

[3 seconds][Customer] : Hello. Gavin speaking.

[4 seconds][Agent] : Hey Gavin, it's Dave. I'm calling you back from Australian Finance Insurance.

[8 seconds][Customer] : Hello.

[8 seconds][Agent] : It's now that I want to talk.

[13 seconds][Customer] : Yeah, we're good.

[15 seconds][Agent] : Alright, perfect. Now I'm just giving you a call. In regards to our previous composition, we enquired about some life experience. Just looking for the survey. Can I please confirm your full name and your date of birth?

[21 seconds][Customer] : Yep, it's Gavin Lee right and it's 23rd of the 1st 1974.

[31 seconds][Agent] : Great, thank you so much for this. Please note all our calls are recorded. Any advice I provide is general in nature and may not be suitable to your situation. And can I confirm Gavin, that you are a male Australian resident? OK, perfect. Now, just so I can assist you better today, what made you decide to look into signing up for some life insurance? Yeah, yeah.

[43 seconds][Customer] : I am indeed Yep, Oh, I I think I saw your ad on TV and my I think I said to you the previously I spoke to you my the life insurance that was attached to my super laps and I don't think I was able to reinstate that particular 1. So I was just looking for something else.

[1 minutes 12 seconds][Agent] : Oh, I guess you have no existing policy, correct?

[1 minutes 14 seconds][Customer] : I know that's right.

[1 minutes 15 seconds][Agent] : Yeah. So what I can do for you is I can actually explain to you what we offer and the features and benefits that we also offer for you. And I can answer any questions you have along the way. Is that OK?

[1 minutes 15 seconds][Customer] : Yep OK, no worries. Yep.

[1 minutes 26 seconds][Agent] : Sure. So here Alfie is life insurance.

[1 minutes 35 seconds][Customer] : Yep.

[1 minutes 29 seconds][Agent] : It is designed to provide a financial protection for your loved ones through a lump sum payment if you were to pass away before your 85th birthday when the policy ends.

[1 minutes 38 seconds][Customer] : Yes, Yeah.

[1 minutes 36 seconds][Agent] : Now, Gavin, you can choose a cover between \$10,000 up to \$200,000 and you can nominate up to five beneficiaries to receive the nominated benefit amount.

[1 minutes 47 seconds][Customer] : OK.

[1 minutes 47 seconds][Agent] : Now, if your death is due to an accident, your chosen benefit amount will triple. We also include an advance payment of 20% of the benefit amount on top of that with UMM, just to assist with funeral costs or any other final expenses at the time.

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

[2 minutes 3 seconds][Agent] : Yeah, it is easy to apply. What we do is we just ask you 8 yes or no questions relating to your health over the phone to see if you are approved. If you are accepted and once you commence the policy, you will be covered immediately for death due to any cause except for suicide in the 1st 13 months. Now Gavin, we also offer umm, a benefit called a terminally ill advanced payment. Now that's included in the cover.

[2 minutes 34 seconds][Customer] : Yeah.

[2 minutes 28 seconds][Agent] : So if you were diagnosed with 24 months or less to live by specialized medical practitioner, what we do is we actually pay out your benefit amount in full to you while she's still alive. And this is just to ensure that you receive the best care possible whilst you are still alive. Did you have any questions for me so far?

[2 minutes 44 seconds][Customer] : No, that's to be clear.

[2 minutes 46 seconds][Agent] : OK, let's go through a quote together. Umm, to begin with, can I just confirm your title is Mr. Correct?

[2 minutes 53 seconds][Customer] : Yeah, it is.

[2 minutes 54 seconds][Agent] : Ah, perfect. And have you heard a speaker in the last 12 months, Gavin, yes or no? OK, great. Now keep in mind the level of cover ranges from \$10,000 up and up to \$200,000. So what benefit amount would you like me to look at first? Sure. And were you looking to pay this fortnightly, monthly or annually?

[2 minutes 59 seconds][Customer] : No, I don't smoke 200 fortnightly.

[3 minutes 21 seconds][Agent] : Sure.

[3 minutes 30 seconds][Customer] : OK. And yeah. And what about monthly?

[3 minutes 21 seconds][Agent] : So Gavin Ford, \$200,000 worth of cover, you're looking at a fortnightly premium of \$105.67 and this monthly would equal to \$228.96.

[3 minutes 41 seconds][Customer] : Is that, is that slightly discounted or is it the same?

[3 minutes 44 seconds][Agent] : Oh, it is the same, Yeah. So how is that sounding? Your term suitability. Would you like me to maybe look at a lower cover or is that OK with you?

[3 minutes 46 seconds][Customer] : OK, Yeah, that's OK.

[3 minutes 56 seconds][Agent] : All right. Perfect. So do you also have a wheel set up here, Gavin?

