

[5 seconds][Agent] : Hi there. Leslie, it's long here calling back from one choice. How are you going today?

[12 seconds][Customer] : I'm doing well. How are you?

[14 seconds][Agent] : Good, that's good to hear. Now Leslie, we previously had a chat there just in regards to our life insurance.

[22 seconds][Customer] : Yes.

[23 seconds][Agent] : I was just calling back to assist you further along with the cover as well as just answering any questions that you may have there as well. OK.

[30 seconds][Customer] : I did send an e-mail back just asking for a comparison on if we dropped the cover to 500 and included a severe illness accelerator.

[40 seconds][Agent] : OK. Yeah, we can look into that there for you. OK. So we'll go through that one there together. So Leslie, just because this is a new call, can I just get you to confirm your your surname and date of birth for me, please?

[42 seconds][Customer] : Yeah, sure.

[54 seconds][Agent] : Yep. Lovely. Thank you. And then can I confirm once again, you are a female New Zealand resident currently residing in New Zealand.

[53 seconds][Customer] : It's open and the date of birth is 02/02 seven 3 Yes.

[1 minutes 6 seconds][Agent] : Yep. Awesome. And I'll just mention here that all calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We cannot consider your personal circumstances.

[1 minutes 18 seconds][Customer] : Yeah, that's cool.

[1 minutes 20 seconds][Agent] : OK, awesome.

[1 minutes 32 seconds][Customer] : Yeah. Yeah, to 500.

[1 minutes 23 seconds][Agent] : So with that being said, so you wanted to look at dropping the level of cover down, so we quoted you for 600,000 was you're looking at dropping that down to 500?

[1 minutes 39 seconds][Customer] : And then I just wanted, Yeah. And then I wondered what the additional cost would be for a severe illness accelerator.

[1 minutes 47 seconds][Agent] : Yeah, OK, bear with me. Let's look into that one there. OK, I'll I'll quickly have to explain what our serious illness he offers you.

[2 minutes 1 seconds][Customer] : OK. Yeah.

[2 minutes][Agent] : OK, so so without serious illness cover that pays a lump sum benefit if you were to suffer an insured event covered under this policy, now the funds can be used in any way you see fit to assist in any rehabilitation costs or as an income replacement as you are recovering. OK, Now the insured events under this policy are heart attack, cancer, stroke, or if you were to undergo coronary bypass surgery.

[2 minutes 31 seconds][Customer] : OK.

[2 minutes 31 seconds][Agent] : Each of these events are defined within the policy and each claim is assessed against these definitions. OK, so I'll let you know.

[2 minutes 48 seconds][Customer] : OK.

[2 minutes 40 seconds][Agent] : You can apply for coverage anywhere from \$50,000 up to the lesser of \$250,000 or 50% of your chosen life insurance benefit.

[2 minutes 52 seconds][Customer] : Bye. OK, OK.

[2 minutes 52 seconds][Agent] : OK, Now just to give you an idea of let's say for example, if we would have put \$100,000 of serious illness cover, you would be paying an additional \$30.35 per fortnight on top of your original benefit announce for the life insurance. So let's look at this together here. So for five Hu, Yep, Yep.

[3 minutes 18 seconds][Customer] : Yeah, let's do the 501st and see if that is.

[3 minutes 22 seconds][Agent] : So for \$500,000 of life insurance, you would be looking at paying a premium of \$103.56 per fortnight.

[3 minutes 21 seconds][Customer] : Yeah, OK, OK.

[3 minutes 33 seconds][Agent] : OK, Now, Yep. And if you were looking, Yep, Yep, and Yep.

[3 minutes 39 seconds][Customer] : And then the extra 30, what is the dollars for the 100K?

[3 minutes 43 seconds][Agent] : And if you were, yeah, if you're looking at 100K for serious illness, that would be an additional \$30.35, OK. So in total, you'd be looking at paying a premium of \$133.91

per fortnight.

[3 minutes 47 seconds][Customer] : Yeah, OK, OK. I'm happy with that and we can go ahead.

[4 minutes][Agent] : OK, Yeah, awesome.

