

[2 seconds][Customer] : Hello.

[3 seconds][Agent] : Hey Luke, it's Tom calling from Real Insurance, following up your income protection enquiry from me this morning. I'm here to take you through some detail. We'll go through the options and costs available and you can let me know what's going to work best for you.

[2 seconds][Customer] : Hi is it?

[15 seconds][Agent] : And this is Mr. Luke Woolen I'm speaking with.

[18 seconds][Customer] : Yeah, but is it actually possible to get a call in about an hours time?

[24 seconds][Agent] : And Tom, I mean, I'll be happy to get you. You're calling now this time, that's no problem. You're just busy at the moment, aren't you? Yeah, I got no dramas. I'll, I'll be in touch in an hour's time. But listen, if you do have a couple minutes to spare, umm, wouldn't take too long just to run through some basic details. And obviously if you have to go, if you have to go, that's fine. Umm, yeah. Do you have a couple minutes to spare at this stage?

[29 seconds][Customer] : Yeah, yeah.

[50 seconds][Agent] : Yeah, yeah, easy as that, no problems. Uh, and so, yeah, well, I'm thinking just to run through some details of how it works, get a start here. And obviously if you have to go, then I'll just get into contact with you in an hour. OK? Umm, otherwise, yeah. This is Mr. uh, Luke Woolner speaking with, is that right? And your date of birth I've got here is the 2nd of May 1988, is that right? Good. Uh, just keep in mind that our calls are recorded and any advice providers general in nature, and they'll be similar to your situation. I just asked to confirm you are of course, a male and Josh resident, is that right?

[1 minutes 6 seconds][Customer] : Yep, yes.

[1 minutes 25 seconds][Agent] : All right, no driver's space. Thank you. OK. And just while I get everything arranged here on my end, I would like to get a bit more of an insight into situation going into this loop, uh, because I mean, ultimately what's really done for you this morning? Like what's the reason you decided now is the time to look into some income protection cover?

[1 minutes 36 seconds][Customer] : Yep, I just need it for one of the contracts that I'm going for for work.

[1 minutes 49 seconds][Agent] : Yeah, right. OK.

[1 minutes 49 seconds][Customer] : I think that's worker's comp, but now I've only got myself working for me.

[1 minutes 55 seconds][Agent] : Right. Got you. OK, there you go. So you I got that you're doing some contractor work then. Yeah. Oh, thank God that and what is your occupation? What do you what's your train?

[2 minutes 1 seconds][Customer] : Yeah, Yep, electrician.

[2 minutes 8 seconds][Agent] : I electrician. That's what I meant. No good. I understand. Obviously some of these, uh, kinds of jobs would require, umm, a full of cover like this. So, uh, I'm happy to help out. And obviously how we look at this can be for a few, couple different lenses, whether it is, umm, it's coverage, whether you are in change to make sure that XYZ is covered if you weren't working or if you're just trying to get something that's cheap and just pick the box in the contract for you.

[2 minutes 34 seconds][Customer] : Pretty much. OK, keep the box.

[2 minutes 33 seconds][Agent] : Uh, yeah, yeah, there you go. So yeah, yeah, if we're, uh, because we'll put it this way with the income protection cover, uh, what it's designed to do is provide a monthly income benefit paid directly to you and you're unable to work due to the same sickness or injury and as a result suffer lost income. And we offer an income benefit of up to 70% of your monthly pre tax income. But I say up to, as it ranges between \$1000, up to a maximum of \$15,000 depending on what you earn and just depending on how much you feel is necessary as well. So, umm, for example, if you didn't actually deal a real need to cover and just want to tick the box in the contract, if you do the minimum \$1000 a month, that makes it the cheapest possible. OK.

[3 minutes 20 seconds][Customer] : Yep.

[3 minutes 21 seconds][Agent] : Umm, otherwise though, I mean, if there was, uh, if there was something to happen to you and you're off of work, are there, umm, some expenditures that you are concerned about?

[3 minutes 32 seconds][Customer] : Oh I look but not really I I have a user like City bank in my card.

