

[3 seconds][Agent] : Hello, Marjorie. My name is Luke. I'm calling from Real Insurance. How are you today?

[1 seconds][Customer] : Hello, good. Thank you. How are you?

[9 seconds][Agent] : I'm very good as well. Thank you for asking. I was calling today in regards to the online inquiry made with us for the income protection. Thanks so much for putting that through.

[17 seconds][Customer] : Yes, yes, yes, yes. I was checking if I can get a quote and have a look how much it would cost for me to get that insurance.

[31 seconds][Agent] : OK. And that's exactly why we give you a call is to run through some basic information, explain how the cover works, some pricing, if you had any questions as well. That's exactly why I'm here to help out with those.

[40 seconds][Customer] : Mm hmm, mm hmm. All right, so it's Nigeri loving through and umm, 29th March 1967.

[42 seconds][Agent] : But Marjorie, just to begin with, can I confirm please your full name and date of birth, OK, Perfect.

[1 minutes 2 seconds][Customer] : Mm, hmm, yes.

[59 seconds][Agent] : And I'm concerned that you're a female Australian resident, Perfect. And just Please note, all our calls are recorded. Any advice for providers generally, nature may not be suitable to your situation. I'm be Marjorie, how did you say your last name was spelled?

[1 minutes 18 seconds][Customer] : Oh, so it's in three words.

[1 minutes 26 seconds][Agent] : OK. And how is that spelled, please? Yeah, yeah.

[1 minutes 21 seconds][Customer] : Lao hindsong LEU space HING space SUNG.

[1 minutes 41 seconds][Agent] : OK, perfect. And so I can best assist today. Marjorie, what has prompted you to have a look into income protection?

[1 minutes 52 seconds][Customer] : I I used to have and and then I stopped and the reason is, of course I'm I'm taking extra how you call that extra mortgage and buying a property. You just want to be to it. It it was a recommendation from them.

[2 minutes 9 seconds][Agent] : Yeah, OK.

[2 minutes 23 seconds][Customer] : Yes.

[2 minutes 18 seconds][Agent] : So this would mostly be to make sure that your mortgage can be covered and if you're unable to work, OK.

[2 minutes 29 seconds][Customer] : Mm Hmm.

[2 minutes 24 seconds][Agent] : And that's exactly what the cover is designed to do is to make sure that there is a monthly income benefit which is paid directly to you if you're unable to work due to a disabling sickness or injury and you suffer a loss of income.

[2 minutes 35 seconds][Customer] : Mm hmm.

[2 minutes 36 seconds][Agent] : And we do say as well that it is more soon designed to help with your essentials, things like your mortgage, umm, if your salary is interrupted.

[2 minutes 44 seconds][Customer] : Mm hmm.

[2 minutes 45 seconds][Agent] : Now, of course, we do let you choose anywhere from 1000 up to 15,000 a month, just subject to it being up to 70% of your monthly pre tax income.

[2 minutes 54 seconds][Customer] : Mm hmm.

[2 minutes 54 seconds][Agent] : And then once it's in place, it'll cover you into your policy anniversary following your 65th birthday. And just keep in mind.

[3 minutes][Customer] : Mm, hmm.

[3 minutes][Agent] : So there are some exclusions that applies outlined in the PDS.

[3 minutes 4 seconds][Customer] : Mm hmm.

[3 minutes 4 seconds][Agent] : But Marjorie, what we do for you from here is going through some questions about what you do for work as well as your health and lifestyle. So we can load up some accurate pricing in terms and conditions for you. Before we go through that though, is there any questions for me? So far all sounding pretty straightforward.

[3 minutes 21 seconds][Customer] : Yeah, no questions for for that so far.

[3 minutes 25 seconds][Agent] : All right, perfect. Well, of course, before answering any of your questions, it's important you're aware of your duty to answer all our questions accurately and honestly. It's fairly to do so it could impact your coverage claims time, but it just firstly asks Marjorie,

do you work 15 hours or more per week?

[3 minutes 24 seconds][Customer] : Yeah, per week. Yes, yes.

[3 minutes 43 seconds][Agent] : Yes, it's your role of an administrative, managerial or professional nature. We spend the majority of your time indoors in an office or clinical environment.

[3 minutes 54 seconds][Customer] : Yes. In an office, yes.

[3 minutes 57 seconds][Agent] : Are you required to perform any physical duties?

[4 minutes 4 seconds][Customer] : Other than going shopping, probably not.

[4 minutes 7 seconds][Agent] : OK well physical duty means use of force in lifting, lowering, pushing, pulling, throwing, carrying or otherwise moving, holding or restraining or operating machinery.

[4 minutes 15 seconds][Customer] : No, No, no, no, no.

