

[3 seconds][Agent] : Welcome to Real Insurance. You're speaking with Ken. How can I help?

[6 seconds][Customer] : Yes, my name is Ron Lawrence. I had a missed call from you guys. Yeah, I did.

[6 seconds][Agent] : Yeah, no worries. Thanks for calling back. Let me find out why you got the call.

[15 seconds][Customer] : Yeah, I did. Yeah, yeah, yeah.

[13 seconds][Agent] : Could be because you've made an enquiry into insurance and my colleague has been trying to follow up. Ron, can I just get to confirm your surname and date of birth please?

[22 seconds][Customer] : The surname is Lawrence Lawrence. Date of birth is the 17th of June 1957.

[29 seconds][Agent] : Yeah, thank you. And Please note calls are recorded. Any advice I provide is general nature and it'll be suitable to your situation. Let's have a look. Yeah, thanks for calling back. Ron. The reason for the call is actually you've made an enquiry into the funeral insurance. So that was the reason for the call. So thanks for making that enquiry. So I'll go through the main features and Ron, we'll have a look at some pricing. Any questions? So let me know what's prompted you to look into funeral insurance.

[57 seconds][Customer] : Yep, I haven't got it and got 6067 now.

[1 minutes 6 seconds][Agent] : Yeah, no, no worries at all. So your age account just sparked that interest. Is it something that you've looked into before or is it all quite new?

[1 minutes 2 seconds][Customer] : Before I didn't, I saw it out on TV, so yeah, I wasn't telling it before we.

[1 minutes 16 seconds][Agent] : Yeah, that's fair enough. No, that's fine. Well, well, it is a like you probably see on the TV later on. This is a cash benefit that we will be paying to your loved ones when you pass away. They can use the funds not only for funeral expenses, but also any other final expenses like unpaid bills. You can nominate up to five beneficiaries to receive this nominated benefit amount. Currently, WH, who would you be looking to lead this payout to?

[1 minutes 45 seconds][Customer] : They were looking to get it too.

[1 minutes 47 seconds][Agent] : Yeah, like who who you're looking to leave this payout to, to take

care of those funeral expenses.

[1 minutes 52 seconds][Customer] : Probably my daughter. She didn't get it on me as well so.

[1 minutes 55 seconds][Agent] : Oh, right. OK, all good. Well, well, you can just select her to be the beneficiary. So it's it's that's about nice and easily. So in the event of claims, you can just call our our clients team in order to make that climb. And now if death is due to an accident, we will be tripling that payout for your daughter. And if these apply, there are no medical checks. If you're on Australia resident age 2040 and 79, acceptance is guaranteed. If you were to suffer an accidental serious injuries such as quadriplegia or paraplegia before the policy anniversary following your 75th birthday, the benefit amount will also triple. And just so you know, Ron, for the 1st 12 months you will be covered for accidental deaths, an accidental serious injury only. But after the first 12 months you will be covered for deaths due to any cause. In addition, there is a terminal illness benefit, meaning after holding your policy for 12 months, if you're first diagnosed with a terminal illness with 12 months, well that's delivered by a medical practitioner, we'll pay your claim in full. So that could help you with things like medical expenses. Do you have any questions for me so far or is that all sounding pretty straightforward? Yeah.

[3 minutes 3 seconds][Customer] : No, I'm pretty right. I've got probably health insurance.

[3 minutes 7 seconds][Agent] : Oh, OK, lovely. Yeah, that's good. So now on that, you would have seen \$3000 to \$15,000 is the range that you can look into. Was there an amount there you have in mind that you'd like me to get your price on?

[3 minutes 18 seconds][Customer] : Yeah, probably the 15 inches lately.

[3 minutes 24 seconds][Agent] : Yeah, sure.

[3 minutes 25 seconds][Customer] : No, My, my parent, my mother's, my dad's funeral months and only about, I don't know, years ago and you know, it's six hours for the coffin. Got a, got a brand for the cremation, all the bits and pieces. So have you that would have gone up by now.