[3 minutes 39 seconds][Agent] : Yeah, OK, there you go. So you kind of have your own bit of, uh, your own kind of layer protection just for your own savings.

[3 minutes 44 seconds][Customer] : Yeah, yeah, yeah. I need a ticket box.

[3 minutes 46 seconds][Agent] : Yeah, OK, yeah, OK. It is. That makes a lot of sense, right. Well, in that case, we'll be able to take the speedy, the speediest route to, to umm, get this sorted.

[3 minutes 56 seconds][Customer] : Yep, Yep.

[3 minutes 55 seconds][Agent] : Then from here, effectively what I'll do is, umm, there's many questions I'll run you through about your working duties as well as some health and lifestyle questions. Uh, all of this what its purpose is to determine the eligibility for the insurance, but also the cost, the insurance and other factors. We, what we can offer you cover. Umm, they're mostly yes or no questions. Hopefully we can power if they're nice and easy, umm, and uh, along the way, there are aspects of the cover I'll explain as we go. If you do you have any questions, just feel free to ask me, but just try to cover them as quickly as I can, OK? Umm, otherwise, some small points here. Uh, with this insurance, we can cover you up until the policy anniversary following your 65th birthday.

[4 minutes 16 seconds][Customer] : Yep, Yep, Yep.

[4 minutes 35 seconds][Agent] : And keep in mind the rest of the exclusions that applies outline the PDS and, and the fact of this, uh, insurance you might find quite useful is that the premiums for this income protection cover are generally tax deductible. Umm, So hopefully that can help out a little bit. Contacts time for you.

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

[4 minutes 51 seconds][Agent] : Uh, otherwise we'll get into those questions about what you do work so we can get a start here. Luke, are there any questions you have for me up until this point there? Oh, good day. Uh, so before answering any of our questions, it is important that you're aware of your duty. It's all our questions accurately and honestly as failure to do so, it could impact your current claims on and these just yes or no answer questions.

[4 minutes 59 seconds][Customer] : No, Yep.

[5 minutes 13 seconds][Agent] : Firstly, do you work 15 hours or more per week? Yes or no? Is your

role of an administrative, managerial or professional nature? Will you spend the majority of your time laws in office or clinical environment?

[5 minutes 17 seconds][Customer] : Yes, I do 912. Is it in your office?

[5 minutes 33 seconds][Agent] : OK, no worries. So you're mostly, umm, most of your work isn't quite managerial. It is, uh, it is just as part of the trade itself.

[5 minutes 43 seconds][Customer] : Yeah.

[5 minutes 44 seconds][Agent] : Yeah, no worries. Well, that's a matter of that question. That's fine. Uh, the next question, uh, do you perform heavy physical duties, use heavy machinery, or drive a vehicle as part of your role?

[5 minutes 55 seconds][Customer] : I, I so I list everything with you. Sorry.

[6 minutes 1 seconds][Agent] : OK. For reference, when we umm speak about heavy physical duties, we're more so umm referring to driving commercial vehicles, operating machinery or carrying, lifting, pushing, pulling or operating heavy machinery.

[6 minutes 16 seconds][Customer] : No, I don't do anything with heavy machinery, but I just need something with heavy cake pumps and things. Yep.

[6 minutes 18 seconds][Agent] : OK, OK, alright, in that case, that's fine, that's perfectly fine. And umm, oh, I guess another question to ask here is, umm, do you drive like a work you between jobs?

[6 minutes 33 seconds][Customer] : Yep.

[6 minutes 32 seconds][Agent] : Umm, while you're working? Yep, no worries. Well, that's yes, then, umm, regardless. And so the next question, uh, are you qualified skilled or semi skilled or hold the required licenses to perform your role?

[6 minutes 38 seconds][Customer] : OK, Yeah.

[6 minutes 47 seconds][Agent] : Good. And do you work in any of the following fields, aviation as a pilot or crew, entertainment or sporting industry, Air Force, armed forces? Or do you handle explosives? And do you regularly work underground or underwater, work at heights of 10 meters, work offshore, carry a firearm or drive long haul? Good And one other question here, just more so relating to health and work. Have you had a cigarette in the last 12 months? Yes or no?