[4 minutes 18 seconds][Agent] : And do you work in any of the following fields? Aviation. Is a pilot or crew entertainment industry, Air Force, Army, armed forces? Or do you carry a firearm or handle explosives? And have you had a cigarette in the last 12 months?

[4 minutes 30 seconds][Customer] : No, no, I don't smoke.

[4 minutes 37 seconds][Agent] : And are you currently employed or self-employed?

[4 minutes 40 seconds][Customer] : I'm full time employed.

[4 minutes 42 seconds][Agent] : Perfect So pre tax income is the total annual meeneration paid you buyer employer before tax, including salary and regular commissions or bonuses, excluding super contributions. So Marjorie, with that in mind, what is your annual pre tax income?

[4 minutes 59 seconds][Customer] : Annual free tax income 92, 1000. Yes.

[5 minutes 2 seconds][Agent] : 92,000 Perfect. So based on your duties and income, you can select a monthly income benefit amount from 1000 up to 5366 per month.

[5 minutes 23 seconds][Customer] : Mm Hmm, mm hmm. Let me take a book five times and you will be good.

[5 minutes 15 seconds][Agent] : So to be able to cover off sort of your essential monthly expenses, things like your mortgage, Marjorie, what amount would you like to be covered for 5000? Perfect. And then the other two things you get to choose on the policy, your waiting period and benefit. So

firstly, the waiting period is the non payment period. You must wait before the income benefit is payable after the insured event. You can choose 30 days or morning days. Just keep in mind the income benefit is paid monthly in arrears. So this means if you choose a 30 day waiting period, your first payment would be 60 days after your first eligible to claim. So, Marjorie, which waiting period would you like me to select, the 30 or the 90 days?

[6 minutes 10 seconds][Customer] : So waiting period 90 days.

[6 minutes 14 seconds][Agent] : All right, perfect. And then lastly, the benefit. Is the maximum amount of time it will pay the income benefit for only one injury or illness. And for that you're allowed to choose six months, one year, two years or five years. So Marjorie, which benefit. Would you like to select?

[6 minutes 31 seconds][Customer] : So explain that to me.

[6 minutes 34 seconds][Agent] : So this is the maximum amount of time that you can claim for anyone injury or illness.

[6 minutes 40 seconds][Customer] : OK, so then it's paid. So if it it's, I choose, for example, a year. So during a year I get paid. Is that is that what you mean? Mm, hmm. Hmm. Mm.

[6 minutes 54 seconds][Agent] : So if you choose one year, if you suffer a disabling sickness or injury, you'd be able to claim for a maximum amount of time of one year for that disabling sickness or injury. If you're back at work after, say, six months, the claim would still finish at that stage, but you'd be able to claim for a maximum of one year before the claim would stop.

[7 minutes 5 seconds][Customer] : OK, OK, OK, I got you. Umm, I don't know. What what? What was the what was the, Ah, the choices again. Six months, one year.

[7 minutes 25 seconds][Agent] : I say there was six months, one year, so six months, one year, two years or five years.

[7 minutes 33 seconds][Customer] : Oh, let's put it one year.

[7 minutes 38 seconds][Agent] : Perfect. And now that we've con, now we've got all of that selected for you, the next step is to go through the health and lifestyle portion of the questions to make sure you are eligible and determine your final pricing in terms and conditions. But before we do that, I just

once again wanted to check with you, Marjorie, is there any questions for me so far or still sounding nice and straightforward?

[7 minutes 58 seconds][Customer] : It's it's all good for now.

[8 minutes][Agent] : All right, perfect.

[8 minutes 5 seconds][Customer] : 3175 done it all.

[8 minutes 1 seconds][Agent] : So just to begin with, and could I confirm please a post code where you live and which town or suburb is that perfect? And can I confirm the address there please? Put that in Dandenong, N Victoria. And that's the same for your postal as well. I've got your best phone 0477994887. Best e-mail is marjorie.lau@gws.com dot AU.

[8 minutes 21 seconds][Customer] : 17 Exeter Drive Yes, Yes, yes, yes.

[8 minutes 45 seconds][Agent] : Perfect. So now that we've confirmed all that, what I do is just read a quick disclosure. Just ask your understanding agreements, then some simple health and lifestyle questions to make sure you are eligible to set up some cover today. But that one just reads. Please be aware all calls are recorded for quality monitoring purposes.

[8 minutes 56 seconds][Customer] : Mm, hmm, yeah.

[9 minutes 1 seconds][Agent] : We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and make sure with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you're applying to purchase an income protection policy and as such, you have a duty to take reasonable care. It's not making any sort of presentations. This means you need to ensure you understand each question I asked you, provide honest, accurate and complete answers. You need to answer each question in full if you provided some information to us in any early discussions you've had. If you do not take reasonable care, you may breach your duty and if this happens, you're unsure, may be entitled to cancel your policy, decline a claim, make adjustments to the terms and conditions of your policy. So Marjorie, do you understand and agree to your duty?

