

[1 seconds][Customer] : Hello, Vicky. Speaking.

[3 seconds][Agent] : Good afternoon. It's showing calling from real Insurance giving you a call in regards to an online expression of interest that was made in regards to some funeral insurance. How you going?

[13 seconds][Customer] : Yeah, good. Thank you.

[15 seconds][Agent] : Yeah, good. Thanks. So the reason for my call is because you've made that expression of interest online. It's to go through the main features and benefits of our funeral policy, run through what's covered, as well as some pricing with you.

[14 seconds][Customer] : And yeah, yeah, sure.

[26 seconds][Agent] : While I have you on the phone now, I will let you know that all the calls are recorded. Any advice I provide is genuine in nature and may not be suitable to your situation. Now, for security purposes and to confirm I've got the correct details here, I'll confirm I am speaking to Vicky Singh.

[43 seconds][Customer] : Yep, correct.

[43 seconds][Agent] : And Vicky, we've got your date and your first name spelled Vickie Perfect and Singh SING.

[52 seconds][Customer] : Yep.

[54 seconds][Agent] : So that was all correct, perfect.

[56 seconds][Customer] : Yes, correct. Sure I am.

[57 seconds][Agent] : And your date of birth the 15th of November 1969 and you are a female Australian resident, Perfect. So Vicky, I can see here when you might be inquiring online here, you were looking at \$13,000 cover.

[1 minutes 13 seconds][Customer] : Yeah.

[1 minutes 14 seconds][Agent] : Uh, now you do have the option to choose the level of cover, anywhere from \$3000 up to \$15,000 cover. We can definitely start with the 13,000 and we can have a look at different amounts if that was something you're interested in as well.

[1 minutes 27 seconds][Customer] : Mm. Hmm. Yes, Sir.

[1 minutes 27 seconds][Agent] : Now, umm, with the, uh, with the funeral insurance, what it is designed to do, it is designed to provide a cash benefit to your loved ones if you were to pass away. And, uh, they can use those funds, umm, not only for, uh, funeral expenses, but also any expenses there might be at that time. So, umm, we don't stipulate how they are to use those funds. We do provide that to them as a cash benefit.

[1 minutes 41 seconds][Customer] : Yep, Yep, Yep.

[1 minutes 57 seconds][Agent] : And, uh, we do, uh, generally have claims paid within 24 to 48 business hours of us receiving all the necessary documentation.

[2 minutes 6 seconds][Customer] : Mm, hmm.

[2 minutes 6 seconds][Agent] : Umm, now you can nominate up to five beneficiaries, uh, who you'd like to receive, uh, those funds there. Uh, you can even nominate how much you'd like each one to receive.

[2 minutes 22 seconds][Customer] : Mm hmm.

[2 minutes 17 seconds][Agent] : And if you would have passed away and your death was due to an accident, that chosen benefit amount will actually triple in that instance, OK. So, uh, for example, if you had the \$13,000 cover and you would have passed away and your death was due to an accident, your beneficiaries would receive \$39,000. OK, now it is easy to apply. There's no medical checks. We don't ask you any health questions.

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

[2 minutes 40 seconds][Agent] : As long as you are an Australian resident and, and you are aged between 40 and 79, which you are, acceptance is guaranteed there for you.

[2 minutes 48 seconds][Customer] : Mm. Hmm. Yep.

[2 minutes 48 seconds][Agent] : OK, now for the \$13,000 cover, you're looking at a fortnight in premium there, Vicki of \$31.78. That's per fortnight.

[2 minutes 58 seconds][Customer] : OK.

[2 minutes 59 seconds][Agent] : How's that sounding there for you?

[3 minutes 1 seconds][Customer] : Yeah, that sounds pretty good.

[3 minutes 2 seconds][Agent] : OK, now I will let you know that for the 1st 12 months speaking, you will be covered for accidental deaths and accidental serious injury.

[3 minutes 12 seconds][Customer] : Mm hmm.

[3 minutes 11 seconds][Agent] : Only after the first 12 months you will be covered for death due to any cause whatsoever.