[6 minutes 57 seconds][Customer] : No, no, no, no.

[7 minutes 16 seconds][Agent] : Excellent. All right, uh, so they're usually at this point we umm, ask you if you're currently employed or self-employed, but umm, you're working for yourself as a contractor, right? self-employed, Yeah. Good day. So I'm just requiring to let you know, uh, we define as pre tax income. It's your share of annual income earned in the business before tax directly due to your own personal efforts. And so unless any business expenses and excluding super contributions, so this is the amount the business would otherwise cease earning in the event you are unable to work due to a disability. Umm, at this point we usually ask what is your annual pre tax income? Do you know that off the top of your head?

[7 minutes 28 seconds][Customer] : Yes, they are 14150.

[7 minutes 58 seconds][Agent] : Yeah, around 140 a 150,000. No worries. Uh, because I mean, well, if we work with \$140,000, it means we can offer a monthly benefit anywhere between \$1000 all the way up to a maximum of \$8166 a month.

[8 minutes 11 seconds][Customer] : Yep, Yeah. Yep.

[8 minutes 10 seconds][Agent] : Uh, but you mentioned you're just looking just to tick the box, just get the cheapest thing possible.

[8 minutes 16 seconds][Customer] : Yep.

[8 minutes 16 seconds][Agent] : OK. In that case, if we, we look at the minimum \$1000, that should help us, umm, limit the premium as much as we can. Uh, there are two objectives that go to income protection cover as well that do affect Prem. Uh, they're both in relation to when you make a claim on the insurance. It's the waiting period and benefit.

[8 minutes 23 seconds][Customer] : Yep, Yep, Yep.

[8 minutes 34 seconds][Agent] : Uh, the waiting period is just a non payment period that you must wait before the income benefits payable after the insured event options being 30 days or 90 days. And keep in mind the income benefit is paid monthly in arrears. So you choose a 30 day waiting period. The first payment would be 60 days after your first offer the claim. And put it this way, 30 days shorter is gonna be cheap as sorry, more expensive between the two, whereas 90 days being

a longer time is gonna be much cheaper for the insurance, Yeah. Uh, would you, would your preference be to look at the 90 days?

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

[9 minutes 8 seconds][Agent] : Sure. Alright, then the benefit. It's the maximum amount of time that we'll pay the income benefits anyone injury on illness, the options are being six months, one year, two years or five years.

[9 minutes 20 seconds][Customer] : Yep.

[9 minutes 19 seconds][Agent] : Six months being the shortest option here is the cheapest.

[9 minutes 23 seconds][Customer] : Yep. I think I have the minimum 12 months. I'll go 12 months then.

[9 minutes 22 seconds][Agent] : OK, yeah, it's 12 months handy. I got this. Sorry, uh, just to double check everything before we jump into the, uh, the next set of questions, which is the health and lifestyle questions. Right now, look, we're looking at \$1000, the minimum monthly benefit amount, uh, 90 days waiting period, the, umm, cheaper than two and then one year as the benefit.

[9 minutes 37 seconds][Customer] : Yep, Yep, Yep.

[9 minutes 48 seconds][Agent] : OK, good day. Uh, in that case, uh, from here, I'm just gonna confirm some of your details while the questions continue loading. Uh, but another part of the insur, a couple of things about the insurance I wanted to let you know of. Uh, we are gonna firstly include what's called the real reward attached to policy. It means following your first policy anniversary dates, we're able to refund you 10% the premiums you're paying that time. And then thank you for staying with real insurance the first year of cover. Uh, and as well with this insurance, there is, uh, no minimum amount of time you have to hold the policy before you can cancel. Look, if it was longer necessary at a point, you can cancel the insurance anytime, OK? Just call our support team. Their cancellation fees are involved.

[10 minutes 31 seconds][Customer] : Yep.