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

[4 minutes 3 seconds][Agent] : OK, so bear with me. Now, I do need to let you know that there are exclusions on the policy.

[4 minutes 12 seconds][Customer] : OK. Mm. Hmm.

[4 minutes 11 seconds][Agent] : So any insured events that become apparent before or during the first three months of the serious illness option commencing will not be covered. Full details of all exclusions are set out in your policy document. OK.

[4 minutes 20 seconds][Customer] : OK, OK.

[4 minutes 25 seconds][Agent] : Now please be, please also be aware that any payment made under serious illness cover reduces the available life insurance benefit amount.

[4 minutes 33 seconds][Customer] : Yeah, Yeah. No, I know that. That's cool.

[4 minutes 34 seconds][Agent] : Now if you also purchase, yeah, yeah. And if you also purchase total and permanent disability cover, the TPD benefit will amount will also reduce when you have a successful serious illness claim. But so there's no TPD. We just looked at the serious illness benefit. Are you happy for me to add this optional cover to your quote there? Yes.

[4 minutes 50 seconds][Customer] : No, Yes, yes, you can go ahead with that.

[4 minutes 57 seconds][Agent] : OK, awesome. Now once again you were fully approved.

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

[5 minutes 2 seconds][Agent] : OK, so congratulations. I'll let I'll just quickly let you know once again what you'll be covered for. So you'll be covered for death due to any cause except suicide in the 1st 13 months.

[5 minutes 17 seconds][Customer] : Yep.

[5 minutes 18 seconds][Agent] : Now in addition, there is a terminally ill advanced payment included in the cover. So what that means? So yeah, there is a terminally ill advanced payment included in

the cover. So if you were diagnosed with 12 months or less to live by a medical practitioner, then we will pay your claim there in full. OK.

[5 minutes 37 seconds][Customer] : Yeah, OK.

[5 minutes 38 seconds][Agent] : That claim that could be used to go towards some medical costs just to help ensure you do receive the best care possible. Your beneficiaries will still be able to request a funeral advance payout of \$10,000. Now, please be aware that your premium is stepped, which means it will generally increase each year.

[5 minutes 51 seconds][Customer] : Yep, Yep.

[5 minutes 58 seconds][Agent] : Now in addition, this policy has automatic indexation, which means each year your benefit amount will increase by 5% with associated increases in premium and you can opt out of this indexation each year there as well.

[6 minutes 13 seconds][Customer] : OK. Mm. Hmm.

[6 minutes 13 seconds][Agent] : OK alright, lovely. So with that being said once again, so just to confirm, \$500,000 of life insurance, \$100,000 for serious illness, which comes to a total premium of \$133.91 per fortnight. Now what we can do here is we can get you immediately covered over the phone today. In that case, I'll send you out all your policy documents for you to review there in your own time as well. OK, now this policy here gives you a 30 day cooling off. Where if you decided that this policy is not suitable for you and you cancel within the 30 days, then you will receive a full refund of your premium unless a claim has been made there. OK, lovely. So Leslie, I've got your e-mail that was once again lizzoplanned@gmail.com, correct?

[6 minutes 32 seconds][Customer] : Yes, OK, OK, OK, correct.

[7 minutes 7 seconds][Agent] : Awesome. We'll send out the policy documents to your e-mail and then you've also given me your address as well. Was that just 19 C Hastings Rd. Midangi Bay?

[7 minutes 18 seconds][Customer] : Yeah, that's right.

[7 minutes 21 seconds][Agent] : Cool. I've got that as Auckland Post code 0630. And that's the same as your postal address, Correct?

[7 minutes 26 seconds][Customer] : Correct.

[7 minutes 28 seconds][Agent] : OK, lovely. Now in terms of payment, so yeah, we'll send everything out to your mail as well in terms of payment. So we don't collect any payment from you today, Leslie.

[7 minutes 27 seconds][Customer] : Yes, OK, OK.

[7 minutes 38 seconds][Agent] : What we do is we select a day that's more suitable for yourself, OK? So that can be any time next week, the week after or even the week after that, so long as it doesn't fall on the weekend.

[7 minutes 47 seconds][Customer] : OK, right.

[7 minutes 49 seconds][Agent] : We can also align it to a payday there as well if it's easier for you.

