

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

[4 seconds][Agent] : Hi Rachel, My name's Joel. I'm calling from the Australian Seniors. How are you?

[3 seconds][Customer] : Speaking good. Thanks.

[9 seconds][Agent] : That's the way the reason for the call. I was following up on your online enquiry to get some quotes for life insurance.

[16 seconds][Customer] : Yeah.

[17 seconds][Agent] : Yeah, just going to bring up the quotes for you and of course I'd be happy to answer any questions you might have as well. Now I just have to let you know that all that recorded any advice provided is general in nature and may not be suitable to your situation. And just to make sure I do have your details correct in front of me, Can I have your name as Rachel Ryan? Is that the one? Yep. Uh, date of birth, 23rd of August 1974. Yep. And you are a female Australian residence. Great.

[36 seconds][Customer] : Yep, Yep, Yep.

[46 seconds][Agent] : Perfect. Thanks very much. And if you don't mind me asking, what's made you look at getting quotes for life insurance this morning?

[55 seconds][Customer] : Just thought about it.

[1 minutes 2 seconds][Agent] : Yeah.

[56 seconds][Customer] : Because, you know, you think about when you're putting all her and the funerals and all that.

[1 minutes 4 seconds][Agent] : OK. Yeah, No, I definitely know that feeling. So we're more just thinking about, you know, making sure like final expenses will be taken care of if you were to pass away or you're looking at leaving money to. OK. Sure, no problem. Look, I'll quickly bring up some quotes for you, umm, just while I do that, I'll give you a bit of a rundown on how this policy works and what it covers. Umm, by all means, if you do have any questions, please feel free to ask.

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

[1 minutes 29 seconds][Agent] : It's umm, basically with our life insurance. So this policy is very

straightforward. It is designed to provide that financial protection for your loved ones to a lump sum payment if you were to pass away before your 85th birthday when the policy ends. So essentially the idea being is there to give you that bit of Peace of Mind that if anything did happen to yourself, your family or beneficiaries would still have that financial security to back on just in case. Now you can nominate up to five people as beneficiaries. So if you had a few people in mind who you'd like to leave money to, you can definitely do that. But at the end of the day, it is completely up to you where the money goes. The policy does payout triple if you were to pass away due to an accident. So we would pay three times in that case just in case there were any additional expenses like medical bills. And it does also include an advance payout for funeral. So included in the cover is an advance payment of 20% of the benefit amount just to help out with funeral costs or any other final expenses at that time. Now our policy, it has been designed specifically with our seniors customers in mind. So we have simplified the application process. So because we only ask eight yes or no questions relating to a person's health in order to apply, it means that there is still the potential for people with pre-existing conditions to get accepted for the cover. That way if you are accepted, and of course once you decide to commence the policy, you will be covered immediately for death due to any cause at all. Uh, the only thing that's not covered is just suicide in the 1st 13 months, and there is also a terminally ill advanced payment included in the cover. So this means that if you were diagnosed with 24 months or less to live by a specialized medical practitioner, in that case we would pay out your claim in full while you're living. Umm. So fingers crossed you'll never need to use that, but it is there just in case. Now, the cover that we offer, it does start at \$10,000 up to a maximum of 200,000 and it works in \$10,000 increments. So I can look at as many options as you like. Looks like on our website you're looking at a quote for the 100,000. Is that where you'd like me to start? I'm sorry, the phone just cut out. Sorry.

[3 minutes 55 seconds][Customer] : Sorry, it's a bit windy area.

[3 minutes 57 seconds][Agent] : Oh, you're right. OK, no worries. Did you want me to start on 100,000 or would you prefer a different amount?

[4 minutes 3 seconds][Customer] : Yeah, now that 100,000 is good.

[4 minutes 5 seconds][Agent] : Sure, let's have a look at that one. Yeah, Rachel, I just have to confirm. Have you had a cigarette in the last 12 months?

[4 minutes 12 seconds][Customer] : Yes, I'm a smoker.

[4 minutes 14 seconds][Agent] : Yeah, that's fine. No problem at all. Alrighty. Well, just to give you an example, let's say if you're looking at a cover of \$100,000 for yourself, it works out to be a fortnightly premium of \$54.83. So that's about 27 odd dollars a week.

[4 minutes 33 seconds][Customer] : Yep.

[4 minutes 33 seconds][Agent] : And that policy that would pay \$100,000 to your family or beneficiaries if you passed away or \$100,000 to yourself if you were diagnosed terminally ill.

[4 minutes 45 seconds][Customer] : Yep.