[10 minutes 32 seconds][Agent] : Otherwise, what, Umm, as far as your details go, I've got a couple here. Umm, your e-mail address, iverceivedislukewilmer@bigpond.com. Is that right? Good. Uh,

your contact number stick you on today. Is this your best number? And lastly, I just grabbed your address, uh, starting with your post code and the suburb there in Tassie, please.

[10 minutes 43 seconds][Customer] : Yep, Yep, Yep, Yep.

[10 minutes 59 seconds][Agent] : Yeah, the post code 7290 and that's, uh, Hudson, is that right?

[10 minutes 57 seconds][Customer] : The post code sorry 7290 yes.

[11 minutes 6 seconds][Agent] : You know, what's your address in Hudson?

[11 minutes 9 seconds][Customer] : 7A Right REIDEY.

[11 minutes 11 seconds][Agent] : Yeah, Yep, uh, seven. Then the letter A Robbie St. did I and your postal address where you received your mail that the same.

[11 minutes 20 seconds][Customer] : Yep, yes.

[11 minutes 26 seconds][Agent] : Excellent. OK, so I'll just read you a pre underwriting disclosure before you begin these questions and give you some privacy policy information and outline your duty to take reasonable care to not make any misrepresentations. Uh, and then when we jump through the questions, uh, hopefully should take only just between about 7 to 10 minutes. Umm, if there are things you have to disclose, though, it could take a little bit longer. Uh, otherwise it says here, Luke, please be aware all calls recorded for quality and monitoring purposes.

[11 minutes 55 seconds][Customer] : None.

[11 minutes 52 seconds][Agent] : We collect your personal information, we find quotes you should cover the other late services. We'll check to your insurer and make sure other Australian service providers the purpose of administrating your policy or handling claims. Our privacy policy tells you more, including how to access incorrect information and lodge complaints about breach of privacy. And by proceeding, you understand you're applying a personal income protection policy as such of a duty to take reasonable care to not make any misrepresentations. This means you need to ensure you understand each question I ask you and they provide honest, accurate and complete answers. And, uh, this means you need to ensure you understand each question I ask you and they, uh, and you provide honest answer, accurate and clear answers. You need to answer this question full.

[12 minutes 31 seconds][Customer] : None.

[12 minutes 30 seconds][Agent] : It provides information to us in the earlier discussions you have had. If you don't take reasonable care, they break your duty. And if this happens, you're insurer may be entitled to cancel your policy, decline a claim, make adjustments to the terms and conditions of your policy. Uh, so do you understand that greets your duty, yes or no?

[12 minutes 46 seconds][Customer] : Yes.

[12 minutes 46 seconds][Agent] : Good night. Uh, these are just giving me yes or no answer questions for the most part. Once again, I will let you know otherwise where I need to. OK, Umm, first of all, have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with the COVID-19 infection in the last 30 days? Uh, are you, are you a citizen or permanent resident of Australia or New Zealand currently residing in Australia? Yes, sorry. I'll, I, I, I'll repeat the question. Actually, I just, I realized I made a little mistake there. Uh, it was Iowa citizen resident of Australia or citizen of New Zealand currently residing in Australia. Uh, yes or no?

[13 minutes 29 seconds][Customer] : Yes, turn on.

[13 minutes 30 seconds][Agent] : Yep, Yep. Australian permanent resident and currently residing in Australia. I got it. Good night. Let's see. Yes.

[13 minutes 42 seconds][Customer] : Yep.

[13 minutes 37 seconds][Agent] : And then, uh, the next section, it's one of the few sections in regards to medical history, uh, the overarching question here, it would ask, have you ever had symptoms of, been diagnosed with or treated for or intend to seek medical advice for any of the following? The first one being or heart conditions such as not limited to palpitations, heart murmur, heart attack and angina. Lung disorder excluding asthma, so Apia or pneumonia, cancer, leukemia or Melanoma excluding other skin cancer, hepatitis or any disorder for liver anxiety, depression or stress requiring medical treatment or any other mental health disorder.