[3 minutes 56 seconds][Customer] : Yeah, I do, but it will need adjusting.

[4 minutes 3 seconds][Agent] : Oh, OK. So the reason why I ask is because we also provide a free online legal will. It's usually valued at \$160.00 with each policy, but umm, this comes free with the welcome pack. Now your payment is step, which means it will increase each year. So as an indication, if you make no changes to the policy, your premium next year will be \$244.99 per month. Yeah, you can also find information about our premium structure on our website. Now the next step is just to take you through the health questions to confirm if you are eligible for the cover.

[4 minutes 28 seconds][Customer] : OK, Yep.

[4 minutes 40 seconds][Agent] : So I'm just going to quickly read a pre underwriting disclosure. Just umm, the terms and conditions to answering the questions Before I do, can I have your post code and suburb please?

[4 minutes 51 seconds][Customer] : 6174 That's Golden Bay. It's 3 Barramundi St.

[4 minutes 54 seconds][Agent] : Golden Bay and the address there, Gavin, perfect. And is this also the same as your postal address?

[5 minutes 5 seconds][Customer] : There it is.

[5 minutes 6 seconds][Agent] : All right, great. Just updated this for you. So yes I will go through the health questions but before that I'll read out read out the kind of writing disclosure that I can ask you the 8 questions. Alright, perfect. So please be aware all calls are recorded for quality and monitoring

purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We'll share this with the insurer and may share with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access incorrect information and lodge complaints about breaches of privacy while proceeding. You understand that you're applying to purchase a life insurance policy and as such you have the 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 ask in any earlier discussions you have had.

[6 minutes 13 seconds][Customer] : None.

[6 minutes 5 seconds][Agent] : If you do not take reasonable care, you may breach your duty, and if this happens, the insurer may be entitled to cancel your policy, decline a claim, or make adjustments to the terms and conditions of your policy. Do you understand and agree to your duty, yes or no?

[6 minutes 18 seconds][Customer] : Yes, I do.

[6 minutes 20 seconds][Agent] : Great, thank you. I need to ask the following questions specific to COVID-19. Have you been hospitalized for COVID-19 in the last six months, or have you been diagnosed with COVID-19 in the last seven days? Yes or no?

[6 minutes 32 seconds][Customer] : No.

[6 minutes 34 seconds][Agent] : Right. In the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or stroke? Yes or no? Great. In the last five years, have you been admitted to hospital as an inpatient because of the lung disease other than for asthma or pneumonia as the only umm conditions? Yes or no? All right, 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? Yes or no?

[6 minutes 53 seconds][Customer] : No, no.

[7 minutes 15 seconds][Agent] : Thank you. Do you have a renal kidney condition that currently requires dialysis or transplant or a doctor has advised will be required in the future? Yes or no?

[7 minutes 25 seconds][Customer] : Next.

[7 minutes 27 seconds][Agent] : Do you have a liver condition that will require a transplant in the future? Yes or no? Thank you Have you been diagnosed with or currently undergoing testing for or has a doctor advised you to be tested for motor neurone disease or any form of dementia including Alzheimer's disease? Yes or no?

[7 minutes 31 seconds][Customer] : Next No.

[7 minutes 46 seconds][Agent] : Great. In the last five years have you attempted suicide or been hospitalised for mental mental health condition? Yes or no?

[7 minutes 53 seconds][Customer] : No.

[7 minutes 54 seconds][Agent] : And lastly, are you experiencing any unexplained symptoms or are you currently undergoing or waiting for the results of any relate? Sorry, are you experiencing any 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 leave? Yes or no? OK, perfect. Now what I'm going to do is I'm just going to submit these for you to see if you are approved. OK, and good news Gavin, congratulations, your application has been approved. So what I can do for you is get your immediate covered over the phone today. I will send you all the policy documents to review. Now this policy, it gives you a 30 day cooling off. So if you decide the policy is not suitable for you and cancel within the 30 days, you will receive a full refund of your premium unless the claim has been made. Now Gavin, what we do now is we just enter your BSP account number. You're not required to make a payment today. We generally collect payment within the next 7 days. So when is the most suitable to you for you? Sorry.

[9 minutes][Customer] : At first I Oh cool. Not monthly though. Can we just go back to fortnightly?

[9 minutes 5 seconds][Agent] : Sure. I can update this to Fortnitely. And did you want that deducted out on Thursday? Is that next week Thursday?

[9 minutes 14 seconds][Customer] : Yeah, next Thursday please.

[9 minutes 16 seconds][Agent] : OK, sure. So that's the 16th. So your first collection date would be the 16th and then every fortnight on Thursday, \$105.67 is your fortnightly premium.