[9 minutes 54 seconds][Customer] : Yes.

[9 minutes 55 seconds][Agent] : Perfect. So first question asks, have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with your COVID-19 infection in the last 30 days?

[10 minutes 7 seconds][Customer] : No.

[10 minutes 8 seconds][Agent] : Are you a citizen or permanent resident of Australia or New Zealand currently residing in Australia?

[10 minutes 14 seconds][Customer] : Yes.

[10 minutes 15 seconds][Agent] : Does your work require you to use explosives, travel tours, experiencing war or civil unrest, or work offshore?

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

[10 minutes 22 seconds][Agent] : And are you a employed or be self-employed? And have you been in your current occupation for at least 12 months? Do you intend to change your current occupation in the next 12 months? Do you have a second occupation that generates a taxable income? A second occupation that generates a taxable income? Have you ever been declared bankrupt or placed and receive a shipping voluntary liquidation or under administration?

[10 minutes 27 seconds][Customer] : Avoid Yes No Do I have No, No.

[10 minutes 56 seconds][Agent] : And then the next section's in relation to your height and weight. So just please worry that I'm required to obtain a conference single figure measurement for each notice. Continue with the application.

[11 minutes 5 seconds][Customer] : Mm, hmm.

[11 minutes 5 seconds][Agent] : The system's not allowing me to enter any approximate figures, words or height and weight ranges.

[11 minutes 10 seconds][Customer] : Hmm. Mm.

[11 minutes 10 seconds][Agent] : But Marjorie, what is your exact height?

[11 minutes 13 seconds][Customer] : UH-5 foot.

[11 minutes 14 seconds][Agent] : FA just flat, 5 feet 5 feet 0 inches.

[11 minutes 18 seconds][Customer] : Oh, yeah. 25 foot.

[11 minutes 24 seconds][Agent] : OK.

[11 minutes 22 seconds][Customer] : Not very sure exactly, but it's 5 feet.

[11 minutes 26 seconds][Agent] : Was it 5 feet last time you measured just five feet, 0 inches, exactly 5 feet.

[11 minutes 25 seconds][Customer] : Yeah, yeah.

[11 minutes 32 seconds][Agent] : OK And what is your exact weight?

[11 minutes 31 seconds][Customer] : 5 feet 60.

[11 minutes 36 seconds][Agent] : 60 kilograms. And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months?

[11 minutes 44 seconds][Customer] : No.

[11 minutes 45 seconds][Agent] : To the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? You have definite plans to travel or reside outside of Australia, IE booked or will be booking travel within the next 12 months.

[11 minutes 52 seconds][Customer] : No book to recite or book to vacation. Something OK in the next 12 months. No.

[12 minutes 4 seconds][Agent] : Also travel, all travel all resides so any travel outside of Australia in the next 12 months And do you have existing income protection cover and then the next section margins in relation to your medical history. So it makes up most of the questions it asks. Have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following cancer tumor, molar cyst, including skin cancer, sunspots, Melanoma or leukemia? Have you ever had an abnormal cervical skin? Sorry, chest pain, palpitations or heart conditions such as we're not limited to heart attack and angina or high blood pressure, high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting.

[12 minutes 17 seconds][Customer] : No, no, no, no, no, no.

[12 minutes 59 seconds][Agent] : Diabetes, race, blood sugar, impaired glucose, Torrance or impaired fasting glucose. Hepatitis or any disorder of the liver, stomach, bowel, gallbladder or

pancreas. Epilepsy, motor neurone disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis, anxiety, depression, or stress requiring medical treatment or any other mental health disorder. Any illegal drug use, Abuse of prescription medication received. Medical advice or counseling for alcohol consumption. Disorder of the kidney or bladder. Blood disorder or disease. Asthma or other respiratory disorder, excluding childhood asthma. Back or neck pain or disorder. Arthritis, chronic pain, gout, repetitive strain tree, Chronic fatigue syndrome or fibromyalgia. Joint or muscle pain. Ligament injuries, including replacement or reconstructive surgery. Osteoporosis or osteopenia. Any defective hearing or sight of them which is corrected by glasses or contact lenses.

[13 minutes 5 seconds][Customer] : No, no, no, no, no, no, no, no, no, no, no, no, no, no, no.

[14 minutes 15 seconds][Agent] : And then 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 you're waiting results for any medical tests or investigations, such as from the limited 20 surgeries, X-rays scans, blood tests or biopsy? And other than what you've already told me about, are you contemplating seeking medical advice for any symptoms you're currently experiencing within the next two weeks? Other than what you've already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury? Perfect. And the next two, Marjorie, just about your family history. So these are just asking about your mother, father and any brothers or sisters. Say to the best of your knowledge of any of your immediate family living or deceased, ever been diagnosed with polycystic kidney disease, Huntington's disease or familial out of the modest polyposis. And to the best of your knowledge of any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60.

