

[3 seconds][Customer] : Hello.

[3 seconds][Agent] : Hey. Hey. Good morning, Kathy. It's Ethan calling from Real Insurance. I'm just following up on your funeral insurance inquiry I received over the weekend. Thanks for submitting that. Yeah, I just need to understand your insurance States and guide you through the process.

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

[15 seconds][Agent] : You can look at the options and costs, and you can let me know if it's a potential fit for yourself so I can do that for you.

[19 seconds][Customer] : OK.

[19 seconds][Agent] : Can I get you to confirm your full name and date of birth, please?

[23 seconds][Customer] : Yep. Kathy Joyce Stewart, Date of birth, second of the 9th, 1970.

[25 seconds][Agent] : Yeah, fantastic. Please don't. All our calls are recorded. Any advice? Providers general in nature may not be suitable to your situation. And can I confirm you are an Australian resident as well? Thanks.

[37 seconds][Customer] : Yes, that's correct.

[39 seconds][Agent] : Fantastic. All right, awesome. Yeah. Just so I can get a bit of a better understanding of your situation there. Kathy, what's, what's got you looking into funeral insurance recently? Umm, do you have something in place or are you completely new to it?

[50 seconds][Customer] : No, I'm completely new to it.

[53 seconds][Agent] : Yep. Yep. OK. Oh, no. OK.

[53 seconds][Customer] : I just, I just have, I ha, I'm single, I have two daughters and I just, you know, I had a friend that was caught in a, a stabbing incident and, and, you know, it kind of just kind of just made me think that if anything ever happened, how would my girls, you know, be able to cover the costs, etcetera.

[1 minutes 31 seconds][Agent] : Yeah, OK.

[1 minutes 30 seconds][Customer] : And so I've just been having a, a think and I know there are plans out there. Look, yeah, I, I don't know how to go about it. I don't know what to do.

[1 minutes 38 seconds][Agent] : Yeah, yeah. No, I understand 100%.

[1 minutes 44 seconds][Customer] : So, yeah, that's why I applied just to put my feelings out there just to see, you know.

[1 minutes 55 seconds][Agent] : OK, not a problem, Kathy. Well, I'm so sorry to hear about your friend. It's, it really is unfortunate moments like that in life that do put things into perspective for ourselves sometimes. But umm, yeah.

[1 minutes 54 seconds][Customer] : Yeah, yeah, yeah. Especially when he was not good.

[2 minutes 8 seconds][Agent] : But honestly, yeah. Oh yeah. Oh, are you Sir? OK, Yeah.

[2 minutes 10 seconds][Customer] : Like he's, he's really 50s and he was, he was trying to sell a car on marketplace and yeah.

[2 minutes 20 seconds][Agent] : Wow.

[2 minutes 19 seconds][Customer] : And the guy tried to hijack it and it's just, you know, it, it just brings things to realization of. And yeah. And I just, I just thought, oh, what is it? Yeah, yeah. That that's my reason.

[2 minutes 36 seconds][Agent] : Yeah, 100%. Well, thank you so much for sharing that. And honestly, it, that's what funeral cover is designed to do. It is to give you that Peace of Mind that your loved ones are gonna be financially protected of the cost of the funeral if something, yeah, completely something was to happen, something unexpected. So, yeah, that is what our cover is designed to do there. Uh, what I'll do, uh, running through the process and give you the, uh, main features and benefits so we can run through some pricing options together.

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

[3 minutes 6 seconds][Agent] : So our cover is designed to provide a cash benefit of up to \$15,000 to your loved ones when you pass away. They can use the funds not only for the funeral expenses, but any other final expenses at the time, something like unpaid bills. So you can nominate 5 beneficiaries, so you can nominate two daughters there to receive the nominated benefit amount. If death is due to an accident, then the charge and benefit will triple. And an accident would be something that's not like natural causes, so something similar to what might have happened to your friend. Yeah, uh, it's really easy to apply. There's no medical checks. If you're an Australian resident

age between 40 and 79, acceptance is guaranteed. Uh, just so you know as well, if you were to suffer an accidental serious injury such as quadriplegia or paraplegia before the policy anniversary following your 75th birthday, the benefit amount will also triple. And for the first four months, you'll be called for accidental death and accidental serious injury. Only after the first 12 months, you'll be coming for death due to any cause. In addition, uh, Kathy, there is a terminal illness benefit. Uh, so not going with this, never has to apply to yourself, but is there for that Peace of Mind. So after holding a policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner who will pay your claim in full while you are alive to help with things like expenses. OK, Now you can choose between \$3000 up to \$15,000. Uh, a couple of things to note here is your premiums are designed to stay the same as you get older.

