

[3 seconds][Agent] : Hi Denise, good afternoon. This is AJ calling back from Real Insurance. Just a reason for my call is to help you again with your income protection cover. Just so I can assist you, can I get you to confirm just your full name and date of birth please?

[2 seconds][Customer] : Hello, Yeah, it's me. We need only problem on that one.

[20 seconds][Agent] : Thank you. And your date of birth please Vineet. Perfect. And also just confirming that you are a male and an Australian resident, is that right?

[22 seconds][Customer] : 07/03/1986 yeah.

[32 seconds][Agent] : Awesome, Thank you. Just please call is recorded. Any advice I provide is general nature may not be suitable to your situation and we need, we spoke just briefly initially and you're up to your annual pre tax income. Have you managed to find out what your annual pre tax income is?

[46 seconds][Customer] : Oh, yeah, yeah, yeah. Hang on a moment.

[48 seconds][Agent] : Yeah, yeah.

[50 seconds][Customer] : It's it's coming 65,155.

[1 minutes][Agent] : Thank you, Denise, and also just want to confirm, uh, have you had a cigarette in the last 12 months?

[1 minutes 8 seconds][Customer] : Pardon me.

[1 minutes 9 seconds][Agent] : Uh, have you had a cigarette in the last 12 months?

[1 minutes 11 seconds][Customer] : No, no.

[1 minutes 12 seconds][Agent] : Oh, OK. So basically your duties that you answered first earlier and your income, you can select anywhere from \$1000 up to the maximum of \$3800. So this is the amount that we would pay you per month if you're unable to work due to a disabling sickness or injury and you suffer loss of income. So when you look at your specific bills and living expenses that you're required per month, how much do you feel would be a suitable amount that you'd like to list as a benefit amount?

[1 minutes 43 seconds][Customer] : So what was the maximum available?

[1 minutes 45 seconds][Agent] : The maximum would be then \$3800.

[1 minutes 49 seconds][Customer] : It's per month, right?

[1 minutes 49 seconds][Agent] : OK, per month. Yeah, that's fine.

[1 minutes 55 seconds][Customer] : Yeah.

[1 minutes 51 seconds][Agent] : In the event of a claim, that's what we would pay you per month and beneath.

[1 minutes 56 seconds][Customer] : But actually I think the annual income it's, I couldn't go through that properly. Like I, I, I don't think that it is my maximum amount which I received last year. So what if, if there is a difference in this year?

[2 minutes 16 seconds][Agent] : Yeah, you can certainly review it. So that's not a problem. You can just give us a ring apply to have your policy reviewed at that time, definitely.

[2 minutes 10 seconds][Customer] : So can we review the insurance or it will be, it's going to be the same forever, yeah. Yeah, I think so.

[2 minutes 23 seconds][Agent] : So based of your last, let's say last two years of income as your occupation is 6, uh, well, last year based of last year's annual income before taxes is a 65,155 current your gross before tax.

[2 minutes 39 seconds][Customer] : I just had a look, but I think it's more than that. I don't know. I don't predict.

[2 minutes 44 seconds][Agent] : So the hmm, so we're looking at your gross.

[2 minutes 45 seconds][Customer] : So it should be there in my. Yeah, it should be there in my cats. You know it might go up, right?

[2 minutes 52 seconds][Agent] : Umm, correct, only if you're like, if you have pay slips every every fortnight or monthly, you can check like for that your July and you're looking at July pay slip. It should tell you what you've paid, uh, what you've been paid as a gross. Yeah, yeah, of course.

[3 minutes 5 seconds][Customer] : But yeah, OK, alright, just a moment if we can just oh, today until today, right?

[3 minutes 13 seconds][Agent] : So looking at we based off the annual income before tax. So if you're gonna look at, you know, last year July, that should give you your your enough enough yearly

income for last year last financial year.

[3 minutes 25 seconds][Customer] : Yeah. Hang on a moment. Just hold on a minute.

[3 minutes 28 seconds][Agent] : Yep, Yep.

[3 minutes 58 seconds][Customer] : So I should, umm, I should look for this order slip of last July or no?

[4 minutes 6 seconds][Agent] : Yeah, yeah. And your last financial year statement would be around in July or end of July?

[4 minutes 56 seconds][Customer] : Yeah, that's fine. I think. I think that should be fine. I'll just ring you back in case if I find an exact, you know, amount.

