

[3 seconds][Agent] : Hey, cool. It's Tom. It's again from real insurance. Appreciate you returning, uh, my call regarding income protection insurance. Umm, thinking of the conversation we start at the beginning of the month, Umm, we went through the cover and some detail. We had some different books of different options and umm, you want to take some time to, uh, review. And so I'm happy to receive Nate at that time. And Khalil, since it's a new call, I just need to let you know again, all our calls are recorded. Any advice providers general in nature and they'll be suitable to your situation. And Khalil, can I just get you to quickly reconfirm your full name and date of birth once more, please?

[37 seconds][Customer] : Mm hmm. Mm, hmm.

[43 seconds][Agent] : Yep, Yep.

[39 seconds][Customer] : Yeah, that's Khalil KHAIKHALIL in the Zuri and the 1st of January 1988.

[50 seconds][Agent] : Excellent. Thank you, Khalil. Alright, not a problem.

[59 seconds][Customer] : That's right.

[53 seconds][Agent] : And so yes to as a reminder, we spoke about, uh, so the income protection cover we're looking at uh, the monthly and short amount of \$10,500 thirty days, the waiting period and one year as the benefit. OK, umm, and that was a total monthly premium of \$244.23 per month. Umm, first of all, Khalil, can I just quickly confirm that they've been no change to any answers in the, as far as your working duties and as well, umm, the health and lifestyle questions, is that right? No change.

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

[1 minutes 28 seconds][Agent] : OK, excellent. And so, yes, the monthly cost is \$244.23 per month.

[1 minutes 33 seconds][Customer] : Hmm. Mm. Yep. No. Can you please make it for two, two years?

[1 minutes 33 seconds][Agent] : That's what to use the benefit. Sure.

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

[1 minutes 39 seconds][Agent] : Bear with me one moment then I'm just gonna get a, uh, get the quotation sorted out for you and umm, uh, could I? Just to check as well again. Have you had a

cigarette in the last 12 months mate? Yes or no?

[1 minutes 55 seconds][Customer] : Not. Not yet. Mm Hmm.

[1 minutes 57 seconds][Agent] : Right, alright. I'm just gonna double check the terms of which we're able to offer you the cover as well. Make sure I've got all that correct information from me.

[2 minutes 23 seconds][Customer] : Mm. Hmm.

[2 minutes 31 seconds][Agent] : Alright, brilliant. Now the monthly figure, So working off \$10,500 monthly benefits, 30 days waiting period and two years benefit. Uh, that would be a monthly premium of \$315.60 per month, OK.

[2 minutes 46 seconds][Customer] : What what about if I find all ad firm like one time? How much can we be altogether?

[2 minutes 51 seconds][Agent] : Like a, a, a annual figure.

[2 minutes 53 seconds][Customer] : Yep.

[2 minutes 53 seconds][Agent] : Yeah, great question. It will turn out the same, uh, when you do a monthly figure or umm, a fortnightly monthly or annually for reference of the policy year on an annual basis, it would be \$3787.25 on the year. If that's the way you'd prefer to do it on an annual basis, is that gonna be easiest?

[3 minutes 13 seconds][Customer] : OK. Is that is that I can save anything from there because most some of the insurance they give a much, much discount like 13 to \$300.

[3 minutes 12 seconds][Agent] : MMM, Yeah, great question. So yeah, to repeat what I mentioned just briefly before, uh, fortnightly monthly or annually, it will learn all turn out the same over the policy year. So there's no, umm, actually you wouldn't miss out if you choose monthly over annually.

[3 minutes 31 seconds][Customer] : So, uh, what about if I pay all, if I pay all of all of the months for one time, like at the firm like today or whatever? Mm hmm.

[3 minutes 44 seconds][Agent] : Yeah. So if you did an annual figure, there'd be no difference in cost between annual and then paying 12 months of on a monthly basis. OK. It all turns out the same over the policy year. We calculate our premiums on a daily rate, OK.

[3 minutes 59 seconds][Customer] : How much of the pay?

[4 minutes 1 seconds][Agent] : So yeah, on an annual basis it'd be \$3787.25. Or if you prefer to break it down to monthly, it's \$315.60 per month. That's ten and a half, \$1000 monthly benefit, 30 days waiting period, two years benefit. OK. Do you generally prefer a monthly or annual payment?

