

[2 seconds][Customer] : Hello, Manny.

[3 seconds][Agent] : Good morning. It's Jane calling from One Choice Insurance Company. How are you today?

[8 seconds][Customer] : I'm fine, thank you.

[9 seconds][Agent] : Oh, that's nice to hear Mammy. Thank you for the enquiry. You're looking at some life insurance with us. I see.

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

[17 seconds][Agent] : Perfect. OK, what we'll do is I'll have a look and make sure firstly that your details are correct in the system and we'll get a a price going for you, give you an idea how it all works as well.

[28 seconds][Customer] : OK.

[27 seconds][Agent] : OK, thank you. So I have got first name Manicilla, so I have to pronounce your first name and OK to call you Mani. Is that OK?

[35 seconds][Customer] : Yeah, Yeah, No worries.

[38 seconds][Agent] : Beautiful love.

[39 seconds][Customer] : Did you do?

[39 seconds][Agent] : Ah lovely, thank you. And then your surname is VA Val. Is it Valet? Valet.

[46 seconds][Customer] : Yeah, Just go on.

[46 seconds][Agent] : Alright lovely. And then just finally 6th of the 9th, 1973, your date of birth. And then you are indeed a male New Zealand President and currently residing in New Zealand.

[52 seconds][Customer] : Yes, Yep.

[59 seconds][Agent] : Lovely. Thank you. Manny, my name is Jane. You're very welcome. Of course, I just also want to let you know the calls are recorded. Any advice I provide is limited to the products we offer and assist. You need to make a decision of whether they're suitable for needs. We do not consider your personal circumstances. Thank you. And so Manny, do you currently have an insurance in place or no? OK. And you did look with us before I see a couple of years back you've.

[1 minutes 18 seconds][Customer] : No, yes, yes.

[1 minutes 26 seconds][Agent] : Yeah, a couple of years, yeah. And so did you just. That's OK. And so did you just kind of not really get around to getting anything or you couldn't find something suitable or what was your feeling on it all?

[1 minutes 37 seconds][Customer] : No, I'm not, I'm, I'm not. I to be honest, I didn't come up with anything. When I when I look at that, I was nothing was pop up and then I was thinking of her.

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

[1 minutes 48 seconds][Customer] : Yeah, yeah.

[1 minutes 49 seconds][Agent] : Just like a reminder for you. Yeah, fair enough. And so, Molly, do you have like a family? You'd be leaving this to your family or loved ones or children or.

[2 minutes 2 seconds][Customer] : No, no, I'm the one I'm doing now. It's only for myself now.

[2 minutes 6 seconds][Agent] : OK, fair enough.

[2 minutes 7 seconds][Customer] : Yeah, Yeah.

[2 minutes 8 seconds][Agent] : But you know who you'd leave it to? Yes, you'd be leaving your beneficiaries because you can have up to five beneficiaries and they're the ones that receive the money if you pass away.

[2 minutes 17 seconds][Customer] : OK.

[2 minutes 17 seconds][Agent] : So you choose who it is, of course. OK. And you know, the money gets paid out in a lump sum to them. So one of these really, it's a series of questions that I ask you about your health and your lifestyle, and that does determine whether or not you're eligible. So we'll have a look at some of those as well.

[2 minutes 19 seconds][Customer] : Oh, yeah, OK.

[2 minutes 32 seconds][Agent] : And Manny, have you had a cigarette in the last 12 months?

[2 minutes 37 seconds][Customer] : No.

[2 minutes 38 seconds][Agent] : Nice. So you can look at the minimum of 100,000. That's the lowest that you can go for. The highest that you can go up to is let's have a look all the way up to \$1,000,000. Starting at 100,000 goes up in 50,000, all the way up to 1,000,000. So how much would you like to have a quote on? How much would you need? Yeah.

[2 minutes 58 seconds][Customer] : I just need to what is the thing, the quotations, anything if I can spend a monthly, if I can spend on my insurance roughly and then for you guys to figure out whether it's necessary, but I'm looking for for 200 to 250 monthly.

[3 minutes 21 seconds][Agent] : OK. Alright, let's have a look for you. So we'll start at. Let's see. So you've got to spare on your budget about 200 to 250,000. Oh, sorry, 200, two \$150.00. So let's have a look and that's per month. Let's be able to spare. So if we were to look at \$600,000 every month, it would be indicatively \$203.86 per month. That's for 600,000. OK, let's just have a look to see what the full million is just to see.