[5 minutes 4 seconds][Agent] : Yes, OK, so you have to send us to leave your annual income before tax is 65,155 for the moment.

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

[5 minutes 12 seconds][Agent] : OK, beautiful. Now the next two options that you need to select for your income protection policy. There beneath is your waiting period and the benefit. In your policy. I'll explain what these are. The waiting period basically is the non payment period that you must wait before the income benefit is payable after the insured event. You can choose 30 days or 90 days.

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

[5 minutes 33 seconds][Agent] : Umm now please be. Please keep in mind that the income benefit is paid monthly in arrears. This means if you choose a 30 day waiting period, your first payment would be 60 days after you were first eligible to claim. OK, so which waiting period would you like to select for you? 30 days or 90 days? Just keep in mind 90 days is cheaper as it has a longer waiting period. OK, umm.

[5 minutes 56 seconds][Customer] : How cheaper is it? I mean if I choose 30, suppose if I just 10 and suppose if I choose 90 and how much difference it can cost?

[6 minutes 4 seconds][Agent] : I can show you, yeah, definitely. So I just have to show that I can only show the difference in price at the end of the application because I know we'll give you the final terms and then we can change that and show you the difference. But for now, which one did you

feel would be the best situation for your your current lifestyle? 30 days or 90 days?

[6 minutes 19 seconds][Customer] : Oh, and then, oh, yeah, that's fine. Nothing to do. Still keep it up. Ready.

[6 minutes 26 seconds][Agent] : 30 days, OK, so if you like, for example, if people have like, you know, sick leave, annual leave that they can use in that time of their savings or a partner that can support them, the 90 option is or another option there available. Umm, you know, again, if you feel like that you don't have that the 30 days, there's something that you can go for. Obviously it's up to you at the end of the day, but I'll leave it at 30. If you wanna change it to look at 90 at the end, I'll show you the difference.

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

[6 minutes 48 seconds][Agent] : OK, Umm. Now the benefit. Is the maximum amount of time that you that we will pay the income benefits for anyone injury or illness for you that you can choose six months, one year, two years or five years. Which benefit.

[7 minutes 7 seconds][Customer] : I will keep that as maximum possible.

[7 minutes 3 seconds][Agent] : Would you like me to to show you one, to quote you, I'm sorry, five year cover. Sure.

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

[7 minutes 12 seconds][Agent] : Five year benefit.

[7 minutes 12 seconds][Customer] : That means I'll get that benefit.

[7 minutes 20 seconds][Agent] : To a maximum of five years.

[7 minutes 14 seconds][Customer] : I'll get that payment If something happens to me, then you'll get the payment for three, three years, 05 years, right? Yeah.

[7 minutes 23 seconds][Agent] : Maximum of five years until, you know, if you go back to work, then the payments stop, obviously. OK.

[7 minutes 28 seconds][Customer] : Oh yeah, of course, yeah.

[7 minutes 29 seconds][Agent] : Yeah, yeah. Now I'll show you this indicative quote for you that we have now. Then we can take you through the health and master questions and check if you're

eligible. We'll just see if it's in your price range and then we can move forward. So with the monthly benefit amount of the maximum available of \$3800, with the waiting period of 30 days and a benefit period of five years, \$4.00 premium is \$74.56 a fortnight.

[7 minutes 59 seconds][Customer] : Oh, 74 per fortnight.

[8 minutes 2 seconds][Agent] : Correct, Sir? Yep, \$74.56 per fortnight for the the options you've selected there. If you've got 90 days, for example, I'll show you the difference. That one will be \$49.79 a fortnight.

[8 minutes 13 seconds][Customer] : Yep, yeah, that's too cheaper than that's way better than that previous one.

[8 minutes 24 seconds][Agent] : Then obviously if you adjust the five years to let's say 2 years and 90 days, then it comes even more cheaper to \$31.82 a fortnight.

[8 minutes 34 seconds][Customer] : How much it comes comes to if it is three years?

[8 minutes 38 seconds][Agent] : So 90 days and two years is \$31.82 a fortnight.

[8 minutes 44 seconds][Customer] : And that's just a \$10 difference than this previous quote. I believe so. Oh yeah, suppose I think because I usually take away salary in a month approximately almost 5 to \$6000 usually. So the figure which I have given is not a correct I believe because after tax I take away home take home almost \$6000 in a month, you know.