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

[3 minutes 18 seconds][Agent] : Now in addition to that, there is also a terminal illness benefit including the company. Hopefully this is something you won't even need to use, but it is there for you nonetheless. What that means is after holding your policy for 12 months, if you if you were first diagnosed with a terminal illness with 12 months or less to leave by a medical practitioner, we will actually pay that claim to you in full while you're still alive and you can use those funds to assist you with any medical expenses you might have at that time.

[3 minutes 27 seconds][Customer] : Yep, Yep. OK.

[3 minutes 45 seconds][Agent] : OK, now how's that \$13,000 cover sounding with that fortnightly premium of \$31.78 in terms of suitability and affordability for you?

[3 minutes 55 seconds][Customer] : Yeah, I think that sounds OK.

[3 minutes 58 seconds][Agent] : OK.

[3 minutes 58 seconds][Customer] : Can you tell me how much? Like if I did if then like, my mum's just passed away.

[4 minutes 3 seconds][Agent] : Oh, sorry, sorry, sorry to hear that. Yeah. So you don't want to leave them with that burden?

[4 minutes 2 seconds][Customer] : So that's what's making me think I wanna get this organised for my kids, yeah.

[4 minutes 11 seconds][Agent] : Yeah, OK. Well, \$15,000 cover for yourself would be a fortnightly premium of \$36.67 per fortnight.

[4 minutes 19 seconds][Customer] : OK, now. So does that like increase each year?

[4 minutes 25 seconds][Agent] : No. So your premiums, they are designed to stay the same as you

get older.

[4 minutes 30 seconds][Customer] : Yep. Yep.

[4 minutes 29 seconds][Agent] : So with the uh, with the premiums, umm, they will only change uh, if you make changes to your policy or if the insurer adjusts the premium rates. But the insurer can only make adjustments if they make, uh, adjustments to all, umm, to all real funeral policy holders. Since we've had this product in place, which is nearly five years, there has been no premium changes.

[4 minutes 40 seconds][Customer] : Yep, Yep, Yep.

[4 minutes 54 seconds][Agent] : OK, so as I said, the premiums are designed to stay the same as you get older.

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

[4 minutes 59 seconds][Agent] : And then when you reach the age of 85, your premiums will actually stop. So you'll have no more premiums left to pay. The policy will actually still remain in place and will actually cover you at no additional cost to yourself until you turn 100. And once you reach 85, you'll also automatically receive a 25% bonus cover and that will be applied to your benefit amount. You can also find information about our premium structure on our website.

[5 minutes 26 seconds][Customer] : Mm. Hmm.

[5 minutes 26 seconds][Agent] : Now, how's that \$15,000 cover sounding? Is that sounding like something you'd be more interested in?

[5 minutes 31 seconds][Customer] : Yeah, I think it probably would be.

[5 minutes 34 seconds][Agent] : OK, now bear in mind too, Vicky, that time, if you were happy, let's say that to, I mean, I just get something in place. Let's say you started with the \$15,000 cover and then down the track, your circumstances change. You wanted to either decrease the level of cover or vice versa. You want to start off with something lower and then you wanted to, umm, apply for additional cover. You can apply to do so. That would just be subject to eligibility at the time.

[5 minutes 56 seconds][Customer] : Yep. OK.

[5 minutes 56 seconds][Agent] : OK, now mm. Hmm.

[5 minutes 58 seconds][Customer] : So with the 12 months like the thing, so if if like because I travel

to work every day. So if so I had an accident and passed away, is it in that 12 months that would that be covered if it was an accident? Yeah, OK.

[6 minutes 14 seconds][Agent] : Yes, so, so, so, so accidental death is you are covered that triple the benefit amount that applies to the whole like while you've got the policy in, in in place, OK, but for the 1st 12 months you will be covered for accidental death and accidental serious injury only. So just an example, if you have \$15,000 cover and you would have set the policy up, umm, let's say today and in a month's time you were, you know, hopefully that's not something that does happen. But umm, if you were to pass away and your death was due to an accident, with \$15,000 cover, your beneficiaries would receive \$45,000.