[3 minutes 34 seconds][Customer] : Yeah, that's it.

[3 minutes 54 seconds][Agent] : OK, Just to see what the full. Alright, now that's a bit, that's more, that's why over. That's over 2300.

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

[4 minutes][Agent] : Let's see if we were to look at 700,000 per month, it would be \$235.62 a month particularly that's for 700,000. And so money like do you have a mortgage or anything like that or?

[4 minutes 17 seconds][Customer] : No, at at this time, this is one of my questions. You are. That's why I'm trying to see what is the necessary thing for me because I'm looking to have a, a home mortgage and then this is one of the the requirement.

[4 minutes 31 seconds][Agent] : Right. Yes, Exac, yes, I yes, I was gonna, I was gonna say sometimes that can happen.

[4 minutes 38 seconds][Customer] : Yeah.

[4 minutes 37 seconds][Agent] : Yeah, but they may require that for you. So what do you think? Do you think 700,000? I mean that's under 250 a month or do you want to look at a bit more or you want to look at a bit less? How much do you think would be good for you?

[4 minutes 51 seconds][Customer] : I'm yeah, the one, the seven it will be fine.

[4 minutes 56 seconds][Agent] : OK.

[4 minutes 55 seconds][Customer] : But because of the I need to to, I haven't, to be honest, I'm not working out. I haven't worked it out for how much if I do a a a mortgage and how much is it cost?

[5 minutes 15 seconds][Agent] : OK, mortgage free. Go get a mortgage.

[5 minutes 7 seconds][Customer] : So I just need a a for me to work it out now before I do my, my, my, my mortgage so that I can so that I can to the the scenario for the markets.

[5 minutes 18 seconds][Agent] : Yeah, yeah, yeah. Well, if you go in for an appointment, at least you're armed with all the information you need and at least you, you know, you you have what you need. And so that's the thing, though, about better mortgage. And do they require you to have a life insurance to have one in place? Yeah. Yeah, I thought so.

[5 minutes 41 seconds][Customer] : Yes, yes, most of them they are require the just I think that's what they pay or whatever they they are security things.

[5 minutes 50 seconds][Agent] : Yeah, I thought so. Well, if we sit at the 700,000, we can have a look at that for now. I mean, the next step is to go through the application questions with you to see what your eligibility is. Because even though, you know, we give you a price in the beginning, it's not really set in stone. You know, it doesn't really, it's not the actual outcome yet because you have to go through the application questions just to see what your actual eligibility is.

[6 minutes 16 seconds][Customer] : Yeah, yeah, there's no worries.

[6 minutes 16 seconds][Agent] : OK and and that will give you a bit of a firmer idea on what direction to move forward.

[6 minutes 17 seconds][Customer] : Yeah, OK. Yeah, that is it, yeah.

[6 minutes 23 seconds][Agent] : OK, so we'll sit at 700,000. Let's go through the questions and see how they go. The very first thing that I'm gonna do is I'm just gonna read you a short paragraph first. This paragraph, we call it a pre underwriting disclosure. It's just a little bit of information firstly and then I'll go into those questions and this paragraph just reads. Please beware, our calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and they share with other service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information allowed to complaints about breaches of privacy. I also need to inform you about your duty of disclosure before

you enter into a life insurance contract. You have a legal duty to provide to us for the information you know or could reasonably be expected to know, which may affect our decision to ensure you know what terms you do not need to tell us things that we already know. I should know as an insurer, which reduces the risk. We insure you have this duty until the time we enter into the contract. If you fail to disclose the matter or you make a false statement and answer to our questions, we may be able to decline a claim and pose your conditions in your policy. Avoid your policy entirely. Just a yes answer or a no answer. Thank you. Do you understand this? Thank you. So, Manny, the first question is about a residence question. All questions, you only have to give a yes answer or a no answer, that's all.

[7 minutes 44 seconds][Customer] : Yeah, sure.

[7 minutes 53 seconds][Agent] : And then the very, yeah, that's all that's required from you. It's very easy, very straightforward. Now the very first question is are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand?

[8 minutes 10 seconds][Customer] : Thank you.