[9 minutes 5 seconds][Agent] : Yeah, OK, Yeah, yeah, OK. Yeah. So you, you, you'll definitely be, you know, earning more than annually based with that. Umm, so you're not able to look at your July pay slips.

[9 minutes 20 seconds][Customer] : So yeah, July 2024, July first look, right?

[9 minutes 36 seconds][Agent] : Correct, Yeah. So that should show you your gross of your last financial years, how much you've paid in gross amounts in the last financial year, which will give you the total before tax.

[9 minutes 47 seconds][Customer] : Yeah, I just went through the my go up, but it's not giving it correct figure I believe.

[9 minutes 54 seconds][Agent] : So would you say, you know after tax you're earning about \$8000 a

month? So before tax, sorry, before tax about \$8000 a month. So you said 6000.

[9 minutes 52 seconds][Customer] : So I'll just yeah, 3 after times I'm mining almost yeah, \$66,000. Yeah.

[10 minutes 10 seconds][Agent] : Yes, I'm talking about before test.

[10 minutes 11 seconds][Customer] : So the gross 100 would be around Yeah, I think almost 8000.

[10 minutes 19 seconds][Agent] : OK.

[10 minutes 18 seconds][Customer] : Yeah, because I work more hours. I mean, I work more than 100 hours a whole night. Mm Hmm.

[10 minutes 19 seconds][Agent] : So, OK, so do you wanna do you wanna again you can adjust the monthly, the annual income before tax with me. Now which one would you like to leave it at 90,000 or 95,000? What are you comfortable with? What do you feel comfortable with? What are you 95,000?

[10 minutes 36 seconds][Customer] : We'll just put up 95,000, I believe, yeah.

[10 minutes 40 seconds][Agent] : Sure not a problems. So based on that then you can now choose anywhere from \$1000 up to the maximum of \$5541.00 of monthly benefit amounts Sir.

[10 minutes 52 seconds][Customer] : OK. That's the amount which we are going to get. There won't be any deduction in that, right.

[10 minutes 57 seconds][Agent] : Correct. Yeah.

[11 minutes][Customer] : OK.

[10 minutes 58 seconds][Agent] : So we pay that to you directly in the event of a claim per month. Yeah. So there's no 2-3 year benefit. There's one year. So sorry, there's six months, one year, two years or five years.

[11 minutes 1 seconds][Customer] : If you keep it three years, OK. If you keep it 90 days and two years and how much comes it comes with comes as.

[11 minutes 16 seconds][Agent] : And you have the maximum monthly benefit amount. Yeah. So that would be \$46.41 a fortnight.

[11 minutes 25 seconds][Customer] : OK. Yeah, that that should do.

[11 minutes 34 seconds][Agent] : Five years, then it comes up to 70. Check that. So it's \$72.61 a fortnight.

[11 minutes 31 seconds][Customer] : And what if it is five years and 90 days?

[11 minutes 45 seconds][Agent] : Yeah, 90 days, yeah.

[11 minutes 46 seconds][Customer] : OK. So that will be including any terminal illness also in case and accidents and what are the including and inclusions and exclusions in this? Mm, hmm. Mm hmm.

[12 minutes][Agent] : So as I said, uh, on a previous call, so the cover, it covers you if you're unable to work due to a disabling sickness or injury and you suffer a loss of income, OK? Umm, the policy, once we go to the application will tell you what your exclusions are, what's added, what exclusions added on to your policy. Uh, there are some exclusions that applies outline already in the PDS for you, which which we send out to you, so you can review that as well.

[12 minutes 25 seconds][Customer] : Yeah.

[12 minutes 25 seconds][Agent] : OK, Uh, what we'll do.

[12 minutes 26 seconds][Customer] : So that will be do.

[12 minutes 35 seconds][Agent] : Yeah, definitely.

[12 minutes 29 seconds][Customer] : Is there any chance that I can get that PDF before I go ahead with the insurance or it will be yeah. So, yeah. So I'm, I'm happy with this.

[12 minutes 47 seconds][Agent] : Yeah.

[12 minutes 40 seconds][Customer] : Five years, 90 days, five years, that with the maximum benefit of 35,000, whatever what I leave.