[3 minutes 33 seconds][Agent] : Yeah, yeah, yeah, yeah. No, I can understand it. It can all add up like what you just mentioned there, all these different components that make pick up the total cost. Did your parents have funeral insurance cover or is this something that the family, you know, pitched

in to pay for those expenses? Oh, right.

[3 minutes 59 seconds][Customer] : Well now they, they, they've paid their own, they sort of pitch, they've sort of all they, they had it all sort of sort sorted out years before that.

[4 minutes 3 seconds][Agent] : Yeah, yeah, yeah, alright. Yeah. So that kind of helped out the family. And yeah, you know, according to the government's Money Smart website, private funerals typically cost some the regional \$4000 for a basic cremation up to \$15,000 or a more detailed burial soon. So generally promotions cost less than the burial option. But have you thought that far ahead as to what you feel that you prefer?

[4 minutes 21 seconds][Customer] : Yes, of course. The promotion.

[4 minutes 30 seconds][Agent] : Yeah, OK, no worries. So at least that might just give you an idea of how much it is. And you know, you just let your daughter know as to what your wishes are so when she receives that pay up, she can use it to pay for those cremation related costs. So I'll just get you that price for the \$15,000 amount. Just also confirming that you are an Australian resident. Yep. All right, thank you. So 15,000, so this will be a \$45,000 payout if death was due to an accident.

[4 minutes 50 seconds][Customer] : Yep, Yep.

[4 minutes 58 seconds][Agent] : So just one moment while I get this price there's. How's your morning been, by the way?

[5 minutes 5 seconds][Customer] : Pardon.

[5 minutes 6 seconds][Agent] : How's your morning done?

[5 minutes 6 seconds][Customer] : Well, yeah, I just, I just wanted to get the shopping and now I'm going to hit the end of Bunnings and get some stuff.

[5 minutes 11 seconds][Agent] : Oh yeah, All right, nice, nice. Any, any particular project or just something that you need to All right.

[5 minutes 17 seconds][Customer] : I just cleaning that, cleaning some bushes and things.

[5 minutes 21 seconds][Agent] : Oh, nice. Now with \$15,000 sixty \$1.81 a fortnight. Does that sound affordable? Or is there another amount you'd like to have a look at?

[5 minutes 33 seconds][Customer] : No, no, there'll be a lot.

[5 minutes 34 seconds][Agent] : OK, well, good. And there's a real reward attached as well. So following your first policy anniversary date, we will refund 10% of the premium that you've paid at time \$160.80. OK \$160.71 will be your refund under the reward. So just keep that in mind. It's sort of like our way of saying sales can cover a year. We give some money back to you.

[5 minutes 56 seconds][Customer] : Yeah.

[5 minutes 57 seconds][Agent] : Just also just like to make aware you may pay more in total premiums over the loss of policy than the benefit amount. Please be aware this insurance does not have a savings or investment element. So if you cancel outside of 30 days, your cover will stop and you'll not receive anything back unless you're eligible for Tuesday early cash back offer, which I'll touch on a little later. Your premiums are designed to stay as saying. You can also find information about our Prem structure on our website. When you reach the age of 85 Ron, your premium will see. So you have nothing more to pay and you will also automatically receive a 25% bonus cover, which applied to \$15,000 is a bonus \$3750 cover. So a little bit more to leave to your 85. When you reach 8085, that's when you stopped paying for premium. You'll still be covered that early cash out option. At any time after you reach 85 years of age, you can choose to end your cover and we'll pay you 75% of the funeral insurance benefit. So it's simply an option when you reach that age or you just keep going and get that 25% bonus. Now, Ron, if you're happy with that, I'll get you covered. I'll get you. I'll get all those documents posted to your address. So once you receive these documents, you can select your daughter to be the beneficiary. Any questions, please call us. Our contact details will be on the documents.

[7 minutes 18 seconds][Customer] : OK.

[7 minutes 18 seconds][Agent] : This policy also gives you a 30 day cooling off. Just in case you change your mind. You're not required to pay anything today, Ron. You select your preferred method of payment and select the payment date of your choice so you can actually push it out to a date that you prefer. We'll get you on launch payday if you like. Are you happy to continue? All right. Thank you. Today is Monday, 6th of January. What day would you prefer for that first payment?