[8 minutes 12 seconds][Agent] : Perfect poppy. Yes Sir. Next to the section we call this pre qualifying medical history. So the first part of it reads, have you ever had symptoms of being diagnosed with or treated for or intends to seek medical advice for any of the following? And the first one is stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. Nice lung disorder excluding asthma, sleep apnea or pneumonia, cancer or leukemia, excluding skin cancer, kidney disorder, hepatitis or any disorder of the liver. Anxiety depression is less requiring medical treatment or any other mental health disorder.

[8 minutes 41 seconds][Customer] : No, no, no, no, no, no, no.

[9 minutes 11 seconds][Agent] : Have you been diagnosed with or currently undergoing testing for or has the doctor advised you to be tested for motor neuron disease or any form of dementia including Alzheimer's disease? Next section money is about your height and your weight. And with this one I'm required to obtain a confidence single bigger measurement for each in order to continue the application in the system. It doesn't allow me to enter any approximate various words or height to

weight ranges. So what is your exact height? Yeah.

[9 minutes 22 seconds][Customer] : No, I 1.99496 yeah, 995.

[9 minutes 47 seconds][Agent] : So 1.95 or is it 1.96, 95? So that's 195 centimetres. What is your exact weight? What would you be right now?

[9 minutes 58 seconds][Customer] : So just between 100 and 102, 100.

[10 minutes 7 seconds][Agent] : OK, perfect. 100 KGS. So we have 195 centimetres in height and we have 100 KGS in weight, is that correct?

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

[10 minutes 15 seconds][Agent] : Thank you Manny and have you experienced any unexplained weight loss of more than 5 kilos in the last 12 months? OK, next section. This little one here is about your job and it reads. Does your work require you to go underground? Work at heights above 20 meters, dive to depths below 40 meters, use explosives or travel to areas experiencing war or civil unrest, or work offshore to the best of your knowledge. Are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Do you have definite plans to travel or reside outside of New Zealand? Now that is that you've booked it or you will be booking travel within the next 12 months.

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

[11 minutes 7 seconds][Agent] : And if you could do go away, Manny, it is a cover that you will be covered worldwide. So if you were away and something happened to you, you will be covered. We'll cover you. OK, OK. Now the next one is do you have existing life insurance policies with other life insurance companies with a combined total sum short of more than \$5,000,000?

[11 minutes 19 seconds][Customer] : OK, no.

[11 minutes 31 seconds][Agent] : Next section is your OC is your medical history in the first part reads Have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following and the first one is diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure, tumor, mole or cyst, including skin cancer, sunspots or Melanoma. Have you ever had an abnormal PSA

test or an enlarged prostate? Thyroid condition or neurological symptoms such as dizziness or fainting disorder Are the stomach, bowel, gallbladder or pancreas. Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis?

[11 minutes 54 seconds][Customer] : Well, no, no, no, no, no, no.

[12 minutes 34 seconds][Agent] : Any illegal drug use, abuse or prescription medication or received medical advice or counseling for alcohol consumption. Sorry, sorry, I missed that one. Yes or no? OK, Bladder or urinary tract disorder, Blood disorder or disease, sleep apnea or asthma, excluding childhood asthma.

[12 minutes 43 seconds][Customer] : No, no, no, no.

[13 minutes 2 seconds][Agent] : Next little section is about the past three years only. And so that's all you have to think of and it reads 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?

[13 minutes 35 seconds][Customer] : No, no.

[13 minutes 40 seconds][Agent] : Are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks And next? One is a family history. And the family history is to the best of your knowledge, have any of your immediate family. That's gonna mean your mom, your dad, your brothers, your sisters, only now either they are living or they are deceased. Ever been diagnosed with polycystic kidney disease, Huntington's disease or familial at the market Polyposis? To the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other registry disease prior to age 60? And last question is now other than one off events like 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, mountain earring, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity?

[14 minutes 27 seconds][Customer] : No, no.