[3 minutes 36 seconds][Customer] : Yeah, OK.

[4 minutes 32 seconds][Agent] : Uh, when you reach the age of 85, your premiums will cease. So cover still stays in place, but you just have nothing more to pay. Uh, on top of that, you will also automatically receive a 25% bonus cover, which will be applied to your benefit amount. Uh, you can also find information about our pre instruction on our website. Uh, Kathy, do you have any questions for me so far about anything?

[4 minutes 52 seconds][Customer] : No, I don't think so. I think I'm yeah, I think I'm OK.

[4 minutes 57 seconds][Agent] : OK all right no worries. Well, final benefit then we can get into the uh, the pricing together, so the cover also provides you with an early cash out option. So anytime after you reach 85 years of age, you can choose to end your cover and we'll pay you 75% of the full insurance benefit. OK uh now let's go through some pricing. As I mentioned, the level of cover ranges from 3000 up to \$15,000. Uh, what benefit amount would you like me to look at first? And I'm more than happy to provide as many different pricing options as you'd like. I can see here that you put in \$9000 online. We can just choose the starting spot.

[5 minutes 15 seconds][Customer] : Oh gosh, yeah, yeah.

[5 minutes 44 seconds][Agent] : Then we can go up or down just depending on, you know, what fits the budget.

[5 minutes 47 seconds][Customer] : OK, let's do that.

[5 minutes 51 seconds][Agent] : Yeah, yeah, of course.

[5 minutes 49 seconds][Customer] : Like I said, I really have no idea what you know, and I'm just looking into it like, I just wanna know what's available, what OP, you know, the options, etcetera. Yeah.

[5 minutes 58 seconds][Agent] : Yes, definitely, 100%. I think that's a great idea. OK, so for a \$9000 benefit amount, you're looking at a fortnightly premium of \$21.28. Do you feel that \$9000 would be enough to, you know, cover the cost of a funeral and protects your daughters if it were to happen?

[6 minutes 1 seconds][Customer] : So, OK, Well, umm, yeah, I'd probably not.

[6 minutes 29 seconds][Agent] : OK.

[6 minutes 31 seconds][Customer] : Maybe maybe.

[6 minutes 37 seconds][Agent] : Sure.

[6 minutes 45 seconds][Customer] : Hmm. What's the 15,000 mm?

[6 minutes 38 seconds][Agent] : So \$15,000 fortnightly premium of \$35.47 and keeping in mind when you do purchase the policy, it's looking in that price at the time of application. So even as you get older, it will still remain at the \$35.47.

[6 minutes 58 seconds][Customer] : OK. Yeah, OK.

[6 minutes 58 seconds][Agent] : It's not going to increase as you get older in terms of, you know, affordability. I know you're just starting to look into this at the moment, but did you have a an idea in mind of how much you wanted to, you know, put aside towards the your funeral insurance at all?

[7 minutes 14 seconds][Customer] : It was, it was around 30, between 30 to 40 a fortnight, Yeah.

[7 minutes 20 seconds][Agent] : OK, so \$15,000 is the, uh, the maximum benefit amount. Again, you get the, uh, the triple payout if it was, you know, an accidental death. So if, uh, that was, if something was to happen, umm, you would've passed away from an accident, Uh, the beneficiaries would receive \$45,000.

[7 minutes 37 seconds][Customer] : Yep.

[7 minutes 38 seconds][Agent] : Yep uh, on top of that, uh, you also received the, uh, real rewards,

uh, which is attached to the policy. So following your first policy anniversary date, we'll refund you 10% of the premiums you've paid in that time. I also received a free online legal bill. You got \$160.00 for each policy. So have you got a, have you got a will in place already Tucky?

[7 minutes 38 seconds][Customer] : OK, no, I'm getting that in place next week.

[8 minutes 2 seconds][Agent] : Oh, no worries. Have you?