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

[14 minutes 22 seconds][Agent] : Have you been diagnosed with the terminal illness disease, any form of dementia including Alzheimer's disease, or been told by a doctor you have a condition that



will reduce your life expectancy? Uh, in the last 10 years, have you used illegal drugs, abuse prescription medication or receive treatment or counseling for drug or alcohol consumption? Well, the next section's in Rega, uh, in relation to your height and weight. And please be aware that I'm required to obtain and confident single figure measurements for each in order to continue with the application. And the system's not allow me to answer your approximations words or height and weight ranges.

[14 minutes 32 seconds][Customer] : No, no, Yep, Yep.

[14 minutes 55 seconds][Agent] : Umm, first of all, Luke, what is your exact height? Neither centimeters or feet and inches, please. How's all you? Yeah, 187 centimeters.

[14 minutes 57 seconds][Customer] : I think I'm 196, yeah.

[15 minutes 7 seconds][Agent] : That's alright. Well, you can use the most recent measures you take and provide your coffee and they're still accurate anyway, so that's fine. Uh, what is your exact weight? Neither kilograms, pounds or stones please. Is that 97 kilos did you say? No worries. Alright, so working off your most recent measures you've taken, provide your coffee, they're still accurate. Last you checked, you're 187 centimeters tall and 97 kilograms and that's still be the same. Is that right? Oh, good day. And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months?

[15 minutes 17 seconds][Customer] : 370 Yeah, yeah, yeah.

[15 minutes 42 seconds][Agent] : No worries. Moving forward then, uh, some questions about your occupation rate. Umm, first of all, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore?

[15 minutes 54 seconds][Customer] : No.

[15 minutes 56 seconds][Agent] : Uh, are you a, employed or B, self-employed? You mentioned before you're self-employed, so base.

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

[16 minutes 3 seconds][Agent] : Good. And are you, do you own a business or are you a contractor?

[16 minutes 10 seconds][Customer] : I own a business or a trust fund. Yes, much.

[16 minutes 11 seconds][Agent] : A business, yeah, no worries. And have you been in your current business for at least 12 months? And has your business been profitable?

[16 minutes 17 seconds][Customer] : Yes, Yep.

[16 minutes 21 seconds][Agent] : Good day. And if you were to become disabled and unable to work, would your business continue to generate income for more than 60 days?

[16 minutes 33 seconds][Customer] : I suppose if I didn't have invoices in yet.

[16 minutes 38 seconds][Agent] : Yeah, I think it's a kind of situation where if you're not working, then the business won't make any income.

[16 minutes 43 seconds][Customer] : Yeah, pretty much.

[16 minutes 44 seconds][Agent] : Yeah, sure, that's all right. So we'll have to know then, since if you're not making income, if you're not working, then obviously the business won't.

[16 minutes 51 seconds][Customer] : Yep.

[16 minutes 51 seconds][Agent] : Umm, the next question, do you see an occupation that generates a taxable income?

[16 minutes 59 seconds][Customer] : What was that one?

[17 minutes][Agent] : Uh, do you have a second occupation that generates a taxable income? And have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration?

[17 minutes][Customer] : Sorry, No, no.

[17 minutes 13 seconds][Agent] : Good. And I'm just gonna return to another, uh, one of the previous questions quickly just to make sure I've clarified everything for my compliance. Uh, so you and your business, it's just you Ind as an individual.

[17 minutes 20 seconds][Customer] : Yeah, yeah, no.

[17 minutes 24 seconds][Agent] : So any employees or anything like that and I, yeah, easy. And so that's a few, umm, if you were unable to work because of umm, injury or illness, etcetera, your business wouldn't continue to generate income at all, let alone for more than 60 days.

[17 minutes 38 seconds][Customer] : Yeah, that's right. Yeah.

[17 minutes 40 seconds][Agent] : OK, yeah, we've answered that. Fine, we'll keep moving. A quick aid declaration question here, uh, led to the messy knowledge. Are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Yeah, definitely. Travel will reside outside of Australia, IE booked or will be booking travel within the next 12 months. Do you have existing income protection cover?

[17 minutes 52 seconds][Customer] : No, no, no.