[12 minutes 47 seconds][Agent] : So also 5500 and 4190 days and five years of I was a fortnight with a premium \$72.61 a fortnight. Yeah, it comes with the cash back as well. So keep in mind after the first policy anniversary date, we also refund you 10%. So you get back \$188.78 as well, OK. And, and the policy included in the policy, you also get a rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you pass away to assist your family with funeral expenses as well. OK, What we need to do, Vineeth, is we'll go to the next set of questions

which will determine the final terms and conditions and the price of the policy as well. As I've only just given you an indicative quote, it may change that price. So we'll see how you go with these questions.

[12 minutes 55 seconds][Customer] : Yeah, yeah, yeah, yeah, yes.

[13 minutes 33 seconds][Agent] : Now I just need to update some of your details, uh, such as the address. What is your post code please in Vic and which suburb or town do you reside in and your address there, please? Thank you. And is your home address the same as your postal address? Thank you. I'm going to read out a quick statement for you now, which is called a pre underwriting disclosure statement. We read this out just before we take you through these questions. It just reads here. Please be aware all calls are recorded for quality and monitoring purposes. Any advice I provide is general nature may not be suitable to your situation. We collect your personal information to provide insurance quotes issued cover another 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. UH, Privacy Policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy.

[13 minutes 42 seconds][Customer] : 3189 Moorabbin Unit 2/1/63 Robins Rd., ROWANS Yep, Yep.

[14 minutes 44 seconds][Agent] : But proceeding. You understand you're applying to purchase an income protection policy, and as such, you have a duty to take reasonable care to not make any misrepresentations. This means that you need to ensure that you understand each question I ask you and that you provide honest, accurate and complete answers. You need to answer each question in full, even if you have provided some information to us in any earlier 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 to cancel your policy, decline a claim, or make adjustments to the terms and conditions of your policy. Do you understand and agree to your duty? Just a clear yes or no, please.

[15 minutes 1 seconds][Customer] : Yeah, yes.

[15 minutes 24 seconds][Agent] : Thank you, Vineet. So the first question is a COVID question. It just reads here. 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? The next one is are you a citizen or a permanent resident of Australia or a citizen of New Zealand currently residing in Australia?

[15 minutes 40 seconds][Customer] : No, I'm a permanent resident of New Zealand, currently a tax, currently a taxpaying resident of Australia.

[15 minutes 58 seconds][Agent] : Beautiful. Yeah. So you're a citizen of New Zealand, currently residing in Australia, Correct?

[16 minutes 1 seconds][Customer] : No, I'm a permanent resident of New Zealand.

[16 minutes 8 seconds][Agent] : Hmm. Mm.

[16 minutes 6 seconds][Customer] : I'm a permanent resident of New Zealand, citizen of India. Currently residing in on 4461 visa with work flights.

[16 minutes 17 seconds][Agent] : OK.

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

[16 minutes 18 seconds][Agent] : So you're not a citizen of New Zealand, You're a permanent resident of New Zealand.

[16 minutes 21 seconds][Customer] : Yep.

[16 minutes 22 seconds][Agent] : Yeah. OK. So we can leave that as a no then for you and it's easier. Do you hold the current visa that entitles you to reside in Australia? And you've been in Australia for more than six months, right?

[16 minutes 29 seconds][Customer] : Yep, Yep, of course.

[16 minutes 34 seconds][Agent] : And your visa allows you to work here, right?

[16 minutes 36 seconds][Customer] : Yep.

[16 minutes 36 seconds][Agent] : Yeah. Yeah, that's fine. Then next question. Next question, Sir, is have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following stroke or heart conditions, such as but not limited to palpitations, heart murmur, heart attack, and angina? Yes or no? Uh, lung disorder excluding asthma, sleep apnea or pneumonia, cancer, leukemia or Melanoma, excluding other skin cancer, hepatitis or any

disorder of the liver, Anxiety, depression or stress requiring medical treatment, or any other mental health disorder. Thank you. Next one, have you been diagnosed with or sorry? Have you been diagnosed with a terminal illness, motor neuron disease, any form of dementia, including Alzheimer's disease, or being told by a doctor that you have a condition that will reduce your life expectancy?

[16 minutes 56 seconds][Customer] : No, no, no, no, no, no, no, no. Nothing.

[17 minutes 39 seconds][Agent] : Thank you. In the last 10 years, have you used illegal drugs, abused prescription medication, or received treatment or counseling for drug or alcohol consumption?

[17 minutes 48 seconds][Customer] : No, never.