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

[8 minutes 2 seconds][Agent] : So you've already umm, oh, OK, beautiful. Well, with this one, if you do, you wanna just if you're getting something already in place, that's fantastic, But if you do have a need to make changes, this one is gonna be sent to your e-mail. It's something that you can yeah use at any time site at \$160.00. It is fully legalized as well.

[8 minutes 20 seconds][Customer] : How much is it?

[8 minutes 18 seconds][Agent] : Super easy to get set up uh, so that one is gonna come free with uh, the policy, but it's valued at 160 dollars. Yeah yeah.

[8 minutes 27 seconds][Customer] : Oh, OK, so how do how do I do that?

[8 minutes 32 seconds][Agent] : So when? Oh OK, not a problem. Well, basically if you were to get this set up today, we'd send out that legal will kit to your e-mail address. It's going to send you a link to a website, get you to, you know, put in your details there and then super easy to get set up. It's fully legalized. Really, really easy. That one we, we hear back from our customers. That's correct.

[8 minutes 32 seconds][Customer] : Cos I've I've booked in with the solicitor next week and that's far and that's part of the, the the package.

[9 minutes 5 seconds][Agent] : That's part of the package. Yeah. You'll receive that for free. Yeah.

[9 minutes 6 seconds][Customer] : OK, OK.

[9 minutes 8 seconds][Agent] : Now keep in mind you may pay more in total premiums over the life of the policy than the benefit amount. So please be aware this insurance does not have a savings or investment element. So if you cancel outside of the 30 days, your couple will stop. You'll not receive anything back unless you're eligible for and choose the early cash back option. But Kathy, what I can do for you today is get you immediately covered over the phone and I'll send out the policy

documents for you to review. So you can have a sit down, have a chat with your daughters, let them know this is something that you're thinking about getting in place. The policy gives you a 30 day calling off. If you decide the policy is not suitable for you and cancel within the 30 days, you would receive a full refund of your premium.

[9 minutes 44 seconds][Customer] : OK. So what's upfront the payment upfront?

[9 minutes 41 seconds][Agent] : So once the claim has been made in that time, OK, so yeah, there's actually nothing to pay today. We can choose the collection, our first collection date that's suitable for you. A lot of people like to choose it when their when their payday rolls around. So yeah, we, we generally collect payment within the next 7 days, but we can choose it when it's most suitable for you. Are you happy to continue with this, Kathy?

[10 minutes 7 seconds][Customer] : What about going up like 20,000? What's that option?

[10 minutes 14 seconds][Agent] : Great question.

[10 minutes 19 seconds][Customer] : Right.

[10 minutes 15 seconds][Agent] : So \$15,000 is the maximum level of cover with real, if you were looking to get a higher benefit amount than that, you may have to yeah, get multiple policies across.

[10 minutes 27 seconds][Customer] : Oh no, that's alright. I just, I just didn't know if there was anything higher.

[10 minutes 28 seconds][Agent] : Yeah, different brands, Yeah, yes.

[10 minutes 37 seconds][Customer] : OK, let me re. Yeah.

[10 minutes 42 seconds][Agent] : Well, mm, hmm. Yep, Yep, Yep. Cooling off.

[10 minutes 44 seconds][Customer] : So what if you send me, if I Sign up today and you send me all the benefits etcetera or all the paperwork including the the legal will kit and then so I'll I'll have thoroughly have a look through that and I've got a 30 day yeah quote. Yeah, that's it.

[11 minutes 13 seconds][Agent] : That's correct. And we don't even have to collect payment until, yeah, we can push again. It's usually within the next 7 days. But we can do that according to your needs as well. That's completely up to you.

[11 minutes 23 seconds][Customer] : OK, OK. Yep.

[11 minutes 27 seconds][Agent] : What we'll do is we'll send it out to your e-mail address, but we can also send a critical copy to your address as well. I just need to grab your Yeah, just starting with the post code. It's going to pre fill in a bit of information for me. So can I 383 and was what was the suburb for that one? Andura. Perfect. Yep. And just the address line. Thanks, Kathy.

[11 minutes 37 seconds][Customer] : 3083 Bundoora, Vic 223200 and 23 Greenwood. All one word.

[11 minutes 53 seconds][Agent] : Yep, Greenwood Drive.

[11 minutes 57 seconds][Customer] : Greenwood Dr. Lundoa.