[18 minutes 5 seconds][Agent] : Otherwise we wouldn't have this conversation, would we? Uh, otherwise, uh, the next section now look, we're returning back to your medical history. OK.

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

[18 minutes 12 seconds][Agent] : Uh, well then the other action question is have you ever had symptoms of been diagnosed with a trade floor and tend to seek medical advice any of the following? First of all, here diabetes, raised blood sugar, bad glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure, tumor molar cyst, including skin cancer or sunspots.

[18 minutes 27 seconds][Customer] : No, no. No, Nope.

[18 minutes 38 seconds][Agent] : Have you ever had an abnormal PSA test or an enlarged prostate, Thyroid condition or neurological symptoms such as dizziness or fainting? Disorder of the stomach, bowel, gallbladder or pancreas, Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis, Bladder or urinary tract disorder? Kidney disorder, blood disorder or disease? Sleep apnea or asthma, excluding childhood asthma, back or neck pain or disorder. Arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia. Joint online pain UH liquid injuries, including replacement or reconstructive surgery. Osteoporosis or osteopenia. A defective hearing on site other than which is corrected by glasses or concept lenses.

[18 minutes 47 seconds][Customer] : No, no, no, no, Nope, Nope, no, Nope, Nope, Nope, no.

[19 minutes 39 seconds][Agent] : All right, uh, the next few questions are just worded differently before and we're most of the way through the application now. Uh, look, the first question he asks, other than what you have already told me about, uh, in the past three years, have you sought

medical advice or treatment by practitioner or specialist? Are you waiting results for any medical tests or investigations such as not limited any surgeries, X-rays, scans, blood tests or biopsy? Uh, 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?

[20 minutes 13 seconds][Customer] : Done.

[20 minutes 14 seconds][Agent] : And other than what you've already told me about, have you ever during a working career required more than two consecutive weeks off work due to illness or injury?

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

[20 minutes 24 seconds][Agent] : All right, only a few questions left. Uh, first couple regarding your family history here.

[20 minutes 29 seconds][Customer] : Can we?

[20 minutes 28 seconds][Agent] : It's only regarding your Oh, you're sorry.

[20 minutes 30 seconds][Customer] : Can we, Can we get you to just hold for two seconds? I've just got to drill too loud. Halt.

[20 minutes 35 seconds][Agent] : Oh, yeah, Yeah. All good, right. Take your time.

[21 minutes 22 seconds][Customer] : None.

[21 minutes 32 seconds][Agent] : None.

[21 minutes 34 seconds][Customer] : There we go.

[21 minutes 35 seconds][Agent] : Is he all good now then, All right, so on to your family history here. And this only concerns your immediate family. So referring to your mother, father, brother and sister only, nobody else.

[21 minutes 37 seconds][Customer] : Yep, Yep.

[21 minutes 49 seconds][Agent] : It's the best of your knowledge, Luke of any of your immediate family living or deceased has been diagnosed with polycystic kidney disease, Huntington's disease or familial and nematosporosis.

[22 minutes][Customer] : No.

[22 minutes 1 seconds][Agent] : That's the best you knowledge of any of your immediate family

suffered from cancer, heart condition, stroke or other heritage disease prior to age 60.

[22 minutes 10 seconds][Customer] : Prior to 860, no.

[22 minutes 12 seconds][Agent] : No worries. One last question then, just regarding how this pursuits other than a lot of events, Do you engage in or intend to engage in any of the following aviation other than as a fair paying passenger on a recognized line, motor racing, parachuting that's nearing out of sailing, scuba diving deeper than 40 meters, cable work diving or any other hazardous activity?

[22 minutes 32 seconds][Customer] : No. Yep.

[22 minutes 34 seconds][Agent] : Yeah, in that case, another question for the way I'm done, Luke. I'll submit the answers here. We'll see what comes up as results. We'll look at some costs here. Umm, actually, this all works for you. Uh, just follow the result lines. I'll let you know that including the post, you will have a rehabilitation benefit as well as a final expenses benefit. All right?

[22 minutes 55 seconds][Customer] : Yep.