[14 minutes 30 seconds][Customer] : No, no, no, no, no.

[15 minutes 19 seconds][Agent] : And then last section. Now Margaret, it's just about how much of A dare there you are. So it asks, other than one off events, gift certificates or vouchers, do you engage in or intend to engage in any of the following aviation other than there's a fair paying passenger on recognized airline?

[15 minutes 42 seconds][Customer] : No.

[15 minutes 33 seconds][Agent] : Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cable wreck diving or any other hazardous activity would not have me doing any of those either. It's hard not to get me in a plane alone jumping. But Marjorie, that's all the questions for today. So you're satisfied with the answers that you've provided. OK, perfect. So very happy to hear that you're sounding nice and healthy. So we'll get your final outcome loaded just while that loads. Of course, I'll let you know included in your policies rehabilitation benefit along with the final expenses benefit, which pays \$10,000 and even you pass away to help with funeral costs or any other final expenses. But today, Marjorie, absolutely no surprises. Your application for the income protection has been approved.

[16 minutes 19 seconds][Customer] : Mm hmm. Mm hmm.

[16 minutes 19 seconds][Agent] : So what you've been approved for is the 5000 a month of income protection with a waiting period of 90 days and a benefit period of one year coming in for you at \$67.29 per fortnight.

[16 minutes 32 seconds][Customer] : Wait.

[16 minutes 31 seconds][Agent] : Now, of course, \$67.29 per fortnight.

[16 minutes 33 seconds][Customer] : 6720 9th pence third fortnight. Mm, hmm.

[16 minutes 39 seconds][Agent] : So, so just, uh, so just over the \$33 a week mark.

[16 minutes 46 seconds][Customer] : Mm hmm.

[16 minutes 46 seconds][Agent] : Now of course your premium is stepped, which means it will generally increase each year as you age. That is an indication if you make no changes to the policy, your premium next year would be \$73.28 per fortnight. Of course you can also find information about our premium structure on our website.

[17 minutes 3 seconds][Customer] : Mm, hmm.

[17 minutes 3 seconds][Agent] : Just keep in mind as all that the premiums for income protection are generally tax deductible as well, which can make it even more cost effective for you.

[17 minutes 12 seconds][Customer] : Oh, yes, yes. Mm, hmm.

[17 minutes 11 seconds][Agent] : So Marjorie, when the time comes to pay your tax return and then

the financial year statement will automatically be posted to you in July of the new financial year.

[17 minutes 19 seconds][Customer] : Mm, hmm.

[17 minutes 19 seconds][Agent] : So you can provide that for your tax representative as well.

[17 minutes 22 seconds][Customer] : Mm, hmm.

[17 minutes 23 seconds][Agent] : But Marjorie, for the 5000 a month of income protection to help make sure we can cover your mortgage if you're unable to work at \$67.29 per fortnight, would that be affordable and suitable for you?

[17 minutes 30 seconds][Customer] : Mm, hmm, mm, hmm. It's. It will be, Yes.

[17 minutes 39 seconds][Agent] : Perfect 3.

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

[17 minutes 43 seconds][Agent] : We're very glad to hear that sounding affordable and suitable for the level of cover you were looking for. So from here Marjorie, what we're able to do is help provide you with some immediate cover over the phone since you have been approved.

[17 minutes 54 seconds][Customer] : Hmm. Mm.

[17 minutes 54 seconds][Agent] : The great thing is that even though you're covered from the end of the phone call today, we don't require upfront payment.

[18 minutes][Customer] : Mm. Hmm.

[18 minutes][Agent] : We actually ask you, Marjorie, when would you prefer to have the first fortnightly payment come out?

[18 minutes 6 seconds][Customer] : Oh. Umm. Before I do that. Wait. Give me one SEC for money. Morning. Oh, is that the shirt? The shirt I've ordered? Yeah. OK. Thank you. Yeah, before, before I go ahead with that because I'm also looking at life insurance.

[18 minutes 37 seconds][Agent] : None.

[18 minutes 38 seconds][Customer] : I don't know if it's something that you bundle or is that something that included in life insurance as income protection or something that it's separate.

[18 minutes 53 seconds][Agent] : OK, well the life insurance sending or the life insurance and income protection are two different policies, but we are able to have a look at both of them for you.

[19 minutes][Customer] : Mm, hmm, Mm hmm. Mm, hmm.

[19 minutes 2 seconds][Agent] : So we can definitely load up something for life insurance before we set the income protection up as well.

[19 minutes 8 seconds][Customer] : Mm, hmm.