[6 minutes 25 seconds][Customer] : Yeah, Yeah, yeah, yeah. OK.

[6 minutes 52 seconds][Agent] : OK? Now included in this policy as well is what we call a real reward. And what this means is following your first policy anniversary day to be here, we will actually refund you 10% of the premiums you've paid in that time. And with the \$15,000 cover that we would be \$95.34.

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

[7 minutes 10 seconds][Agent] : OK, Now the policy does also provide you with another option once you reach 85 and that's what we call an early cash out option. So with any time after you reach 85 years of age, you can actually choose to end your cover and we will pay you 75% of the funeral insurance benefit.

[7 minutes 11 seconds][Customer] : OK, OK.

[7 minutes 27 seconds][Agent] : OK, now, so how is that \$15,000 cover sounding like something you'd be more leaning towards at this stage?

[7 minutes 36 seconds][Customer] : Yeah, I think so.

[7 minutes 37 seconds][Agent] : Yeah. And so, so sorry to hear about the recent loss of your, your mom as well. Was it was that sudden or was was she? She was not. Oh, OK.

[7 minutes 44 seconds][Customer] : Oh, no, she was she was 90 and she had she had dementia for quite a few years, but she got influenza.

[7 minutes 53 seconds][Agent] : Oh, OK.

[7 minutes 54 seconds][Customer] : And yeah, that was sort of the the catalyst.

[7 minutes 58 seconds][Agent] : Yeah.

[7 minutes 58 seconds][Customer] : So yeah.

[8 minutes][Agent] : Well, and I, yeah, it's, it's still not easy. It doesn't matter how old they are or what.

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

[8 minutes 7 seconds][Agent] : Yeah.

[8 minutes 8 seconds][Customer] : Yeah, exactly. And yeah.

[8 minutes 8 seconds][Agent] : I lost my father three years ago and it's still hard, but, yeah, it's very hard.

[8 minutes 13 seconds][Customer] : And because he had a funeral policy, you know, it was a lot easier.

[8 minutes 18 seconds][Agent] : Oh, that was. That's great. Great to know. Yeah. Hmm. Mm.

[8 minutes 20 seconds][Customer] : Hers was. They say it was an insurance line.

[8 minutes 25 seconds][Agent] : But you found that that was that was that that relieved a bit of the burden there?

[8 minutes 24 seconds][Customer] : I think it was called, but I know my yeah, I did, I did.

[8 minutes 31 seconds][Agent] : Yes, yeah. OK. Well, what I'll do is if I can just confirm your residential address, Vicky, just starting with your post code and suburb there if I can.

[8 minutes 41 seconds][Customer] : Yep.

[8 minutes 43 seconds][Agent] : Mm hmm. Yeah. And the address there. Yeah. And where, whereabouts is that? Whereabouts is Manila is that?

[8 minutes 41 seconds][Customer] : So Post Code's 2346 and it's Manila Mani Double LA 65, Kanangra KANANGR A. So it's, have you heard of Tamworth?

[9 minutes 2 seconds][Agent] : Yes, yes.

[9 minutes 3 seconds][Customer] : Yeah. So we're about half an hour north of Tamworth.

[9 minutes 7 seconds][Agent] : OK. And that's also your postal address as well. OK, perfect. And we've got a mobile number here ending in 420 as the best contact number.

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

[9 minutes 23 seconds][Agent] : And Vicky, do you have an e-mail address here that I can write down for you?

[9 minutes 27 seconds][Customer] : Yeah, that's Vixens VIX SONS 1969 at bigpond.com.

[9 minutes 32 seconds][Agent] : Yeah, 1969 bigponds.com and that was a VIX and then sonssons1969@bigpond.com.

[9 minutes 49 seconds][Customer] : That's it.