[4 minutes 25 seconds][Customer] : Uh, just monthly.

[4 minutes 27 seconds][Agent] : Monthly three years?

[4 minutes 27 seconds][Customer] : If it's no different, I'm going to go monthly.

[4 minutes 29 seconds][Agent] : Yeah. OK, here he is. And would you rather we worked off the one year benefit. Like before or there's a two year gonna be more ideal for you?

[4 minutes 29 seconds][Customer] : Uh, Yep, actually the the T is going to be those bit higher. So is he any other discount or anything? Just bring it down a little bit. I have to get the three years one, but 315 dollars are a lot of money monthly as well.

[4 minutes 47 seconds][Agent] : Yeah, that's perfect. Fine. The the ways we can reduce the cost.

[4 minutes 58 seconds][Customer] : You know, this, this, this insurance is only for just in case for I work 15 years the same job.

[5 minutes 21 seconds][Agent] : Hmm, that's perhaps, maybe look at a different monthly benefit amount, uh, because we ultimately what income protection insurance is designed for a little, umm, is your benefits, your essentials. So just to keep you afloat, umm, while you recover, umm, from whatever it may be, umm, with your essentials. I mean, uh, what are your like utilities and groceries like? What are those regular expenses usually come up to be per month? Yeah, like if you spend on utilities, groceries and the mortgages.

[5 minutes 11 seconds][Customer] : I haven't done anything wrong anything at that post 15 years, but I'm just getting this insurance for just in case the grocery stuff, but I have I have no, no, actually I have to mortgage that's gonna that's cost me that yeah, about \$8000 a month.

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

[6 minutes 2 seconds][Customer] : That's a lot of money.

[6 minutes 4 seconds][Agent] : So eight, \$8000 a month, would that suffice as a monthly benefit?

[6 minutes 4 seconds][Customer] : Yeah, yeah, yeah, that's, that's from the mortgage I have.

[6 minutes 10 seconds][Agent] : Sure, fair enough. In that case, I mean, even if we say looked maybe eight and a half, \$1000 just had a little bit leftover as well in case there any other expenditures that come by, umm, a if you had a eight, yeah, sorry. OK, 10,000, sure.

[6 minutes 13 seconds][Customer] : So, umm, no, actually you, you need that a month to cover monthly uh, with the 10,000 because less than 10,000, I don't think that's gonna cover my expenses because I, I well, I have, I know my expenses monthly is a lot. So my income is higher as well, but my expenses a lot as well.

[6 minutes 51 seconds][Agent] : Yeah, that's fair enough.

[6 minutes 52 seconds][Customer] : So that would be 10,000. Uh, that's should be OK to cover.

[7 minutes][Agent] : Well, like with that then sure. And that will still make a difference, the monthly cost. Because instead if we lower the monthly benefit amount of \$10,000 a month and maintain the same 30 day waiting period and two years benefit. That'd be \$300.58 per month. OK, so 300.58 per month.

[6 minutes 59 seconds][Customer] : So we cannot do go invested in 1010 thousand, but, umm, \$358 a month. Mm Hmm.

[7 minutes 26 seconds][Agent] : No, no, no, \$300.00, so 303 double zero and \$0.58 per month.

[7 minutes 32 seconds][Customer] : OK, All right.

[7 minutes 32 seconds][Agent] : So .58 that much better for you mate?

[7 minutes 35 seconds][Customer] : Yeah, yeah, that should do it.

[7 minutes 39 seconds][Agent] : OK, excellent.

[7 minutes 37 seconds][Customer] : I just thought I had the two years paid, uh, cover.

[7 minutes 40 seconds][Agent] : So yeah, two years benefit. 30 days waiting period and that's \$10,000 the monthly benefit amount and that total to be \$300.58 per month.

[7 minutes 46 seconds][Customer] : Yep, Yep, no worries.

[7 minutes 52 seconds][Agent] : Excellent. So cool. I'll just let you know quickly, uh, how the premium, the cost, the insurance works over time. Just make sure I've, I've run that by you umm and uh, let me just double check any other things here yeah. I don't believe there's anything else I need

to let you know about every.

[8 minutes 13 seconds][Customer] : Mm. Hmm.

[8 minutes 10 seconds][Agent] : I believe we have covered everything else before, uh, and so as a reminder, just that the premium is stepped, which reason will generally increase each year as your age, umm, and as indication, if you made no change the policy, just keeping all the same parameters next year as what you currently have, the premium next year would be \$307.77 per month. You can also find information about our premium structure on our website.