[14 minutes 59 seconds][Agent] : Oh, thank you. And that's Manny. That's all the questions done. So thanks for being so patient. And it reads, are you satisfied and happy with the answers that you provided? Accepting them will now log the application for you. You're happy with you're happy with all those answers that you answered. Beautiful. Now, Manny, congratulations is in order because we have approved you so well done. You've got approval for your life insurance. So this is how it works. The policy, it'll cover you for death due to any cause except suicide in the 1st 13 months. OK, there's a terminally ill advanced payment included in the cover. So if you were diagnosed with 12 months or less to live by medical practitioner, we'll pay the claim out to you. Whole amount of money will go to you in full. OK, you get the whole lot your beneficiaries, so whoever you want to have to receive this money, we call them the beneficiary, they can come to us and they can request an advanced payout of \$10,000. They need some help with your funeral cost, they can request that. Now please be aware that your premium is stepped, which means that we generally increase each year. In addition, this policy now they have has what's called it's called automatic indexation. Now, what that means is each year your benefit amount, which is the amount that you're insured for, it will increase by 5% with associated increases in premium. But you can opt out of this indexation each year if you want to, OK? So in other words, the amount that you're insured for it will grow each year. You'll get more each year, increase by 5% with associated increases in premium, but you can opt out of it each year if you want to, OK, So you have an option to watch it grow if you need more over the years, but you don't have to, OK. You cannot pay out of each year now for \$700,000, and that's to insure your life. So that's 700,000. You got approval, so well done. And then the monthly premium did not change. It stayed the same, \$235.62 per month.

[17 minutes 17 seconds][Customer] : OK.

[17 minutes 18 seconds][Agent] : OK, now I know you're looking eventually that you wanna have a mortgage and of course you got approval now, which is awesome, awesome use for you if you're happy. What we can do is I could get it activated for you right away and I'll send your policy documents for you to have a nice look at on the review. And The thing is with this as well that you can take your time because you have got what's called a 30 day cooling off. If you decide that it's



not suitable for you, you can cancel it within that 30 days and you'll receive a full refund of your premium unless the claim has been made. Sound good? Good. And also you don't have to have a payment coming out today. So you pick a day when you want the first payment to come out on in the month and it'll be every month after that on that date. So you know, it doesn't have to be today, it'll be further down the track. OK, So what day in the month would you like your first payment to come out on?

[17 minutes 55 seconds][Customer] : Yeah, that'd be good. I'm reset the front.

[18 minutes 20 seconds][Agent] : Twenty of every month?

[18 minutes 19 seconds][Customer] : Yeah, every month, yeah.

[18 minutes 23 seconds][Agent] : Yeah, that's fine. So the 20th is going to be Monday and it'll be then every month after that on the 20th. OK, perfect. Now, would you like to use an account number, ma'am, or do you want to use a debit Visa MasterCard?

[18 minutes 36 seconds][Customer] : I have the the account number.

[18 minutes 40 seconds][Agent] : Yeah, Yep, that's fine. Now I'm just going to ask you a couple of questions on your own account, and the first one is with your own account. Do you have authority to operate this bank account alone? The next one is do you need to jointly authorize debits on your own account?

[18 minutes 55 seconds][Customer] : Yes, yes, this is my business account.

[19 minutes 5 seconds][Agent] : So do you need to get permission of anyone else to use this account or you can use it on your own and it's on your own. You can use it, You don't. Do you need permission to use it from anyone else? OK, Are you happy to set up a direct debit authority for one choice, which is this company with Pinnacle Life as the initiator in the last nine months on the account you are providing? And are you happy to set up a direct debit authority without signing a form?

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

[19 minutes 37 seconds][Agent] : And then you agreed. This authority is subject to the terms and conditions relating to the bank account provided and the specific direct debit terms and conditions

that relate to this authority. You will authorize your bank to allow Pinnacle Life, who is the initiator for One Choice, to direct debit this account in accordance with your terms and conditions. And whenever you're ready, Manny, you can read out your account number. Take your time. Yep. Mm. Hmm. Yep. Yep. Yep. Yep, Yep, Yep.

[20 minutes 30 seconds][Customer] : The account number 1/2 30 57 000702000 Yes.

[20 minutes 55 seconds][Agent] : OK, so 123057000702000 ASB bank and the name of the L Yeah, go ahead. OK, so I'll get you to spell that for me. So Casa, is it? OK, Sorry. Yeah, yeah, yeah. Oh, Cassia Kassia. Yep. OK. And what's after that?

[21 minutes 5 seconds][Customer] : The the name of the the name of the The Casa EA Services Limited KA S AIA yeah, yeah, that's kind of limited.

[21 minutes 35 seconds][Agent] : Services Limited. Yeah.

[21 minutes 40 seconds][Customer] : Yeah, that's it.

[21 minutes 41 seconds][Agent] : So KAS for Sam AIA services Limited and that's a your a business account. That's your own account.