[17 minutes 49 seconds][Agent] : And next section is in relation to your height and weight. Please be aware that I'm required to obtain a confident single figure measurement for each in order to continue with the application. The system does not allow me to enter any approximate figures, words, or height and weight ranges. What is your exact height in centimeters? All feet and inches please. Thank you. So 5 feet, 11 inches. And what is your exact weight in kilograms, pounds or stones?

[18 minutes 7 seconds][Customer] : 5 feet 11, 92 kilograms at the moment.

[18 minutes 18 seconds][Agent] : Thank you. And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months?

[18 minutes 25 seconds][Customer] : No, never.

[18 minutes 26 seconds][Agent] : Thank you. Next one is sorry. One moment. Does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? And are you a employed or be self-employed?

[18 minutes 41 seconds][Customer] : No, I'm employed.

[18 minutes 53 seconds][Agent] : And have you been in your current occupation for at least 12 months?

[18 minutes 59 seconds][Customer] : Oh, Yep.

[19 minutes][Agent] : And do you intend to change your current occupation in the next 12 months?

Uh, so I'll leave it as a no then. OK.

[19 minutes 6 seconds][Customer] : Umm, not at the moment, no.

[19 minutes 10 seconds][Agent] : Next one is do you have a second occupation that generates a taxable income?

[19 minutes 17 seconds][Customer] : No, The same condition. But I work for different companies. Is that OK?

[19 minutes 21 seconds][Agent] : That's fine. So we're talking about second occupation, so another occupation. Thank you. Next one is have you ever had, sorry, have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration? And to the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS?

[19 minutes 24 seconds][Customer] : No, no, no, no, no.

[19 minutes 45 seconds][Agent] : And do you have different plans to travel or reside outside of Australia such as booked or will be booking travel within the next 12 months?

[19 minutes 54 seconds][Customer] : No bad. Nothing.

[19 minutes 57 seconds][Agent] : Thank you. That's OK. Next one, Do you have existing income protection cover? And next one. Is have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following diabetes, raised blood sugar, impaired glucose tolerance, or impaired fasting glucose?

[20 minutes 1 seconds][Customer] : No, no, no, not yet.

[20 minutes 23 seconds][Agent] : OK, I'll leave that as a no. Next one is chest pain, high cholesterol or high blood pressure. Next one, tumor, mole or cyst, including skin cancer or sunspots. And have you ever had an abnormal PSA test or an enlarged prostate?

[20 minutes 30 seconds][Customer] : No, no, no, no, no, not yet.

[20 minutes 45 seconds][Agent] : Next, one Thyroid condition or neurological symptoms such as dizziness or fainting. Disorder of the stomach, bowel, gallbladder or pancreas.

[20 minutes 50 seconds][Customer] : No, no, nothing.

[20 minutes 58 seconds][Agent] : Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Bladder or urinary tract disorder. Kidney disorder, blood disorder or disease.

[21 minutes 4 seconds][Customer] : No, no, no, no, nothing.

[21 minutes 17 seconds][Agent] : Sleep apnea or asthma, excluding childhood asthma.

[21 minutes 22 seconds][Customer] : No, Never.

[21 minutes 23 seconds][Agent] : Back or neck pain or disorder.

[21 minutes 26 seconds][Customer] : No.

[21 minutes 27 seconds][Agent] : Arthritis, chronic pain, gout, repetitive strain injury, clinic fatigue syndrome or fibromyalgia.

[21 minutes 36 seconds][Customer] : No, not yet.

[21 minutes 38 seconds][Agent] : The next one. Joint or muscle pain. Ligament injuries, including replacement or reconstructive surgery.

[21 minutes 45 seconds][Customer] : No, Nothing yet.

[21 minutes 47 seconds][Agent] : Osteoporosis or osteopenia.

[21 minutes 50 seconds][Customer] : No, No blast. No. Nothing yet.

[21 minutes 51 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses, nothing. Thank you. The next one is so this is at the time of application. So you don't need to say not yet because it's only at the time of application that we ask you. OK.

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

[22 minutes 9 seconds][Agent] : OK, Thank you. So the next one is other than what you have already told me about. In the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy? Other than what you have already told me about, are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks?

[22 minutes 31 seconds][Customer] : No, I'm not. Nothing at the moment.

[22 minutes 44 seconds][Agent] : Thank you. Next one, other than what you have already told me

about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury?

[22 minutes 56 seconds][Customer] : Not recently, anyways.