[19 minutes 9 seconds][Agent] : Now for life insurance, just as a bit of an intro, so that's there to provide some financial protection for your loved ones, which is going to be done through a lump sum payment if you did unfortunately pass away.

[19 minutes 20 seconds][Customer] : Mm hmm. Mm Hmm.

[19 minutes 21 seconds][Agent] : So I assume that lump sum would be to make sure that your loved ones cannot pay off that mortgage that you've told me about, OK? And we're able to look for you from 100,000 up to 500,000.

[19 minutes 33 seconds][Customer] : Mm hmm.

[19 minutes 33 seconds][Agent] : So Marjorie, what amount would you like to be covered for for life insurance?

[19 minutes 36 seconds][Customer] : Mm hmm.

[19 minutes 37 seconds][Agent] : OK, perfect. And while we load that up in terms of what you're covered for for this one.

[19 minutes 37 seconds][Customer] : 500 mm hmm.

[19 minutes 45 seconds][Agent] : So if you're accepted, once you decide to commence the policy, you will be covered immediately for death due to any cause.

[19 minutes 51 seconds][Customer] : Mm hmm.

[19 minutes 52 seconds][Agent] : The only thing not covered, it's suicide in the 1st 13 months.

[19 minutes 56 seconds][Customer] : Mm hmm.

[19 minutes 55 seconds][Agent] : So that's the only waiting period on this one.

[19 minutes 59 seconds][Customer] : Mm hmm.

[19 minutes 59 seconds][Agent] : And then in addition, there's a terminally ill advanced payment included which actually don't ever have to claim on but. Terminally ill advanced payment. So what

this means is if you were diagnosed with 12 months or less to live by a medical practitioner in that very unfortunate case, we pay the life insurance out to you in full. So you get a while you're still alive to help with things like medical costs. And that way you can plan for the future accordingly with your loved ones, pay off the mortgage while you're still alive, that kind of thing.

[20 minutes 5 seconds][Customer] : Term sorry terminally ill advance spam it OK Mm hmm mm
hmm mm hmm mm hmm mm hmm mm hmm.

[20 minutes 35 seconds][Agent] : But Marjorie, I do have the pricing loaded up to you for the life insurance at 500,000. Before we go through that, I wanted to check again. Is there any questions about this one? So far? It's also sounding nice and straightforward. It is included. So it's part of the life insurance, correct?

[20 minutes 50 seconds][Customer] : It's it's an you know, so I just want to confirm that what you say the advance payment is not included or is included it is included, OK.

[21 minutes 7 seconds][Agent] : Umm, But today for the 500,000 of life insurance, the maximum level we can look at, you'd be looking at the indicative payment of \$119.99 per fortnight, so just under \$60.00 per week.

[21 minutes 21 seconds][Customer] : OK.

[21 minutes 21 seconds][Agent] : And of course and of course your premium is stepped, which means it will generally increase each year as you age. In addition, this policy has automatic indexation, which means each year sum insured will increase by 5% with associated increases in premium. But of course, you cannot doubt of this automatic indexation each year. But with this one, just as an indication, if you make no changes to the policy, a premium next year would be \$153.51 per fortnight. Your benefit amount would have increased to \$525,000. And of course, you can also find information about our premium structure on our website. But it's Marjorie for the 500,000, that maximum level for the life insurance at \$119.99 per fortnight. Would that also be AF?

[22 minutes 8 seconds][Customer] : 1-1 hundred 100 Do you give me the figure again?

[22 minutes 15 seconds][Agent] : \$119.99 per fortnight.

[22 minutes 14 seconds][Customer] : 109 90 the fortnight OK.

[22 minutes 23 seconds][Agent] : Would that also be affordable and suitable for you as well?

[22 minutes 32 seconds][Customer] : So if I take both, that would be nearly \$400.00 a month per fortnight.

[22 minutes 45 seconds][Agent] : So it would be \$187.28 per fortnight have both policies. Now, of course, that was the maximum level of the life insurance. If we look at something that's at least there to sort of help with the mortgage for your loved ones, say something like \$250,000, that'd be coming in at \$60.00 per fortnight. So the total between both policies would then be \$127.29 per fortnight. Marjorie, did you feel that that would be a little bit better suited for you? Would you still be happy with that? 500,000 SI \$60.00 per fortnight for the life insurance.

[23 minutes 25 seconds][Customer] : So if if 250 it's come to 60 you said 60 dollars fortnight so write it down 60. 254 a month. 250 yeah, I think. I think 2:50 will be possibly better.

[24 minutes 10 seconds][Agent] : Alright, perfect. Well then Marjorie, the next step from here is going to be to go through the health and lifestyle questions for the life insurance as well to make sure that you're approved for that as well. But some great news is that since we've gone through the questions already for income protection, most of them are actually going to copy over. So it'll only be an extra 3 or 4 questions.