[21 minutes 46 seconds][Customer] : Yeah, yeah, yeah.

[21 minutes 48 seconds][Agent] : Yeah, perfect. And I'm going to just check your e-mail. So it's mannynownaunowa20@gmail.com.

[21 minutes 58 seconds][Customer] : Yeah, just the one.

[21 minutes 59 seconds][Agent] : OK, perfect. And let me also just check that you've got the same address because I have got a home address here. And then the home address that I've got is is 37 Stuart Rd. Mount Albert, Auckland, 10 TWE 1025.

[22 minutes 10 seconds][Customer] : Yeah, Yeah.

[22 minutes 12 seconds][Agent] : Yeah, OK. Now I'm going to read your declaration. I'm going to send all your documents to your home address and your e-mail as well. I'm going to send you money, my number, it will come along. Also if you need anything, you can call anytime and the beneficiary beneficiaries form will be attached as well. So fill that out and get that back. And it reads. Thank you Manny Sila of Vallevalle.

[22 minutes 27 seconds][Customer] : OK, OK.

[22 minutes 37 seconds][Agent] : It is important you understand the following information. I will ask for your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One Choice Life Insurance is issued by Pinnacle Life Insurance Limited whom I will refer to as Pinnacle. Pinnacle has an agreement with Greensill Financial Services and there's Limited whom I referred to as GFS to issue an arranges insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have provided to you is limited to assisting you to make a decision about whether One Choice Life Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances. When providing this advice, we've not considered your specific financial needs or goals, or considered any other insurance products or services. We have verified that you understand the cover and that you considered that the premiums are affordable. We will send you a copy of our Financial Advice Disclosure Statement which sets out more information which can assist you to decide whether to act on any advice we provide. 1 short question and it reads. Can you please confirm that you understand and agree to this? Just yes or no? Thank you, Manny. Your answer to the application questions and any related documents form the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure? Yes or no?

[23 minutes 43 seconds][Customer] : Yes, yes.

[24 minutes 6 seconds][Agent] : Thanks Money. By agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of this at any time they're contacting us. The accepted cover pays a lump sum benefit amount of Manicilla Valley. Valley receive \$700,000 in the event of life insurance, then if it's not paid in the event of suicide in the 1st 13 months of the policy. Your total premium for the first year of cover is \$235.62 per month. Your premium is set, which means it will be calculated each policy anniversary, but generally increases the age. Your sum insured will also increase automatically by 5% each year and you can opt out of

this because in your premium is an amount payable to GFS of between 24% and 71% of each premium. Your premium will be deducted in accordance with the authority you have provided to us and best is ratio pinnacle with AB plus financial strength good and triple B minus issue a credit rating with an outlook of stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation will be mailed to you and if you have provided us with an e-mail address, we'll also be emailed to you today. You should carefully consider these documents to ensure the product meets your needs. You have a 30 day cutting off. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you've lodged a claim. And two short questions. The first question, Manny, is do you understand and agree with the declaration, yes or no?

[25 minutes 31 seconds][Customer] : Yeah.

[25 minutes 32 seconds][Agent] : Thanks, Manny. And last question is now, would you like any other information now or would you like me to read any part of the policy documents to you?

[25 minutes 43 seconds][Customer] : No, no, thank you.

[25 minutes 45 seconds][Agent] : OK, awesome. So I'll just check your phone number, make sure that's correct as well. And I have that here. And then as I said, I'll send all your documents, your home address, and also to your e-mail address. And if of course you need anything in the future, you just give a call. You'll have that number there. So the phone number I have for you is 02108566977. Beautiful, beautiful. Now Manny, there you go. We have some insurance set up for you now. All the very best with your mortgage and everything that moving forward. Congratulations. Thank you for joining our company. Is there anything else that I can help you with at all today?

[26 minutes 35 seconds][Customer] : Yeah.

[26 minutes 36 seconds][Agent] : Yes, yeah. e-mail. Yeah, and also home address as well. OK. Alright Manny. Well, you have a wonderful day and all the best for the future.

[26 minutes 36 seconds][Customer] : Thank you very much for the help.

[26 minutes 47 seconds][Agent] : My very, very pleasure. Absolute pleasure. Have a great day, Manny.

[26 minutes 52 seconds][Customer] : Bye. Bye.

[26 minutes 51 seconds][Agent] : OK, thank you. You. Bye bye.