[7 minutes 52 seconds][Customer] : Yeah. And well, in exactly 2 weeks, it's my unpaid fortnightly, so it works well if we live in two weeks time.

[7 minutes 58 seconds][Agent] : So 2 weeks from today? Yep. OK, so we can do the 17th on off Friday? On Friday. How does that sound?

[7 minutes 59 seconds][Customer] : Yeah, Yeah, that's perfect.

[8 minutes 6 seconds][Agent] : Yeah, cool. So I've got that as the first collection being Debian, the 17th of January 2025. That is Friday. From then on it will be every fortnight on Friday. OK.

[8 minutes 17 seconds][Customer] : Yep.

[8 minutes 18 seconds][Agent] : In terms of payment methods, we've given you two options here. You can either do that by direct debit or Visa, MasterCard, whatever's easier for you. Which one did you prefer?

[8 minutes 27 seconds][Customer] : OK, the director.

[8 minutes 31 seconds][Agent] : Direct debit?

[8 minutes 32 seconds][Customer] : Yeah.

[8 minutes 32 seconds][Agent] : Yep. No worries. Awesome. For direct Debit, all we will need from you now is just your account name and AC and account number. We can pop that through there for you.

[8 minutes 42 seconds][Customer] : OK, hold on. I'm just going to put you on speaker, so I'm on the

phone. Give me a SEC.

[8 minutes 46 seconds][Agent] : Yeah. No, that's OK.

[8 minutes 49 seconds][Customer] : OK. Alright. It's been dead.

[8 minutes 54 seconds][Agent] : Yep.

[8 minutes 53 seconds][Customer] : Let me just log in. Hear that for you.

[8 minutes 56 seconds][Agent] : Would the account name be under your full name? So Leslie Oplin?
Yep. Cool.

[8 minutes 59 seconds][Customer] : Yes, OK. The number is 021232 02/1 9241 000.

[9 minutes 6 seconds][Agent] : 02, 1232 02/1 9241 000 OK, I'll just repeat everything back to you here.

[9 minutes 23 seconds][Customer] : Yeah, OK. Yeah, that's it.

[9 minutes 26 seconds][Agent] : So account number there, that was 0212320219241000 account.
Account name is Leslie Opland, correct?

[9 minutes 39 seconds][Customer] : Yes, correct.

[9 minutes 40 seconds][Agent] : Awesome, thank you. Now, I just have to ask you a few questions here in regards to your directive authority.

[9 minutes 48 seconds][Customer] : OK.

[9 minutes 50 seconds][Agent] : Now, Leslie, bear with me one second, sorry. And can I just get you to confirm your your once again? I I can't remember if I got you to confirm this, but your first name, surname and date of birth for me, please. Yeah.

[10 minutes 4 seconds][Customer] : Leslie Upland 02/02/73.

[10 minutes 8 seconds][Agent] : OK. Thank you. Awesome. Now I, yeah, I just have to ask you a few questions here in regards to your direct debit authority. I would just need a clear yes or no on this one here. First question just asks, have you cancelled a direct debit authority for one choice with Pinnacle Life as the initiator in the last nine months on the account you're providing, yes or no? Yeah, thank you. Do you have authority to operate this bank account alone and do not need to jointly authorize debits? Is that correct? Yes or no? Yep. Are you happy to set up a Direct Debit

Authority without signing a form? Yep. And finally, you agree? 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 authorize your bank to allow Pinnacle Life, who is the initiator for One Choice to Direct debit this account in accordance with these terms and conditions.

[10 minutes 28 seconds][Customer] : No, Yes, Yes, yes.

[11 minutes 5 seconds][Agent] : Yep. Awesome. Thank you so much for that there, Leslie. Now we are at the homestretch. So I want to say thank you very much for your time and patience with me here today. What I have to do for you now is just quickly read you out the declaration. Now this will take me approximately 3 to 4 minutes to read, so please bear with me. But what this declaration here does is just highlights the key facts of your policy. OK, Now there's two last questions at the very end here. Once again, it's just a yes or no for you to answer. Once that's answered, we'll have this ready and in place for you.