[24 minutes 29 seconds][Customer] : Mm hmm.

[24 minutes 29 seconds][Agent] : So what I'll do is just read a quick disclosure, umm, similar to the one before. And then we'll just be a couple of questions to make sure we can approve you for the life insurance as well.

[24 minutes 38 seconds][Customer] : Mm hmm.

[24 minutes 39 seconds][Agent] : But that one just freeze. Please do. Where all calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services.

[24 minutes 49 seconds][Customer] : Mm hmm.

[24 minutes 50 seconds][Agent] : We will share this with your insurer. We share it with other Australian service providers for the purpose of administering your policy or handling claims.

[24 minutes 57 seconds][Customer] : Mm hmm.

[24 minutes 56 seconds][Agent] : Our privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy.

[25 minutes 3 seconds][Customer] : Mm, hmm.

[25 minutes 3 seconds][Agent] : By proceeding, you understand that you're applying to purchase a life insurance policy. No such. You have a duty to take reasonable care to not make any misrepresentations.

[25 minutes 11 seconds][Customer] : Mm hmm.

[25 minutes 11 seconds][Agent] : This means you need to ensure that you understand each question I ask you. You provide honest, accurate and complete answers. You need to answer each question in full if you provided some information to us in any early discussions you've had. If you do not take reasonable care, you may breach your duty and if this happens, your insurer may be entitled cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. So Marjorie, once again, do you understand and agree to your duty?

[25 minutes 37 seconds][Customer] : Yes.

[25 minutes 36 seconds][Agent] : Alright, perfect. So the life insurance, it just asks, have you been hospitalized with COVID-19 in the last six months or have you been diagnosed with COVID-19 in the last seven days?

[25 minutes 46 seconds][Customer] : No, no.

[25 minutes 51 seconds][Agent] : Does your work require you to go on the ground? Work at heights above 20 meters, dive to that's below 40 meters, Use explosives or travel tours. Experiencing war, civil unrest or work offshore?

[26 minutes 2 seconds][Customer] : No, no.

[26 minutes 3 seconds][Agent] : Do you have existing life insurance policies with other life insurance companies with the combined total sum of short of more than \$5 million?

[26 minutes 11 seconds][Customer] : Mm, hmm.

[26 minutes 12 seconds][Agent] : Perfect. And all the rest of the questions have actually you've

already answered within the Income Protection 1.

[26 minutes 18 seconds][Customer] : Mm, hmm.

[26 minutes 18 seconds][Agent] : So Marge, are you satisfied with the answers you've provided?

[26 minutes 21 seconds][Customer] : Mm hmm.

[26 minutes 23 seconds][Agent] : Perfect. So no surprises. You are also approved for the life insurance as well. Once again, the 250,000 have covered \$60.00 per fortnight.

[26 minutes 31 seconds][Customer] : Mm hmm. Mm hmm. Mm hmm.

[26 minutes 32 seconds][Agent] : So since you said that that level would be suitable at the moment with the income protection as well at 5000, what we'll be able to do is help provide you with some immediate cover for the life insurance and the income protection.

[26 minutes 44 seconds][Customer] : Mm hmm.

[26 minutes 44 seconds][Agent] : And as mentioned before, the great thing is we don't require upfront payment.

[26 minutes 48 seconds][Customer] : Mm hmm.

[26 minutes 49 seconds][Agent] : So, Marjorie, did you have a day that you would prefer for the first one to come out?

[26 minutes 57 seconds][Customer] : It does it have to be within a week or a a month or oh the the two the Altena for January.

[27 minutes 2 seconds][Agent] : It it can be any time between today and the 10th of January, so a month at any time except for obviously weekends and public holidays if we're doing fortnightly.

[27 minutes 18 seconds][Customer] : OK, 10th of June. Between today and 10th of June, it's Friday. OK, we'll do the 10th of June. Umm, Oh no. The thing is I would like to check with other company if that's OK before I go ahead.

[27 minutes 45 seconds][Agent] : The 10th of January is perfect, so OK, well we certainly can just get something sent out. So you can speak to other companies first if you prefer, but alternatively if they saw sounding affordable and suitable, what we're also able to do is still help provide you with some immediate cover. We can still have the first payment come out on the 10th of January as

you've requested. And just in case, we do provide you with a 30 day cooling off. So if you decide the 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. So you'd have the advantage of having some cover already set up and in place. And you're still more than welcome to have a look at some other companies in the meantime as well if you'd like to.

[28 minutes][Customer] : Mm Hmm Mm hmm mm hmm mm hmm mm hmm mm hmm mm
hmm Mm hmm Mm hmm. Mm hmm. OK, we can do that.