[12 minutes][Agent] : Fantastic. And that's the same for postal address. Yep. Alright, fantastic. OK, and I'll just grab an e-mail address where we'll send everything out to as well. Yep.

[12 minutes 2 seconds][Customer] : Yep, Yep.

[12 minutes 15 seconds][Agent] : Mm hmm.

[12 minutes 13 seconds][Customer] : Cath Cath joyjoy#4@hotmail.com.

[12 minutes 23 seconds][Agent] : No worries. Thanks for that, Kathy. All right, So were you happy to go with the \$15,000 and you're happy to continue? Yeah. All right. No worries. So what I'll do, Let's figure out what would be the best date for first collection for yourself.

[12 minutes 30 seconds][Customer] : Yes, yeah, hang on, I'm just having a look.

[12 minutes 48 seconds][Agent] : Yeah.

[12 minutes 44 seconds][Customer] : I won't select the payday because our account is occasionally, Yeah, pays us late.

[12 minutes 55 seconds][Agent] : All right. Yeah.

[12 minutes 54 seconds][Customer] : So how about so if I have a read through that the 9th, what about the 14th?

[13 minutes 13 seconds][Agent] : 14th, Yeah, that's perfect.

[13 minutes 14 seconds][Customer] : That'll give plenty of leeway that in case it's late.

[13 minutes 19 seconds][Agent] : Yep. All right. Sounds good. And for payment method, would that be direct debit or credit card, debit, savings or check?

[13 minutes 26 seconds][Customer] : No direct debit check.

[13 minutes 31 seconds][Agent] : Check, not a problem, just for the recording purposes. You're happy to continue with this, Kathy? Yep. Alright, no worries. Uh, so check account, just grab the BSB number. Thanks.

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

[13 minutes 44 seconds][Agent] : Yep, no worries.

[13 minutes 43 seconds][Customer] : Hang on, you call me.

[13 minutes 46 seconds][Agent] : That's OK.

[13 minutes 48 seconds][Customer] : I know it, but I always like to double check it in case.

[13 minutes 51 seconds][Agent] : Oh yeah no, I, I'm the exact same. I've got multiple accounts and sometimes I've messed up giving the wrong BSB and then a different account number because I was really confused.

[13 minutes 55 seconds][Customer] : Yeah, that number here.

[14 minutes 3 seconds][Agent] : Yep. Mm hmm. OK, that's with Westpac.

[14 minutes 1 seconds][Customer] : So 733053 yes.

[14 minutes 10 seconds][Agent] : Yep. OK, account number. Thanks.

[14 minutes 12 seconds][Customer] : 667376 Yep.

[14 minutes 17 seconds][Agent] : So 667376 cool. And the account name Kathy Chase.

[14 minutes 23 seconds][Customer] : Is Kathy J Stuart Ste.

[14 minutes 28 seconds][Agent] : Yep.

[14 minutes 27 seconds][Customer] : Yep, Kathy with AC.

[14 minutes 30 seconds][Agent] : All right, fantastic. So, yeah, just confirming a few details before we, uh, sign this off. So I will send the e-mail address to castsojustcastjoy4@hotmail.com, OK.

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

[14 minutes 46 seconds][Agent] : And the physical documents, Sorry, I can't, uh, let's have a look. Yeah. And we'll send the physical documents to the address that you, umm, provided, uh, just earlier as well. Cool. Uh, So what I'll do now is just read you a declaration. I'll ask your agreement at the end and then, uh, yeah, everything gets sent out to you.



[15 minutes 6 seconds][Customer] : OK.

[15 minutes 5 seconds][Agent] : OK All right. So thank you Kathy Stewart. It is important you understand the following information. I'll ask for your agreement to these terms to the end. Your policy will not be enforced unless you agree to these terms in full. Real funeral cover is issued by Hanover Life where you've lost relations limited who referred to as Hanover. Hanover has an arrangement with Greenstone Financial Services, uh, trading as real insurance issue and arranges insurance on this behalf. Uh, your answers to the application questions and any related documents form the basis of your contract of insurance and Hanover relies upon the accuracy of the information you provided when assessing your application. Hanover has set a target market determination for this product, which describes the type of consumers this product is designed for. Our distribution practices are consistent with its determination. If you are, and you can obtain a copy on our website, we collect your personal information to provide insurance issue covering other related services. We'll share this with your insurer and they share it with other restaurant service providers for the purpose of administering a 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 agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of the same time by contacting us. You have agreed to take out a single real funeral cover with the following cover. Kathy Stewart is covered for \$15,000 in the event of death. In the case where death is accidental or he's suffering a defined accidental serious injury, the benefit amount will triple. Covers accidental death only for the 1st 12 months of cover, with death by any cause or diagnosis of a terminal illness covered thereafter.