[11 minutes 13 seconds][Customer] : OK, OK, Alright, OK.

[11 minutes 39 seconds][Agent] : OK, awesome. So it just reads here. Thank you. Leslie Opland, 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. Now One Choice life insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services NZ Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service. Now, 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 have 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 consider that the premiums are affordable. We will send you a copy of our Financial Advice Disclosure Statement which sets up more information which can assist you to decide whether to act on any advice we provide Now. Can you please confirm that you understand and agree to this? Yes

or no? Yep, thank you. Now 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?

[12 minutes 53 seconds][Customer] : Yes, yes.

[13 minutes 17 seconds][Agent] : Yep. Now 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 by contacting us now. The accepted cover pays a lump sum benefit amount of. So as Leslie Opland receives \$500,000 in the event of life insurance. Leslie Opland receives \$100,000 in the event of serious illness. Now for Leslie Opland Life Insurance, a 50% loading was applied during the application process. A benefit is 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 \$133.91 per fortnight. Your premium is stepped which means it will be calculated at each policy anniversary and will generally increase as you age. Your sum insured will also increase automatically by 5% each year and you can opt out of this. Included in your premium is an amount payable to GFS between 24% and 71% of each premium. Your premium will be deducted in accordance with the authority you've provided to us. AM Best has rated Pinnacle with AB plus financial strength Good and Triple B minus insured credit rating with an outlook of stable. You can read more about these ratings on our website and in your policy documentation now. The policy documentation will be mailed to you and if you have provided us with an e-mail address, 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. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. So thank you very much for listening there. I've just got these last two questions for you here, Leslie.

[15 minutes 3 seconds][Customer] : OK.

[15 minutes 2 seconds][Agent] : OK, so once again, just a yes or no. So first one just asks, do you

understand and agree with the declaration, yes or no? Yep, thank you. And then finally, would you like any other information now or would you like me to read any part of the policy document to you beneficiaries? Yeah.

[15 minutes 11 seconds][Customer] : Yes, I would just like to know how to go about changing my beneficiaries so that they'll finally spoke to my daughter's yet.

[15 minutes 26 seconds][Agent] : So Yep. So at at the back of the policy documents, there is a beneficiary form, OK. So you can fill that one out and apply to have that one sent back through to us. Or if it's easier for you as well, you can just give us a call back whenever we're open from Monday to Friday, 8:00 and 8:00 PM, and we can help you do that over the phone as well. OK.

[15 minutes 47 seconds][Customer] : OK, cheapo.

[15 minutes 50 seconds][Agent] : So Yep, with that being said, I'll just ask that last question there again, like I said, this question refers to this call, but we will send all the policy documents out to your mail and to your e-mail address as well. OK. But would would you like any other information now or would you like me to read any part of the policy document to you? Yeah.

[16 minutes 1 seconds][Customer] : Yeah, No thanks.

[16 minutes 9 seconds][Agent] : OK, awesome. I'll go ahead and accept this declaration here for yourself. OK? Awesome. So that's all completed for you. All your documents will be with you very shortly. Once again, that was for \$500,000 of life insurance, \$100,000 of serious illness. That came to a total fortnightly premium of \$133.91.

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

[16 minutes 32 seconds][Agent] : Now that first payment collection day will come out on the 17th of the 1st, which is 2 weeks from now, 2025. And then from then on, it will be every fortnight on Friday. OK. Now, is there anything else I can assist you with today there, Leslie?

[16 minutes 45 seconds][Customer] : Yep, Yep. That's all.

[16 minutes 50 seconds][Agent] : Yeah.

[16 minutes 50 seconds][Customer] : Thank you very much.

[16 minutes 52 seconds][Agent] : OK. Awesome. No worries. Well, thank you very much for that.

Hope you have a happy New Year. Wish you guys all the best of luck.

[16 minutes 59 seconds][Customer] : Thanks.

[16 minutes 59 seconds][Agent] : And yeah, we'll leave that with you.

[17 minutes 2 seconds][Customer] : Thanks. Thanks for your time and have a great day.

[17 minutes][Agent] : All right, You too. See you. Bye.

[17 minutes 6 seconds][Customer] : Thanks. See you. Bye.