[23 minutes][Agent] : So this is saying have you ever during your working career required?

[22 minutes 58 seconds][Customer] : In two years for sickness, for more than two weeks.

[23 minutes 8 seconds][Agent] : So this is saying other than what you have already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury?

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

[23 minutes 20 seconds][Agent] : Thank you. Next question is, to the best of your knowledge, have any of your immediate family, living or deceased ever been diagnosed with polycystic kidney disease, Huntington's disease or familial adenomatous polyposis? And to the best of your knowledge, have any of your immediate family and suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

[23 minutes 36 seconds][Customer] : No, no.

[23 minutes 52 seconds][Agent] : And the last question beneath is, other than the one off the events gift certificate or vouchers, do you engage in or intend to engage in any of the following aviation other than as a fair paying passenger on a recognized airline, motor racing, parachuting, mountaineering up sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity? OK, that was your last question beneath and thank you so much for answering this questions for me. Based of your response now I have an outcome for you. So congratulations that needed. Your application for your income protection policy has been approved with the below terms. The only exclusion that has been applied due to your disclosure of your residency question is it's easy. It is, it's easy. Sorry. It is hereby understood and agreed that cover will cease under this policy if the life insured ceases to reside in Australia.

[24 minutes 15 seconds][Customer] : No, that means if I leave Australia, Discover will be seized.

[24 minutes 45 seconds][Agent] : OK, That's the only exclusion that's gonna do that, correct? Yeah.

If you move to another country and you live in another country, this policy doesn't protect you. Yeah. Yeah. OK. Umm. So do you understand that exclusion? Sorry again. OK, wonderful. So there's no. The good news is there hasn't been any price changes, so the prices I've given you are still the same.

[24 minutes 56 seconds][Customer] : Oh yeah, yeah, yeah.

[25 minutes 10 seconds][Agent] : So the monthly benefit of men you've chosen of \$5541.00, the waiting period of 90 days and the benefit period of five years is still at \$72.61 per fortnight. Now in terms of the premium and how it the premiums work as you get older, I'll give you an example as well. So your premium with this policy is stepped, which means it will generally increase each year as you age. As an indication, if you make no changes to the policy, your premium next year will be \$73.57 per fortnight. Sir.

[25 minutes 45 seconds][Customer] : OK.

[25 minutes 46 seconds][Agent] : OK. You can also find information about a premium structure on our website, but do you understand that? Do you have any questions that you'd like to ask me on that one?

[25 minutes 56 seconds][Customer] : No, that should be fine.

[25 minutes 58 seconds][Agent] : OK, beautiful. Now we'll send you the, the information to you, which will include APDS. Umm, we can send you the PDS is on a website. You can actually download that yourself, but uh, I'll, I will send it out to you with your quote and PDS for you today.

[25 minutes 57 seconds][Customer] : Yeah, yes, please.

[26 minutes 13 seconds][Agent] : Uh, alternatively, even if we have another option, normally, if our clients are approved for covered, we can immediately provide the protection for you today without you having to pay anything today. Basically, we nominate a payment date and a payment method on your first payment that you choose. You also get a 30 day calling off. As well so you can receive the e-mail today. Review that with the PDS while you're covered. Review the hard copy once that arrives as well while you're covered, and make that informed decision from home if something happens in that meantime and you suffer an accident or an illness.

[26 minutes 42 seconds][Customer] : Yeah, that's right, because I'll just go through the PDF and details and things and please make it in that way. Like I'll receive the details of my insurance at the moment and I'll just review it and I'll get back to you with the first payment date and things. Is that alright?

[27 minutes][Agent] : Of course. Yeah, that's fine.

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

[27 minutes 1 seconds][Agent] : So as I said, we can send you the quote and the PDS for you, which allow you to review just the the general information that we've discussed today. The other option is that we can provide you with your personalized policy documents and provide you with the cover. Yeah, because if you don't have any cover, we can provide that to you without having to pay anything. And you can review it while you're in short with us as well. If you change your mind after reviewing it, it's as simple as calling back and applying to change your policy over and applying to cancel. If you apply cancel, you get a full refund back as well. So that option is available for you because you're approved for the policy you need.

[27 minutes 20 seconds][Customer] : Yep, sure. Thank you.

[27 minutes 33 seconds][Agent] : Would that option be something that you're happy with at the moment?

[27 minutes 36 seconds][Customer] : Yeah, thanks for that.