[28 minutes 47 seconds][Agent] : OK, perfect. So I've got the first payment set for the 10th of January. We'll start with the life insurance policy. Do you prefer to pay for your insurances via BSP, an account or credit or debit card? There's no surcharge either way.

[29 minutes][Customer] : Mm hmm. The SP or debit card. Let me see.

[29 minutes 13 seconds][Agent] : A debit card. Perfect.

[29 minutes 11 seconds][Customer] : From a debit card. Uh huh.

[29 minutes 14 seconds][Agent] : So bef before we collect that, I wanna let you know that for security purposes, while obtaining your card details, the call recording will stop and we commence after we've collected your details.

[30 minutes 2 seconds][Customer] : N.

[30 minutes 40 seconds][Agent] : Just please be advised that the call recording is now assumed for quality and monitoring purposes.

[30 minutes 45 seconds][Customer] : None.

[30 minutes 45 seconds][Agent] : So what we do now, Margaret, is I just read a quick declaration that outlines the terms and conditions of cover. So this will be in the context of the life insurance. And then after that, we'll do the income protection one for you.

[30 minutes 57 seconds][Customer] : Mm hmm.

[30 minutes 56 seconds][Agent] : But if you have any questions, feel free to jump in and stop you at any point. It just reads, thank you. Marjorie. Lao Hinsong, it is important to understand the following information. I'll ask you agreement to these terms at the end and your policy will not be enforced

unless you agree to these terms in full. Family life coverage issued by Hanover Lottery of Australasia Ltd, whom we're referred to as Hanover ANEVA, has an arrangement with Greenstone Financial Services who are referred to as GFS Trading. This real insurance issue and arrange this insurance on its behalf and it relies upon the accuracy of the information you provided when assessing your application. That includes the information we usually collected from you to provide a quote and every set of target market determination for this product, which describes the type of consumers this product is designed for. Our distribution practices are consistent with this determination, and you can obtain a copy on our website. I need to remind you of the duty to take reasonable care that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty?

[31 minutes 52 seconds][Customer] : Mm hmm. Yes.

[31 minutes 53 seconds][Agent] : Thank you so much. We may from time to time provide us with the other communication methods you provided to us in relation to other products and services by going to this declaration consent. Allow us to contact you for this purpose until you opt out. You can opt out list at any time by contacting us.

[32 minutes 8 seconds][Customer] : Hmm. Mm.

[32 minutes 8 seconds][Agent] : The accepted cover pays a lump sum benefit amount of monetary. Lau Hinsong receives \$250,000. In the event of life insurance, a benefit is not paid in the incentive suicide in the 1st 13 months of the policy. Your premium for your first year of cover is \$60.00 per fortnight. Your premium is stepped which means it will be calculated that each policy anniversary will generally increase as you age. Your sum insured will also increase automatically by 5% each year and you can opt out of this each year.

[32 minutes 34 seconds][Customer] : Mm hmm.

[32 minutes 34 seconds][Agent] : Included in your premium is an amount payable to GFS of up to 65% to cover costs.

[32 minutes 44 seconds][Customer] : Mm hmm.

[32 minutes 39 seconds][Agent] : Your premium will be delivered from a credit card, which are

authorized to debit from and has provided to us the policy documentation. PDS and FSU will be mailed to you, and if you provided this with an e-mail address, your policy documentation will also be emailed to you today.

[32 minutes 52 seconds][Customer] : Mm hmm.

[32 minutes 53 seconds][Agent] : You should carefully consider these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy in the premium you may have paid or be refunded in full unless you've lodged a claim. There are risks associated with replacing policies as a new policy may not be identical to existing. Cover recommend you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which can access at any time by contacting us, so all details are available online and the documentation we are sending you.

[33 minutes 25 seconds][Customer] : Yes.

[33 minutes 21 seconds][Agent] : So Marjorie, do you understand and agree with the declaration and would you like any other information? Would you like me to read any part of the PDS to you?

[33 minutes 32 seconds][Customer] : No. If you send it to me, I'll, I'll go for them for it, yeah.

[33 minutes 35 seconds][Agent] : Perfect. And of course, we did get them sent out. So congratulations, Marjorie, because you covered as of immediately for the 250,000 of life insurance first payment set for the 10th of January as you've requested. So now we'll hop into the income protection policy and get that all finalized for you as well. Were you wanting that one to come out on the same day on the 10th of January? OK, perfect. So we can definitely do that for you and you'll be using the same card for this one as well.

[33 minutes 55 seconds][Customer] : Yes, yes.

[34 minutes 3 seconds][Agent] : All right, perfect. Just because it is a separate some policy, I do need to collect that one again. Umm, I'll just umm, be pausing the call recording before we do this. So just give me one moment. All right, so for security purposes, while obtaining your card details, the call recording will stop and recommend after you've collected your detail.