[9 minutes 50 seconds][Agent] : Perfect. Now, umm, I will let you know as well that included in the umm policy is also a umm, you we do also provide you with the free online legal will OK, and that's started at \$160.00. So I think we partnered with a company called Safe Will and umm, information on how you can access and utilize that free online legal will will be included in the documentation as well as the number as well as the number for their customer support team. Should you need assistance in getting that in place. And that's something if you're not making that you can on forward that to anyone else that you don't like to give that to. OK, now you may pay more in total premiums over the life of a policy than the benefit amount. Please be aware this insurance does not have a savings or investment element. So if you can't go outside of the 30 days you'll cover will stop and you will not receive anything back unless you are eligible for and choose the only cash back offer.

[10 minutes 8 seconds][Customer] : OK, Yeah, OK, alrighty, yeah.

[10 minutes 51 seconds][Agent] : Now, uh, what I can do is I can actually get you immediately covered over the phone today, Vicky, you're not actually required to make any payments today.

[10 minutes 59 seconds][Customer] : Mm hmm.

[10 minutes 59 seconds][Agent] : So what we, what we can do is we can get the cover in place.

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

[11 minutes 2 seconds][Agent] : We can, umm, wait, we can have all the documents sent out to you

by mail.

[11 minutes 7 seconds][Customer] : Yep. Mm hmm.

[11 minutes 6 seconds][Agent] : You'll also receive documents to your e-mail address and we can go through the calendar together. You can select your first fortnight payment.

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

[11 minutes 13 seconds][Agent] : We can coincide that with any paydays or pension that day that you have, umm, that are coming up in the future.

[11 minutes 20 seconds][Customer] : Mm. Hmm.

[11 minutes 20 seconds][Agent] : That way, umm, that'll give you that time to read over the documents, make sure it's all suitable. You're not locked into any contracts. If for whatever reason you decide it's not suitable or you change your mind, you can simply give us a call.

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

[11 minutes 31 seconds][Agent] : And this policy does also give you a 30 day cooling off. Which does start from that first fortnightly payment day that you select. So if you do decide this policy is not suitable for you and cancel within the 30 day, then you will receive a full refund of your premium unless a claim has been made.

[11 minutes 47 seconds][Customer] : Yeah, OK.

[11 minutes 48 seconds][Agent] : Now was there a particular day you'd be happy for that first fortnightly payment to be made?

[11 minutes 59 seconds][Customer] : Probably a fortnight from today.

[11 minutes 54 seconds][Agent] : As I said, we can coincide that with any payday or pension days that you have coming up a fortnight from today. So today's Tuesday the 15th. So I'll just have a look at that one there for you.

[12 minutes 7 seconds][Customer] : Yeah, it's Wednesday. Today's Wednesday.

[12 minutes 10 seconds][Agent] : Sorry, Wednesday.

[12 minutes 13 seconds][Customer] : Don't confuse me.

[12 minutes 10 seconds][Agent] : Sorry, I, no, I, I actually had Monday off, so that's why I'm thinking

it's still Tuesday. But now I'm glad it's Wednesday.

[12 minutes 14 seconds][Customer] : I'm on holiday.

[12 minutes 21 seconds][Agent] : That's Wednesday the 15th.

[12 minutes 23 seconds][Customer] : Yeah. Yep.

[12 minutes 22 seconds][Agent] : So a fortnight from today would be 29th, OK. So, and so we can set the 29th if that's something you're happy with as the first fortnightly payment.

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

[12 minutes 33 seconds][Agent] : And then it'll be every fortnight on a Wednesday from there after. And if you if for, for whatever reason your circumstances change one of that, you know, the direct debit coming out on a different day, you can call us and apply to have that changed as well.

[12 minutes 36 seconds][Customer] : OK, OK.

[12 minutes 48 seconds][Agent] : Vicky, I can't.

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

[12 minutes 49 seconds][Agent] : So we've got \$15,000 covered with a fortnightly premium of \$36.67, uh, coming out first of all on the 29th of January and then every fortnight thereafter.

[13 minutes 1 seconds][Customer] : Mm, hmm.