[27 minutes 39 seconds][Agent] : You're happy to proceed with that?

[27 minutes 40 seconds][Customer] : Yep.

[27 minutes 41 seconds][Agent] : OK, so you can choose a date you can nominate as well and a payment method with me as well. You can choose any date generally in the next 30 days. So the payment date for your policy you need. What date would you like to select?

[27 minutes 55 seconds][Customer] : I could keep deciding they are coming Tuesday. Coming Wednesday.

[28 minutes 1 seconds][Agent] : Wednesday. OK, give me one SEC. Wednesday. That works hard to be. I'll just check the date for you here. That's the 8th of January. And as a payment method you

can, it's set up to the directive so you can link it up to a Visa, MasterCard or BSP account number.

[28 minutes 14 seconds][Customer] : Yep, better to with the card.

[28 minutes 23 seconds][Agent] : What payment method would you like to also nominate Sir A card.

OK, so it's easier for security purposes while obtaining your card details, the call recording will S stop and we'll recommend after we have collected your details. So our calls are recording.

[29 minutes 21 seconds][Customer] : The. The.

[29 minutes 57 seconds][Agent] : Lovely, this did successfully so just now. Please advise that the call recording has now resumed for quality and monitoring purposes. And I just want to confirm your e-mail is v.m.vinwthv.m@gmail.com.

[30 minutes 10 seconds][Customer] : Yep, yes, that's correct.

[30 minutes 20 seconds][Agent] : OK, So you get that once this is accepted on your behalf, umm, you get an e-mail confirming your policy today. The hard copy will be sent to your address as well to Unit 2/163 Rollins Rd. the Rubin Victoria 3189. And I just want to reconfirm your phone number. That's 0456682188.

[30 minutes 34 seconds][Customer] : Yep, that's correct.

[30 minutes 41 seconds][Agent] : OK, I've got it. Now read out a declaration for you, Vineet. The declaration will include a question in the middle and two questions at the very end. But I'll get you to accept ASA answer for me.

[30 minutes 52 seconds][Customer] : Mm, hmm.

[30 minutes 52 seconds][Agent] : And then at the end I'll provide you with your policy number and my contact number for you as well.

[30 minutes 57 seconds][Customer] : Yeah.

[30 minutes 56 seconds][Agent] : OK, so it just reads here. Thank you, Mr. Vineet Belly Prandel Madhavan, it is important you understand the following information. I'll ask your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full.

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

[31 minutes 11 seconds][Agent] : Real Income protection is issued by Hanover Life Free of



Australasia Limited, whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS Trading as Real Insurance, to issue and arrange this insurance on his behalf. Hanover relies upon the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote. 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 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, Yes or no? Thank you. We may from time to time provide offers to you via the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you consent to allow us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us.

[32 minutes 4 seconds][Customer] : Yes, Yep.

[32 minutes 21 seconds][Agent] : Also, the accepted cover provides the following insurance cover so vineeth valid from Bill Madhavan. A monthly insured amount of \$5541.00 with a waiting period of 90 days and a benefit period of 60 months. The monthly income benefit payable in the event of a claim may be less than the monthly insured amount as your income benefit is limited to 70% of your average monthly income over any 12 consecutive months during the two years before you suffered your disabling sickness or injury. Your 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.

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

[33 minutes 5 seconds][Agent] : In addition to the standard exclusions contained within the PDS, the following exclusions apply so beneath. Uh valid prumble modern income protection benefit. It is hereby understood and agreed that cover will cease under this policy if the life insured ceases to reside in Australia. By agreeing to this declaration, you agree to any non standard exclusions or loadings placed on your policy and you understand they will remain in place for the right of the

policy. You may request for any of these alternative terms to be reviewed at any time by calling us. Your cover expires on January 8th, 2052 at 12:00 AM. Your premium for your first year of cover is \$72.61 per fortnight. Your premium is a stepped premium, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable by handover 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 that are provided to us. The policy documentation, PDS and FSG will be mailed to you and if you have provided us 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 cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There are risks associated with replacing policies as your new policy may not be identical to existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a complaints process which you can access at any time by calling us, uh, sorry by contacting us. Full details are available online and in the documentation we are sending you. Uh, just got two questions to ask you now, but just before I do that, just to read out these two benefits again. So remember included in your policy is a rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you pass away to assist with funeral and, uh, the final expense. OK.