[8 minutes 34 seconds][Customer] : Is that is that going 10% up yearly?

[8 minutes 39 seconds][Agent] : No, so it's just, uh, it's not a percentage based increase. It's, uh, the increase is based on risk as you get older and, uh, as per statistics, yeah uh, it's not necessarily correct because it's still high risk as you get all tonight. I understand where you're coming from, but no, that's not how it functions.

[8 minutes 48 seconds][Customer] : What what if I not no claim in the year that should be going down, not going up with one year is not with one year is not going to be coming different with older or younger.

[9 minutes 8 seconds][Agent] : MMM. Well, hey, to which what? Uh, otherwise the last steps of getting cover underwear. A simple clue. Uh, all that's left to do is we'll note down a preferred method of payments. We'll select the payment date in the future that works best for you. So the first payment does not need to be today, despite the fact that we will cover you from today. Uh, whichever date per month is, umm, you'd like the payments to come out, I can arrange for you and then I'll read the declaration. The 1st every month.

[9 minutes 10 seconds][Customer] : Uh, just first of the month or yeah, first of the month.

[9 minutes 35 seconds][Agent] : Yeah, yes, can do mate. And then, uh yeah, the last step is I'll reach you your declaration you'll be coming from today still OK uh, so first of all, looking here, umm, the preferred method of payments, would you rather the payments come as a direct debit through your BSB and account number or through card details? Mate, what's easiest?

[9 minutes 43 seconds][Customer] : Yep, you can do with the DSD and the account number. Oh you

can.

[10 minutes][Agent] : Sure, no worries, I'll be happy to grab those from you too.

[10 minutes 3 seconds][Customer] : You can do the card details as well.

[10 minutes 9 seconds][Agent] : Yeah, oh, either the BSB and account number or the card. What if it's easiest for you mate?

[10 minutes 4 seconds][Customer] : If there's any card changes or can do it let you know or sometimes, yeah, yeah, just go with the card with the card number.

[10 minutes 13 seconds][Agent] : Uh, what would you rather give me that card? Easy, I'll grab those. And yes, it was on the uh, on the 1st of December and every month from the first. You'd like the payments to come out, was that right?

[10 minutes 24 seconds][Customer] : Yep, no worries.

[10 minutes 25 seconds][Agent] : Easy. All right, I'll put this on the right screen. Now for your card details and Khalil, for security purposes, while obtaining your card details, the call recording will stop and I'll recommend after you collect your details. OK.

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

[10 minutes 38 seconds][Agent] : I'll just make sure everything is secure on mine. The. The umm, can you please be advised that the call recording has now resumed for quality and monitoring purposes. And just for the recording, I can confirm one more time the name on the card was under your name, is that right?

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

[12 minutes 3 seconds][Agent] : Very good. In that case, all I need to do now if a little is I'll read to your declaration, OK?

[12 minutes 9 seconds][Customer] : Hmm. Mm.

[12 minutes 9 seconds][Agent] : Uh, these are the terms conditions of the policy, which I'll read to you in full. Let's get a question in the middle, a couple more at the end. Honestly clear yes or no answers for each.

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

[12 minutes 17 seconds][Agent] : OK, it reads. Thank you Khalil Noziti, it is important you understand the following information. I'll ask you agreeance these terms at the end and your policy will not be enforced unless you agrees these terms in full. Real income protection is issued by Hanover like 3 of Australasia Ltd whom we will refer to as Hanover. Hanover is arranged with Greenstone Financial Services, whom I'll refer to as GFS training as real insurance issue and arrange this insurance on its behalf kind of relies upon the information provided when assessing your application. That includes the information initially collected from you to provide a quote. How do I set a target market termination for this product which describes type consumers practice design for uh, distribution practices are consistent with this termination and you can take a copy on our website. I need to remind you the duties take reasonable care you agreed to. Can you please confirm you've answered all our questions in accordance with your duty? Yes or no? All right, no problem.

[13 minutes 6 seconds][Customer] : Yes, oh, so sorry.

[13 minutes 10 seconds][Agent] : Yep, no problem.

[13 minutes 8 seconds][Customer] : Yeah, a little bit.