[4 minutes 45 seconds][Agent] : But realistically speaking, does that sound like something that would suit your situation or?

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

[4 minutes 50 seconds][Agent] : OK, Sure, no worries. If you're happy with that so far, it's pretty simple process. All I have to do is quickly run you through those eight health questions just so that we could let you know if you are eligible. And once you're approved, if you're happy to, I'll organize to send you out all the documentation so that you can take some time to read through it in your own time. Uh, just make sure that you're happy with it. Umm, yeah. They're just yes or no questions. I'd say a couple of minutes.

[5 minutes 9 seconds][Customer] : Yep, Yep.

[5 minutes 15 seconds][Agent] : Now the other part to keep in mind in regards to the premium. So your premium is stepped, which means it will increase each year. But I do have a projection here, so I'll just show you what that looks like. Just says here as an indication, if you make no changes to the policy next year, the fortnight big premium would be \$58.67. And of course, you can also find information about our premium structure on our website as well. Basically what happens is roughly 30 days before each policy anniversary, we do send out an updated schedule notifying you of any changes before they happen. So you'll have roughly about a month each year to re evaluate and get

what you want to do. And just in case I misspoke earlier with the terminally ill, advanced payment means that if you were diagnosed with 24 months or less to live by specialized medical practitioner, in that case, we would pay out your claim in full while you're living. Now, Rachel, I just want to make sure I'm doing the right thing by you. Is that all making sense for you so far? Perfect.

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

[6 minutes 17 seconds][Agent] : Alright, I'll just quickly update your profile then I'll get straight into the questions. Can I please get your post code?

[6 minutes 25 seconds][Customer] : It's 0872.

[6 minutes 27 seconds][Agent] : No worries. So did you say 0872?

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

[6 minutes 32 seconds][Agent] : Yep. And what's the town or suburb there? Please? No worries. Let me just find that one.

[6 minutes 37 seconds][Customer] : Actually community, it's amateur community.

[6 minutes 49 seconds][Agent] : OK. Oh, got you. OK. Yep. Yep, Yep. Sure. Was there a specific address in there? No worries.

[6 minutes 51 seconds][Customer] : Yep, to an Ng court the street.

[7 minutes 1 seconds][Agent] : Sure. And how do I spell that one?

[7 minutes 4 seconds][Customer] : It's I keep forgetting it too.

[7 minutes 3 seconds][Agent] : Sorry, you're right. Yep, Yep, Yep.

[7 minutes 8 seconds][Customer] : I I NI I think it's I I NUMJA.

[7 minutes 24 seconds][Agent] : Actually I think I found it here. It's coming up in the system as INUNTJI and then St. that's on. Perfect. Thank you for that. All good. So is that also your postal address?

[7 minutes 31 seconds][Customer] : Yep, that's that's Yep.

[7 minutes 38 seconds][Agent] : Yeah, perfect. So I'll just confirm. So I'll send it to #2 umm, Immunity St. umm, Parmiter SA 0872. That'll get delivered to you. Yeah, perfect. Thank you for that. OK, now I just have to read out a underwriting disclosure. So this basically explains why we ask these

questions. And yeah, they're just yes or no questions.

[7 minutes 49 seconds][Customer] : Yep, Yep.

[8 minutes 2 seconds][Agent] : So it just says here So please be aware. All 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 make sure with other Australian service providers for the purpose of administering your policy or handling claims. Our Privacy. She tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase a life insurance 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 discussion had. If you do not take reasonable care, you may breach your duty.

[8 minutes 56 seconds][Customer] : You go my phone too?

[8 minutes 59 seconds][Agent] : 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. Rachel, just to confirm, do you understand and agree to your duty?

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

[9 minutes 13 seconds][Agent] : Yeah, thank you very much. OK, just one question I have to ask in regards to COVID-19. So it says, have you been hospitalized for COVID-19 in the last six months or have you been to those with COVID-19 in the last seven days? Perfect. Alrighty, jumping into the questions, first one says in the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke, yes or no? In the last five years, have you been admitted to hospital as an inpatient because of a lung disease other than for asthma or pneumonia as the only conditions?

[9 minutes 28 seconds][Customer] : No, no, no.

[9 minutes 54 seconds][Agent] : In the last five years, have you been diagnosed with or treated for

any of the following cancers, Lung cancer, cancer of the esophagus, stomach or pancreas cancer, brain cancer, multiple myeloma or any other cancer that has spread to other organs? Or are you currently or soon to be treated with chemotherapy? Do you have a renal in brackets kidney condition that currently requires dialysis or transplant or a doctor has advised will be required in the future? Do you have a liver condition that will require a transplant in the future? Have you been diagnosed with or currently undergoing testing for, or has a doctor advised you'd be tested for motor neuron disease or any form of dementia, including Alzheimer's disease in the last five years? Have you attempted suicide or been hospitalised for a mental health condition?