[9 minutes 30 seconds][Customer] : No worries.

[9 minutes 31 seconds][Agent] : Yeah. So can I start with your BSP account number, please?

[9 minutes 36 seconds][Customer] : You can.

[9 minutes 40 seconds][Agent] : Yeah. And your account number?

[9 minutes 36 seconds][Customer] : My BSP is 062948 and 20443102.

[9 minutes 42 seconds][Agent] : Yeah, OK, perfect. So I'll just read this back to you. So your BSB, Commonwealth Bank of Australia, 062948 and the account number we have here 20443102. And is this a savings or cheque account? OK. And the account name is Gavin Wright.

[9 minutes 57 seconds][Customer] : Yeah, savings yeah.

[10 minutes 4 seconds][Agent] : All right, perfect. Now I'll just update your full name. So your policy has your full name, so that's Gavin. And can I confirm your middle name, please?

[10 minutes 5 seconds][Customer] : Gavin L Wright, Lee L EE.

[10 minutes 21 seconds][Agent] : Alright, perfect. And confirming your e-mail is gavin.wright@justice.wa.gov dot AU.

[10 minutes 30 seconds][Customer] : Oh, that's my, that's my work e-mail address.

[10 minutes 29 seconds][Agent] : Yeah, yeah.

[10 minutes 31 seconds][Customer] : It'd be better, better to give you my my personal e-mail address thats gavin.lee.wright74@gmail.com.

[10 minutes 47 seconds][Agent] : OK, I'll just update this. Perfect. OK, so thank you. Before I read the declaration, organise the policy documents to be sent to you. I'll confirm. Your full name is Gavin Lee Wright and your e-mail address is gavin.lee.wright74@gmail.com.

[11 minutes 5 seconds][Customer] : Yeah, correct.

[11 minutes 11 seconds][Agent] : OK, perfect. So I would now read the declaration. It may take 5 to 6 minutes. I will have a few questions for you. Umm, once you just confirm that and then umm, I can let you go complete this for you. OK, perfect. So thank you. Gavin Levine, it is important you

understand the following information. I'll ask for your agreement to these terms at the end and your policy will not be enforced obviously. Agree to these terms in full. Seniors life insurance is issued by Hanover Life free of Australasia Ltd 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 provided when assessing the application. That includes the information we initially collected from you to provide a quote. Hanover has set a target market determination for this product, which describes the type of consumer 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.

[12 minutes 17 seconds][Customer] : None.

[12 minutes 15 seconds][Agent] : Can you please confirm you have answered all our all of our questions in accordance with your duty, yes or no Gavin? Yes. So can you please confirm you have answered all of our questions in accordance with your duty, yes or no?

[12 minutes 25 seconds][Customer] : Sorry, yes I have.

[12 minutes 32 seconds][Agent] : OK perfect. We may from time to time provide office to you by 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. The accepted cover pays a lump sum benefit amount of the following. Gavin Lee Wright received \$200,000 in the event of death. If death is as result of an accident, the benefit amount will include an accidental death benefit which will equate to a total payment of triple the benefit amount. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your cover expires on the 22nd of the 1st 2059 at 12:00 AM. Your premium for your first year of cover is \$105.67 per fortnight. Your premium is steps, which means you'll be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable to Australian seniors of between 14% and 46% of each premium, calculated on a level basis over the last of the policy. Your premium will be debited from your nominated bank account in the name of Gavin Allwright, which

you are authorized to debit from and have provided to us. We may provide richer communications to you via the e-mail address you have provided to us. This will include any legal notices we're required to provide to you. If you would prefer to receive these only by mail, you can update your communication preference 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. Ensure the product meets your needs. You have a 30 day cooling off. When you may cancel. Your policy at any premium you may have paid will be refunded in full unless you have lodged a claim.

[14 minutes 19 seconds][Customer] : None.

[14 minutes 20 seconds][Agent] : 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. All details available online and in the documentation we are sending you. So Gavin, do you understand and agree with the declaration, yes or no? And would you like any other information or would you like me to read any part of the PDS to you?

[14 minutes 43 seconds][Customer] : Yes, I did no e-mail this one.

[14 minutes 50 seconds][Agent] : Alright, perfect, That's all done for you now. Gavin said. Thank you so much. I appreciate your patience you all. Your documents will be with you shortly to your e-mail. And was there anything else I can assist you with today?

[15 minutes 3 seconds][Customer] : No, that's all. Thank you.

[15 minutes 5 seconds][Agent] : OK, sure. Well thank you so much for choosing Australia's Venus. I hope you have a great afternoon.

[15 minutes 9 seconds][Customer] : Likewise, Thank you.

[15 minutes 10 seconds][Agent] : Sure. Thanks. Bye now.

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