[35 minutes 9 seconds][Customer] : Yeah, yes.

[35 minutes 7 seconds][Agent] : And do you understand those two benefits on your policy as well, the beneficiaries for your policy?

[35 minutes 14 seconds][Customer] : And how I'll be able to add them into my policy online or on?

[35 minutes 22 seconds][Agent] : So you will get beneficiary forms sent to you once the policy is in place.

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

[35 minutes 27 seconds][Agent] : Umm, and you'll also get, uh, the option to actually give us a ring and apply to do it over the phone as well if you wish. So the beneficiaries, you can just give us a

ring. Well, you know, when you're ready, umm, I'll give you my number now after this and you can just give us a number, a ring Monday to Friday, 8:00 AM to 8:00 PM NSW time. And our customer support agents will be happy to add that beneficiary for you, Sir.

[35 minutes 43 seconds][Customer] : Yep, sure. Thanks for that.

[35 minutes 48 seconds][Agent] : OK, you're welcome. Umm, you can also find information about our premium structure on our website as also just keep that in mind. But I'll hop back into the declaration. I just need to confirm are you happy to proceed? Yes or no?

[36 minutes][Customer] : Yes, please.

[36 minutes 1 seconds][Agent] : And the two questions now it says, do you understand and agree with the declaration? Yes or no?

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

[36 minutes 7 seconds][Agent] : And last question is, would you like any other information about the insurance now or would you like me to read any part of the PDS to you? Yes or no? OK, so I'll accept that for you there beneath. Now become obviously starts today with your first payment you've chosen for the 8th of January and that's when that extra time starts as well for you. You get the cash back after the first policy anniversary date as well of \$188.78 as well.

[36 minutes 15 seconds][Customer] : No, OK. That, that's the only one time cash back, right.

[36 minutes 32 seconds][Agent] : OK, as a thank you for being with us for a whole yeah one time. Yeah, after the first policy anniversary date only.

[36 minutes 39 seconds][Customer] : Yeah, of course. No worries. Yeah.

[36 minutes 39 seconds][Agent] : OK, I'll give you the policy number for you now beneath. Umm, bear with me, one tick. So I've got the contact number for you first. Do you want to write this down the contact number?

[36 minutes 56 seconds][Customer] : Please hang on a moment. Yep.

[36 minutes 57 seconds][Agent] : Yeah, beautiful. So your contact number is sorry. My contact number is 13 hundred 385792.

[37 minutes 14 seconds][Customer] : Yep.

[37 minutes 14 seconds][Agent] : Just put in a note that we're available Monday to Friday, 8:00 AM to 8:00 PM NSW time, which is the same times for you.

[37 minutes 22 seconds][Customer] : Monday to Friday, 8 to 5. Yep.

[37 minutes 21 seconds][Agent] : OK, Eight to eight, 8:00 AM to 8:00 PM. Yep. Now your policy number for your income protection policy is 722. Yeah, Policy number 722 001239.

[37 minutes 32 seconds][Customer] : Policy number 722 722001239, is that correct?

[37 minutes 48 seconds][Agent] : Correct. That's right. OK, that's all done for you now. Your documents will be with you shortly.

[37 minutes 49 seconds][Customer] : Yeah, yeah.

[37 minutes 52 seconds][Agent] : Again, your e-mail shortly within 10 to 15 minutes, that will include that PDS as I mentioned as well. So you can review that and the hard copy. So the e-mail copy will include your policy documents, PDS, FSG and, and the hard copy will include your policy documents and your beneficiary forms as well. OK. And we review that. Make sure you're happy with the cover there, Vineet. And if you have any questions, give me a bell back and I'll be happy to help you. Uh, while I have you on the phone, was there anything else I can do for you today as well? Vineet?

[38 minutes 22 seconds][Customer] : That's all. Thank you so much, mate, for your time.

[38 minutes 24 seconds][Agent] : OK, thank you, Vineet.

[38 minutes 25 seconds][Customer] : Appreciate that.

[38 minutes 25 seconds][Agent] : My name again is AJ from real insurance. Please don't call is recorded. Any advice that providers general with nature may not be suitable to your situation? You have a great New Year, Vineet, and you take care. OK.

[38 minutes 25 seconds][Customer] : Yeah, thank you. You too. Bye. Bye. Bye.

[38 minutes 36 seconds][Agent] : Thank you, Sir. OK, bye, bye.