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

[10 minutes 53 seconds][Agent] : And lastly, are you experiencing unexplained symptoms or are you currently undergoing or waiting for the results of any health related tests or investigations or being diagnosed as having 12 months or less to live?

[11 minutes 7 seconds][Customer] : No.

[11 minutes 8 seconds][Agent] : Perfect, thank you very much. Thank you for all those answers. Are you satisfied with the answers you've provided? Awesome. No worries. Well, no surprises. Obviously you are very healthy. So you have been approved for our life insurance.

[11 minutes 13 seconds][Customer] : Yep, besides the smoking.

[11 minutes 20 seconds][Agent] : No, that's fine. Yeah. Everything else seems good. So that's all right. Yeah. So you're doing pretty well. Yes. What that means is now that you've been approved, uh, we'll get that documentation sent out. You have a read through and review. Now we do send out 2 copies for you, so I'll e-mail you a copy which will come through in about 10 to 15 minutes. Uh, but we also post you out a hard copy as well, which should arrive in about two to five business days.

[11 minutes 57 seconds][Customer] : Yep, Yep, Yep.

[11 minutes 46 seconds][Agent] : Just make sure I've got your e-mail address correct what it had here was rachael.r.yan@yahoo.com Yep, love it.

[11 minutes 58 seconds][Customer] : Yep.

[11 minutes 59 seconds][Agent] : Using so you received that e-mail copy shortly. We also e-mail you

out what we call a free online legal will valued at \$160.00. So if you haven't already done a will, you can use this one. It does come with all the instructions included. So it is designed so they can do yourself if need be. Now in the hard copy that comes in the mail, that's the one that will contain the beneficiaries form.

[12 minutes 13 seconds][Customer] : Yep, Yep.

[12 minutes 23 seconds][Agent] : So whenever you're ready, the only thing that you do is just let us know who you'd like to leave the money to. So it does come with the reply paid address. So you won't need to stamp or anything. If you just send that back to us whenever you're ready, we'll keep that on file now processes. So because you have been approved, we do start covering you straight away just in case. We don't actually take any payments at this stage. What we do for now just to get the policy started, it's just set up your preferred method of payment, but you can choose a start date in the future that works for you.

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

[12 minutes 54 seconds][Agent] : However, of course you review the policy. If there is anything you don't like, or even if you just change your mind all together, of course that's fine. You're not obligated to keep it. The policy does come with a full 30 day cooling off. As well, just to give you that bit of extra time. So organize it for the \$100,000 at this stage, just to confirm, that was coming in at \$54.83 per fortnight. Did you want to set that up using a bank account or a Visa or MasterCard?

[13 minutes 22 seconds][Customer] : Yeah, I've got a bank account.

[13 minutes 26 seconds][Agent] : Sure, was yours a savings account or a cheque account?

[13 minutes 29 seconds][Customer] : Savings.

[13 minutes 31 seconds][Agent] : And is that just your name on the account?

[13 minutes 34 seconds][Customer] : No, it's got two names.

[13 minutes 36 seconds][Agent] : Sure. And what was the other name on the account please? No worries, just to be safe. Sorry, how do I spell as the surname?

[13 minutes 39 seconds][Customer] : Leslie Chickner, TICKMER.

[13 minutes 48 seconds][Agent] : Thanks very much. And just because it's a joint account, I just

have to confirm you are authorized to debit from this account, correct?

[13 minutes 54 seconds][Customer] : Yep.

[13 minutes 55 seconds][Agent] : And I just need the BSB and the account number please.

[13 minutes 59 seconds][Customer] : Hold on, I'm not gonna look through for it.

[14 minutes 1 seconds][Agent] : Yeah, take your time, no rush. Yep, Yep, Yep, Yep. 180. Thanks for that. I think I may have missed a number in the BSB. Would you mind just reading that back for me please?

[14 minutes 20 seconds][Customer] : ESP is 085995 and the count is 140647180 085995.

[14 minutes 43 seconds][Agent] : Yep, uh, Mr. Yates, thanks very much. And then it was account number 140647180. Great. Edison Lesnie is uh, the surname T now started with TT for Tom, is that right?

[14 minutes 54 seconds][Customer] : Yep, Yep.