[22 minutes 54 seconds][Agent] : Uh, that means that we'll be beneficiaries you can nominate on the policy because the final expenses benefit pays \$10,000 to them in the event you unfortunately passed away, uh, while this policy is in force. Welcome. With that. That's why that won't be, umm, yeah. Umm, otherwise, like, uh, good news is you've been fully approved, uh, with no changes made at all for the income protection cover.

[23 minutes 4 seconds][Customer] : Yep, Yep.

[23 minutes 16 seconds][Agent] : Umm, so for \$1000 monthly benefit amount, 90 days waiting period and one year benefit. It would be a fortnightly premium every two of \$5.64. OK.

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

[23 minutes 28 seconds][Agent] : It yes. Umm and so first of all is that seem all Co counseling for you.

[23 minutes 34 seconds][Customer] : Yep, that's cool.

[23 minutes 35 seconds][Agent] : Good day. And uh, is fortnightly fine for you every two weeks or do you prefer a monthly or annual figure instead?

[23 minutes 41 seconds][Customer] : I'll just do it annually.

[23 minutes 43 seconds][Agent] : Annually? Sure uh, because the reference for that titles to be on an annual basis would be \$146.64 on the year.

[23 minutes 51 seconds][Customer] : Yep.

[23 minutes 50 seconds][Agent] : OK, alright, easy as excuse me. Uh, so from here I'll just let you know how the premium works over time. Make sure you're fully informed of that and then we'll do the last steps to get this cover sorted out. Umm, just first of all, look your premium, your cost to insurance this steps, which means we'll generally increase each year of the age. And as an indication, if you want to say make no change to the policy and you kept the same umm parameters next year as what you have currently, the annual premium next year would be \$152.64 on the year.

[24 minutes 25 seconds][Customer] : None.

[24 minutes 24 seconds][Agent] : And you can also find the information about our premium restructuring website. I was, uh, from here, Luke, all it's have to do to get the cover on the way. Uh, we would note down the preferred method of payment and then we'd select the payment date in the future. That works best for you. So anytime within the next month, you can select the first payment date to be. It doesn't have to be straight away today. Uh, then I'll read you a declaration. You'll be covered from today.

[24 minutes 45 seconds][Customer] : Yep, in Liverpool.

[24 minutes 47 seconds][Agent] : All right, good day. So let's start with the preferred method of payment uh Luke, we can use the BSP and account number and arrange a direct debit from your account uh, or if you prefer to use a card instead, I can do that too. What's your preference?

[25 minutes 2 seconds][Customer] : Yep, Yep. Oh, you've had. Yes.

[25 minutes 4 seconds][Agent] : Yeah, easy take a moment if you need to get the card for me, uh gather it's a visa or MasterCard easy uh, and so for security purposes while obtaining your card details, the call recording will stop. It'll recommend after you collect your details.

[26 minutes 5 seconds][Customer] : The.

[26 minutes 8 seconds][Agent] : Uh, so look, please be advised the call recording has now resumed

for quality and monitoring purposes. Just the recording. I can confirm the name of the card was under your name, is that right?

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

[26 minutes 18 seconds][Agent] : Oh, excellent. Uh, Sir, just the payment date, when would you like the payments to start for the income protection then?

[26 minutes 26 seconds][Customer] : Alright, you'll do it. Yeah.

[26 minutes 28 seconds][Agent] : Yeah, just straight away as soon as possible. No problem.

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

[26 minutes 31 seconds][Agent] : We'll set the first payment date for today then it will likely just come out tomorrow morning though, Uh, but the cover will start from today still. OK, Uh, once I read to you this declaration, so, but these are the terms, conditions of the policy I read to you in full. There'll be a question in the middle, a couple more at the end. I'll just be clear, yes or no answer to each, Uh, and then once the policy is on the way, you'll be, uh, sent out your documentation. Just leave an e-mail that comes through at some point today. Uh, that way you can, umm, forward what you need to your employer, uh, and then also in the next, uh, two to five business days, you'll receive hard copies via the post.

