14 minutes 34 seconds][Customer] : Thanks, Tim, you too.

[14 minutes 38 seconds][Agent] : Thanks. Bye.

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