[13 minutes 1 seconds][Agent] : And just to clarify that real reward, uh, which would be, umm, which you would be eligible for, uh, following your first policy anniversary date. Umm, that would be \$95.34.

[13 minutes 14 seconds][Customer] : Hmm. Mm. OK, yes, alright. Mm hmm.

[13 minutes 14 seconds][Agent] : OK, now with the, with the, uh, direct direct debit, first one coming out on the 29th of January, we, uh, we are able to start direct debit. Those are umm, using either a credit card or debit card or BSP and account number. What would be your preference saving?

[13 minutes 32 seconds][Customer] : Probably best.

[13 minutes 34 seconds][Agent] : OK and the what was that? A savings account or a cheque account?

[13 minutes 32 seconds][Customer] : Same account number, OK.

[13 minutes 41 seconds][Agent] : OK, now before I grab your BSP and account number, I just need to confirm are you happy to continue? Perfect. So if you've got the BSP and account now I can grab that from you. Don't mind holding while you while you while you grab that.

[13 minutes 47 seconds][Customer] : Yes, I'll just put you on speaker.

[13 minutes 56 seconds][Agent] : No, that's OK.

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

[14 minutes 9 seconds][Agent] : Yep. Yeah. Perfect. And the account number? Yep. OK. And is that in your name? Vicky Singh Perfect.

[14 minutes 3 seconds][Customer] : So it will be birthday 062602 10522246 Yes, yes, that's it.

[14 minutes 23 seconds][Agent] : So I've got Commonwealth Bank BSB 062602, account number 10522246 Perfect. Now Vicky, that's all the information I need.

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

[14 minutes 36 seconds][Agent] : It's just a declaration I need to read out to which will formally just go through everything I've already explained to you in terms of the actual coverage and then I can organize to get this cover in place. All the documents out to you when you receive the documents, including the documents is going to be your beneficiary form. Once you've reviewed all the documents, you can come complete that beneficiary form and mail it back to us all. The other option you have if you can call us and advise your beneficiaries over the phone.

[15 minutes 1 seconds][Customer] : Mm hmm.

[15 minutes][Agent] : OK, Now before I read this declaration out to you, do you have any questions at all in regards to what I've explained to you today?

[15 minutes 7 seconds][Customer] : So not so it's pretty good.

[15 minutes 8 seconds][Agent] : Perfect.

[15 minutes 9 seconds][Customer] : My girlfriend who I said to her, I'll do the research and I'll let you know which one's the best one to go with. So I'll let her know that I just thought of you guys are the best, right? Yeah.

[15 minutes 20 seconds][Agent] : Oh perfect, thank you so much. Well what I'll do is I'll umm, read

that declaration out to you, umm, and we can get this cover in place for you. So you've got that Peace of Mind there.

[15 minutes 30 seconds][Customer] : Yep.

[15 minutes 29 seconds][Agent] : So it reads, Thank you Vicky Singh, it is important you understand the following information. I will ask your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. Real funeral cover is issued by Hanover Library of Australasia Limited, whom we refer to as Hanover. Hanover has an arrangement with Green Start Financial Services trading as real insurance, to issue and arrange this insurance on its behalf. Your answers to the application questions and any related documents form the basis of the contract of insurance and Handover relies upon the accuracy of the information you have provided when assessing your application.

[16 minutes 12 seconds][Customer] : Bye bye.

[16 minutes 6 seconds][Agent] : Handover has set a target market determination for this product, which describes the type of continuous product is designed for. Our distribution practices are consistent with this determination and you can obtain a copy on our website. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and make sure with other restraint 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 and lodge complaints about breaches of privacy. By going 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 you have agreed to take out a single real funeral cover with a the following cover. Vicki seen this coverage of \$15,000 in event of death. In the case where death is accidental, if you suffered a fine accidental serious injury, the benefit amount will triple coverage for coverage for accidental death only for the 1st 12 months of cover with death by any cause or diagnosis of a terminal illness cover. Thereafter Accidental serious injury cover for each life insured Underage 75 starts immediately and ends on the policy anniversary following the life insured 75th birthday on the life insured reaches age 85. You can choose to voluntarily cancel