[35 minutes 5 seconds][Customer] : None.

[35 minutes 6 seconds][Agent] : Again, just please be advised that the recording is now assumed for quality monitoring purposes. Sue my dream that's less for me to do now is to read out a final declaration that outlines the terms and conditions of cover and this will be for the income protection and then after this will be all finished with you for today.

[35 minutes 22 seconds][Customer] : Mm, hmm.

[35 minutes 23 seconds][Agent] : Umm the same as before.

[35 minutes 28 seconds][Customer] : Mm hmm.

[35 minutes 24 seconds][Agent] : If you have any questions, please feel free to jump in and stop me at any point, but it just reads. Thank you. Marjorie La Hingsong, it is important you understand the following information. I'll ask you agreement to these terms at the end of your policy will not be enforced unless you agree to these terms in full. Real income protection is issued by Hanover Lottery of Australasia Ltd whom we're referred to as Hanover. Hanover has an arrangement with Greenstein Financial Services, whom are referred to as GFS trading as real insurance issue and arrange this insurance on its behalf. And it relies upon the information you provided when assessing your application. That includes the information initially collected from you to provide a quote and over. So the target market determination to this product, which describes the type of consumes this product is designed for uh, distribution practices are consistent with this determination and you can obtain a copy on our website. I need to remind you of the duty to take reasonable care that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty?

[36 minutes 19 seconds][Customer] : Yes.

[36 minutes 21 seconds][Agent] : Thank you so much. We made from time to time provide office. Sorry. We made from time to time provide office to you by the communication methods you 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 we opt out. You can opt out it's at any time by contacting us. The accepted cover provides the following insurance cover for module lasting. Sorry for module allowing some a monthly and short amount of \$5000 with a waiting period of 90 days and a benefit

period of 12 months. The monthly income benefit payable in the event of a claim maybe less than the monthly and short amount.

[37 minutes 4 seconds][Customer] : Mm hmm.

[36 minutes 55 seconds][Agent] : Because your income benefit is limited to 70% of your average monthly income over only 12 consecutive months during the two years before you suffered your disabling sickness or entry, your income benefit can also be reduced. You've received all the disability payments from other sources.

[37 minutes 9 seconds][Customer] : Mm hmm.

[37 minutes 9 seconds][Agent] : There's a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy's in place.

[37 minutes 15 seconds][Customer] : Mm hmm.

[37 minutes 15 seconds][Agent] : Your cover expires in January 10th, 2033 at 12:00 AM. The premiums Your first year of cover is \$67.29 per fortnight. Your premium is a step's premium, which means you'll be calculated with each policy and the first room generally increase each year. Included in your premium is an amount payable by hand over to GFS of between 37% and 51% to cover costs. Your premium will be debited from your credit card, which are authorized to debit from and has provided to us.

[37 minutes 41 seconds][Customer] : Mm hmm.

[37 minutes 40 seconds][Agent] : The policy documentation. PDS and FSU will be mailed to you, and if you provided this 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. When you may cancel your policy in Any premium you may have paid will be refunded in full unless you've lodged a claim. There are risks associated with replacing policies as a new policy may not be identical to existing cover. Recommend you do not cancel an existing policy into your receiver. Reviewed our policy in full. We have a complaints process which can access at any time by contacting us. Full details are available online and in the documentation we are sending you.

[38 minutes 20 seconds][Customer] : Yes.

[38 minutes 16 seconds][Agent] : So Marjorie, do you understand and agree with the declaration and would you like any other information about the insurance now, would you like me to read any part of the PDS to you?

[38 minutes 27 seconds][Customer] : No, I will go for them once. Once you send it to me.

[38 minutes 31 seconds][Agent] : Perfect. So congratulations because you're not covered as of immediately as well for the 5000 a month of income protection. So that's name for this one also set up for the 10th of January. So both of them are two every two weeks on the Friday after that. Of course, Margaret, been an absolute pleasure speaking with you today and hoping to get both of these policies set up for you. But before I do let you go today, is there any other questions or anything else that I can assist with?

[38 minutes 56 seconds][Customer] : No, that's all.

[38 minutes 57 seconds][Agent] : Alright, perfect. Well, if you did have any questions in the future, W, of course, we're open from 8:00 AM to 8:00 PM Monday to Friday. Please feel free to give us a call. But for today, do hope you have a lovely rest of your day and thank you so much for choosing real insurance.

[39 minutes 10 seconds][Customer] : No worries. Thank you.

[39 minutes 12 seconds][Agent] : Alright, so you have a good one.

[39 minutes 14 seconds][Customer] : You too.

[39 minutes 15 seconds][Agent] : Alright, bye.

[39 minutes 16 seconds][Customer] : Bye.