[13 minutes 12 seconds][Agent] : We made from time to time provide offers to you via the communication methods you provided to us in relation to other products and services. By agreeing to this declaration, you could set to allow us to contact you for this purpose until you opt out. You count that at any time by contacting us. The extended cover provides the following insurance cover UH So Khalil Missouri, a monthly insured amount of \$10,000 in the waiting period of 30 days and a benefit period of 24 months. The monthly income benefit payable in the 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. Income benefit, UH, can also be reduced if you receive other disability payments from other sources. There's a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place by agreeance. This declaration you can send you recently understand exclusions, although it is placed in your policy and you understand they'll

remain in place for the life of the policy. Uh, you may request any alternatives to be reviewed anytime by calling us and your cover expires on December 1st, 2053 at 12:00 AM. Uh, your premium for your first year of cover is \$300.58 per month. Your premium is a step fee, which means we calculate each policy anniversary and will generally increase each year, including your premiums amount payable by 100 to GFS of between 37% and 51% to cover costs. Your premium debit from your credit card, which authorized you debit from and have provided to us. Uh, policy documentation. PDS and FSG will be mailed to you and provide you an e-mail address. Your policy documentation will also be emailed to you today should carefully consider these documents to ensure property to your needs. Uh, you have a 30 day cooling off. When you may cancel your policy and your premium may have paid a refund in full unless you lodge a claim. Uh, there, there are risks associated replacing policies. There's a new policy may not be identical to existing cover in the complaints process. We should not consider anytime by contacting us. Full details are available online and documentation we're sending you. And I'm just gonna make one more time. We recommend you don't cancel the existing policy until you have received and reviewed our policy in full. Otherwise, Khalil, two final questions here. First of all, do you understand and agree with the declaration, yes or no? And would you like any other information about the insurance now or would you like me to read any part of the PDS to you?

[15 minutes 22 seconds][Customer] : Yes, just send it to my e-mail as a PDF please.

[15 minutes 33 seconds][Agent] : Yeah, so you'll receive your full documentation via e-mail at some point today and, uh, you also receive it via post. That'll come in the next two to five business days.

[15 minutes 41 seconds][Customer] : Mm hmm.

[15 minutes 40 seconds][Agent] : OK, because you guys alright otherwise, uh, well I appreciate you taking the time with me to get that policy arranged. Thank you very much for choosing real insurance, Khalil. I wasn't happy to get the income protection on the way for you and umm, otherwise and we'll yeah, that's all sorted. So once again, you'll get your documentation via e-mail at some point today and then via post in the next two to five business days.

[16 minutes 7 seconds][Customer] : No worries. Is that the insurance starting from today or is going

to be from the 1st of December?

[16 minutes 6 seconds][Agent] : OK, that great question. The cover itself does start from today. So it is underway. And yes, the first payment will be made on the 1st of December every month of the first from there. OK.

[16 minutes 19 seconds][Customer] : OK, OK, alright. No worries. That's going to be expired for this 1st of December next next year, right?

[16 minutes 34 seconds][Agent] : Yes Sir, can you repeat that one more time please?

[16 minutes 34 seconds][Customer] : Yeah, yeah, that's alright. Because they expire date the 1st of December next year. So that's for one year.

[16 minutes 47 seconds][Agent] : Ah, right. The, umm, the renewal.

[16 minutes 44 seconds][Customer] : That's why I just ask the the insurance starting from today or it's going to be the first of yeah.

[16 minutes 51 seconds][Agent] : Yeah, sure. So that'll be the first, umm, the first debit day for the, uh, renewal next year.

[16 minutes 57 seconds][Customer] : Mm hmm.

[16 minutes 57 seconds][Agent] : Umm, and you'll receive the renewal letter generally, uh, comes, uh, to my knowledge, 30 days before the first payment is due.

[17 minutes 4 seconds][Customer] : Yeah, no problem.

[17 minutes 3 seconds][Agent] : OK, alright. Yeah, he has, mate.

[17 minutes 7 seconds][Customer] : All right, No worries.

[17 minutes 7 seconds][Agent] : Appreciate that.

[17 minutes 8 seconds][Customer] : Thank you. Thank you. Bye.

[17 minutes 10 seconds][Agent] : Excellent. Take care, man. Appreciate your time, Michael.

[17 minutes 12 seconds][Customer] : You're welcome. Bye. Bye.