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

[16 minutes 30 seconds][Agent] : Accidental serious injury cover for each life insured under age 75 starts immediately and ends on the policy anniversary following the life insured. 75th OK. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the chosen benefit amount to take out. If you take up this early cash out option, you will no longer have the right to claim under the policy for that life Insured policy is an

insurance policy does not have a savings or investment component. You can end your cover at any time by contacting us. Stop paying your premiums. You may end your cover, but we'll give you notes before doing so.

[17 minutes 6 seconds][Customer] : None.

[17 minutes 2 seconds][Agent] : If cover ends prior to age 85, no benefit is payable and there's no refund of premiums after the calling off. If cover continues beyond the age 85, the life insured will receive an additional 25% bonus cover from that day. You will not be required to pay any further premiums. Bonus cover is not payable. The early cash out options be taken out. Cover for each life insured ends on the day prior to their 100th birthday. We'll pay the funeral benefit and bonus cover for the life insured at this point. Your premium. Your total premium for the first year of cover is \$35.47 per fortnight. The premiums are level, which means they are designed to stay consistent year on year will only change if you alter the cover or the insurer adjusted premium rates applying to your policy. The insurer can only make a change if it's applied consistently across all policyholders. You may pay more in premiums than the benefit amount over the life of the policy put in your premiums is the amount payable to real insurance between 34 percent 54% calculated level basis over the of the policy. The premiums will be debited from your nominated bank account, the name of Kathy J Stewart, which you're authorized to debit from and have provided to us.

[18 minutes 3 seconds][Customer] : None.

[18 minutes][Agent] : We provide written communication to you by the e-mail address you provided to us and this will include any legal notices we are required to provide you in writing. If you prefer to receive the these notices only via mail, you can update your communication preference at any time. The policy documentation, PDS and FSU will be mailed to you and if you've provided us with an e-mail address, your policy documentation will also be emailed to you today should carefully consider these documents to ensure the products meets your needs. You have a 30 day calling off. When you may cancel your policy and any premiums you may have paid will be refunded in full unless you've lodged a pay uh, there.

[18 minutes 38 seconds][Customer] : None.

[18 minutes 31 seconds][Agent] : There are risks associated with replacing policies, so your new policy may not be identical to your existing cover or recommend that you do not cancel your exist any existing policy until you've received and reviewed that policy in full. We have the complaints process, which you can access at any time by contacting contacting us. Full details are available online and then the documentation we're sending you. Kathy, do you understand and agree with the declaration?

[18 minutes 52 seconds][Customer] : Yep, Yep.

[18 minutes 53 seconds][Agent] : Yep. Would you like any other information? Would you like me to read any part of the PDS to you?

[18 minutes 58 seconds][Customer] : No, I think that's yeah, I'll have a look through it.

[19 minutes 1 seconds][Agent] : Yep.

[19 minutes 3 seconds][Customer] : Yeah. But I think that's covered most of it.

[19 minutes 2 seconds][Agent] : Sounds fantastic. So yeah, that e-mail with all the information that we've discussed today, I will be sent to you shortly. The physical documents should hopefully be sent out today and arrive to you later this week as well. Usually up to five business days for that one.

[19 minutes 16 seconds][Customer] : Yeah, Yeah. Yeah.

[19 minutes 21 seconds][Agent] : Yeah. Have a sit down, have a reason with your daughters. Yeah. See how everything goes. Yeah. Thank you so much.

[19 minutes 26 seconds][Customer] : OK. Thank you.

[19 minutes 27 seconds][Agent] : And, and welcome to Real Insurance and really appreciate your time today.

[19 minutes 31 seconds][Customer] : Thanks a lot. Thanks for your help.

[19 minutes 33 seconds][Agent] : No worries, Kathy. I hope you have a lovely day.

[19 minutes 35 seconds][Customer] : Thank you. Bye.

[19 minutes 37 seconds][Agent] : Bye.