that person's cover to receive the lump sum payment, 75% of the chosen benefit amount. If you take up the silly cash out option, you will no longer have a right to claim under the policy for that life insurance. This policy is an insurance policy does not have a savings or investment component. You can endure cover at any time by contacting us. If you stop paying your premiums, we may endure cover, but we will give you notice before doing so. If cover ends prior to age 85, no benefit is payable and there's no refund of premiums after the cooling off. If cover continues beyond age 85, the life insured will receive an additional 25% of bonus cover from that date and you will not be required to pay any further premiums. The bonus cover is not payable if the early cash at option has been taken out. Cover for each life insurance on the day they provide to their 100th birthday, we'll pay the funeral benefit and bonus cover for the life insured. At this point your total premium for your first year recovery is \$36.67 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and will only change if you alter your cover or the insurer adjust the premium rates applying to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You might pay more in premiums than the benefit amount over the life of the policy. Including your premium is an amount payable to real insurance between 34% and 54%. Calculate on a level basis over the life of the policy. Your premium will be debited from your nominated bank account in the name of Vicky Singh, which you are authorized debit from and have provided to us. We might provide written communications to you via the e-mail address you have provided to us, and this will include any legal notices we are required to provide you in writing. If you would prefer to receive these only by mail, you can update your communication preference at any time. The policy documentation, PDS and FSG will be mailed to you and if you have provided us with an e-mail address, the policy documentation will also be emailed to you today. You should carefully consider these documents to ensure the product meet 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've lodged your claim. There are risks associated with replacing policies as a new policy may not be identical to your existing cover. We recommend that you do not cancel an existing policy until you have received and review our policy in full. We have a complaints process which you

can access it anytime by contacting us. Full details are available online and in the documentation we are sending you. Do you understand and agree with the declaration, yes or no?

[19 minutes 37 seconds][Customer] : Yes, I do.

[19 minutes 38 seconds][Agent] : Would you like any other information or would you like me to read in part the PDS to you?

[19 minutes 42 seconds][Customer] : No, that's fine.

[19 minutes 43 seconds][Agent] : Perfect. So I'll accept that on your behalf. Uh, thank you so much for here, uh, for your, for your time, uh, this evening, uh, all the documents are going to be posted out to you. And as I said, you will receive a, umm, e-mail, uh, to that you will receive an e-mail, uh, to your, uh, e-mail address there, uh, shortly confirming the conversation that we've had. And, umm, just a reminder there that that beneficiary form will be enclosed in the actual documentation that will be sent out to you as well. OK. If you've got any questions when you receive those documents, we are available Monday to Friday from 8:00 AM to 8:00 PM Uh, so any questions you have, don't hesitate to give us a call there.

[20 minutes 22 seconds][Customer] : OK, perfect. Thank you.

[20 minutes 23 seconds][Agent] : OK, Thank you so much. And, uh, take care, Vicky.

[20 minutes 27 seconds][Customer] : Thank you.

[20 minutes 28 seconds][Agent] : OK.

[20 minutes 27 seconds][Customer] : Have a good rest of it. Where are you at? So I'm in the.

[20 minutes 30 seconds][Agent] : In Sydney. In Sydney.

[20 minutes 32 seconds][Customer] : OK. Very good. Nice. They had a bit of rain now. I see.

[20 minutes 33 seconds][Agent] : Yeah, Yes, we have. Yes, yeah. And I and I think it looks something. And we just got another storm and it's supposed to be raining on and off for the next couple of days as well.

[20 minutes 45 seconds][Customer] : Yeah, right.

[20 minutes 46 seconds][Agent] : Yeah.

[20 minutes 47 seconds][Customer] : Lovely. Lovely.

[20 minutes 49 seconds][Agent] : Yeah, you too.

[20 minutes 50 seconds][Customer] : Thank you.

[20 minutes 50 seconds][Agent] : Thank you so much. Bye.