[15 minutes][Agent] : Yeah, perfect. And as I mentioned, you can choose whatever day you'd like the payments to start. So if you had like a payday you wanted to light it up with so I can work around that, umm, what? What day would suit you best?

[15 minutes 13 seconds][Customer] : Well, it's like payday today the the next fortnight.

[15 minutes 19 seconds][Agent] : Yeah, absolutely. I can do that. Let me grab my calendar. So fortnight from today would be the 9th of January. So two weeks, that'd be OK.

[15 minutes 27 seconds][Customer] : Yep, Yep.

[15 minutes 30 seconds][Agent] : I'll push it back to the 29th. So you'll still be covered straight away from the end of this call, but you won't pay anything until January 29th. So you basically have two weeks worth of cover, which we're not going to back charge you for. That'll give you a bit of time to read through the policy. Just make sure that you're happy with everything. Now all I have to do just to get that finalized for you is just read out a final declaration and then just ask your agreement to it at the end and then you'll be covered and I'll get that sent straight out. While I read this out, if there is any part of it you need me to clarify or if you have any questions, please feel free just to stop me and ask.

[15 minutes 45 seconds][Customer] : Yeah, uh huh.

[16 minutes 1 seconds][Agent] : And just before I generate this policy, I'll just make sure I have captured all your details correctly. So I have Rachel Ryan, date of birth, 23rd of August 1974. You are a female and an Indigenous Australian residence. Is that all correct?

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

[16 minutes 16 seconds][Agent] : Perfect, thanks very much. So this is you. Thank you, Rachel Ryan. Just a reminder, all our calls are recorded. 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. Seniors life insurance is issued by Hanover Life or E of Australasia Limited. Hanover has an arrangement with Greenstone Financial Services, trading as Australian Seniors Insurance Agency, to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of the information you have provided when assessing your application. That includes the information we initially collected from you to provide a quote and over has set a time 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 that you have answered all of our questions in accordance with your duty, yes or no?

[17 minutes 15 seconds][Customer] : Yes.

[17 minutes 16 seconds][Agent] : Thanks very much. 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. Except the cover pays a lump sum benefit amount of the following. Rachel Ryan receives \$100,000 in the event of death. If death is as a result of an accident, the benefit payment will include an accidental death benefit which will equate to a total payment of triple the benefit amount. The benefit is not paid in in the event of suicide in the 1st 13 months of the policy. Your cover expires on the 22nd of August, not that sorry. 22nd of August 2059 at AM. Your premium for your first year of

cover is \$54.83 per fortnight. Your premium is steps, which means it will be calculated in each policy anniversary and will generally increase each year. Sorry, just in case I misread the number. It just says your cover expires on the 22nd of August 2059 at 12:00 AM. Your premium for your first year of cover is \$54.83 per fortnight. Your premium is skipped, which means it will be calculated in each policy anniversary and will generally increase each year. Included in your premium is now payable to Australian seniors of between 14% and 46% of each premium calculated on a level basis over the like of the policy. Your premium will be debited from your nominated bank account in the name of Rachel Ryan and Leslie Chikner, which you will authorize to debit from and have provided to us. We may provide bring communications to you by the e-mail address you have provided to us. These will include any legal notices we are required to provide to you. If you would prefer to receive these only via 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, 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 aid 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 your 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 contacting us. Full details are available online and in the documentation we are sending you. OK, just two questions and I'll get that sent straight out for you.

[19 minutes 44 seconds][Customer] : Yep.

[19 minutes 44 seconds][Agent] : So it says do you understand and and agree with the declaration, yes or no?

[19 minutes 49 seconds][Customer] : Yes.

[19 minutes 48 seconds][Agent] : Thanks very much. And before I send that out, uh, would you like any other information or would you to read any part of the PDS to you? Yes or no? No worries. Let's make sure that goes through smoothly. And just to confirm the number that I'm speaking to, you are

now ending in 318. Uh, that's your phone number. Perfect. Thanks Rachel. Alrighty. Well, that has all been completed for you. So you are now covered for \$100,000 as we speak and that documentation will be with you shortly. Umm, is there anything else I can help you with while I've got you here?

[19 minutes 59 seconds][Customer] : No, Yeah, yeah, that's alright. Thank you. That's all good.

[20 minutes 24 seconds][Agent] : Perfect. My pleasure. Thank you so much for your time. You look after yourself and enjoy the rest of your day.

[20 minutes 29 seconds][Customer] : You too. Thank you. Bye.

[20 minutes 30 seconds][Agent] : Thanks. Bye.