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

[27 minutes 5 seconds][Agent] : OK, All right. Good man. Uh, so it reads here. Thank you. Luke Wardo, it is important you understand the following information. I'll ask you to address these terms in the end. And your policy will not be enforced unless you agree these terms in full. Real income protection is issued by Hannibal Life Free of Australia Ltd, who will refer to as Hannibal. How there is arranged with grants of financial services who might refer to as GFS trading as real insurance. The issue and arranges insurance on its behalf. How to relies upon the information provided. We assess the application that includes the information we initially collected from you to provide a quote.

[27 minutes 47 seconds][Customer] : None.

[27 minutes 40 seconds][Agent] : How about I said target market installation first price describes some consumers as practice design for uh, distribution practices are consistent with this

determination. You can send a copy on our website. And I need to remind you that you need to take reasonable care. You agreed too. Can you please confirm you've answered all that questions in accordance with your duty, yes or no?

[27 minutes 59 seconds][Customer] : Yes.

[28 minutes][Agent] : Good night. Looking forward, we may from time to time provide office to you by the communication method to provide to us in relation to our products and services by agreeing to declaration your consent to allow us to contact you first purpose and to opt out. You count out of this at any time by contacting us. The accepted cover provides the following insurance cover for Luke Woolner. A monthly insured amount of \$1000 with a waiting period of 90 days. A better period of 12 months. Monthly income available in the event of a claim maybe less than a monthly insured amount is. Your income benefit is limited to 70% of your average monthly income or any 12 can take in the months during the two years before you suffered your assailing sickness or injury. Income benefit can also be reduced if you receive other disability payments from other sources. There is a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place. By agreeing to this declaration, you agree to not send exclusions or learnings placed in your policy and you understand they'll remain in place for the Life policy.

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

[28 minutes 54 seconds][Agent] : You may request for these alternative terms reviewed anytime by calling us. Your cover expires on January 8th, 2004 at 12:00 AM. Your premium vacation of cover is \$146.64 per year. Your premium is a step premium, which means we calculated each policy anniversary that will generally increase each year, including your premiums now payable by Hanov and GFS are between 37% and 51% to cover costs.

[29 minutes 21 seconds][Customer] : None.

[29 minutes 18 seconds][Agent] : Your premium be debited from your credit card which authorized debit from have provided to us the policy implementation PDF and FSU would mail to you a providing e-mail address. Your policy documentation will also be emailed to you today should carefully consider these documents to ensure practice. To me, you would say that's a long period



when you may cancel your policy. The premium pay to be refunded in full unless you've lodge a claim. There are risks share replacing policies as a new policy may help out any code to existing e-mail. Uh, I recommend you don't cancel the existing policy until you have received and review our policy in full and finally have a complaints process, but you're not considered time by contacting us with details of that one line and the documentation we're sending you. Uh, so just two final questions here, Luke for wrap up. Uh, firstly, do you understand, agree with the declaration, yes or no? And would you like any other information about the insurance now or would you like me to read any part of the PDS to you?

[29 minutes 57 seconds][Customer] : Yep, yes, I know.

[30 minutes 8 seconds][Agent] : Yeah, no worries. In that case, umm, first I want to say thanks very much for choosing real insurance and appreciate you taking the time with me while you're even working, uh, to get that all sorted out. I'm glad we can get that done today. Umm, and yeah, once again, you'll receive your documentation by e-mail at some point shortly today. Also, you'll receive hard copies in the post in the next two to five business days.

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

[30 minutes 28 seconds][Agent] : OK, excellent. If there's anything else you need from us or any questions you have in the future, just feel free to call our support team, OK.

[30 minutes 36 seconds][Customer] : Yep. No worries.

[30 minutes 35 seconds][Agent] : All right, good day. Appreciate your time, mate. Were there any other final questions you have for me at this stage? All right, thank you. No problem, Luke. Take care. OK. Enjoy the rest of your day.

[30 minutes 42 seconds][Customer] : No, I did.

[30 minutes 48 seconds][Agent] : Thanks, mate. Bye.

[30 minutes 47 seconds][Customer] : I'm good.