[7 minutes 35 seconds][Customer] : Well, probably the phone. Usually I need the patience phone, I

think it's probably the best the chance.

[7 minutes 54 seconds][Agent] : Yeah, sure. We can align it. What? What's what? What? Pensch.

[7 minutes 52 seconds][Customer] : So with the patience the 20th.

[7 minutes 58 seconds][Agent] : What's the? Oh, 20th? Yeah, sure, I can push it out to the 20th for you. And then from there, it will be every fortnight on a Monday after that, I'll just grab your address. So I'll get this well that posted out to you.

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

[8 minutes 10 seconds][Agent] : So along with that beneficiary form, there'll be Pol schedule, PDF and financial services guide. What's your post code? Firstly, your post code.

[8 minutes 17 seconds][Customer] : What post code 477? Yep. 4077?

[8 minutes 24 seconds][Agent] : Sorry, 4007 04/07. Sorry about that. I misheard you there. Is that Jira Ganala?

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

[8 minutes 31 seconds][Agent] : What's the suburb Jurac? OK. And your address in Jurac?

[8 minutes 38 seconds][Customer] : Yep, it's C for C47 slash 356.

[8 minutes 46 seconds][Agent] : OK, So Unit 7 C? Yep.

[8 minutes 49 seconds][Customer] : It's C47C for Charlie, 356 Bunda Rd.

[8 minutes 58 seconds][Agent] : OK, let me just put C 47356. Did you say Wonder Rd. Oh, blunder. OK. Ah, gotcha.

[8 minutes 59 seconds][Customer] : Yeah, Bunda DODOD.

[9 minutes 9 seconds][Agent] : Yep, got it. Got it. OK, yeah, I'm just having a look at what pops up when I put in 356. So yours is unit C47? Yep. OK, OK. BLUNDER.

[9 minutes 23 seconds][Customer] : Yeah, yes, that's right. Yeah.

[9 minutes 37 seconds][Agent] : Yeah, OK, There we go. Unit and C for Charlie.

[9 minutes 42 seconds][Customer] : Yep.

[9 minutes 40 seconds][Agent] : So unit C47 FI 356 Blunder Rd.

[9 minutes 46 seconds][Customer] : Yep.

[9 minutes 46 seconds][Agent] : And that's your mailing address as well.

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

[9 minutes 49 seconds][Agent] : Yep. All right, we'll get that posted there.

[9 minutes 55 seconds][Customer] : Yep. Yep. Yes.

[9 minutes 51 seconds][Agent] : I have an e-mail I can see which you've noted as ron.lawrence@optusnet.com dot AU, right? I'm going to get a welcome e-mail sent to you. So you should get this in the next half hour, which will include a soft copy of your policy schedule and your policy number as well. And just confirm your mobile I this is 0411982502.

[10 minutes 13 seconds][Customer] : Yep, that's correct.

[10 minutes 15 seconds][Agent] : All right, thank you. So 20th of January is the first debit date. How do you normally set up your direct debits?

[10 minutes 25 seconds][Customer] : Yeah.

[10 minutes 21 seconds][Agent] : Would you like to use a card like Visa, MasterCard, or just the BSN account number? What would you prefer?

[10 minutes 28 seconds][Customer] : Debit card.

[10 minutes 29 seconds][Agent] : Yeah, take your time. Just tell me which one you want to use.

[10 minutes 28 seconds][Customer] : Mm Hmm, No, actually I've got them in Puppet.

[10 minutes 33 seconds][Agent] : MasterCard. OK, very handy. Just hold on to that card. It's just something I need to read when it comes to cards for security purposes. Ron, while obtaining your card details, the call recording will stop and we'll recommence after we've collected your details, I'm just going to stop the call recording. None. The. Please be advised, the call recording has now resumed for quality and micro purposes. So I've restarted the call recording. All I need to do here is read to this declaration and at the end there'll be a couple of questions for you to answer with a yes or no.

[12 minutes 22 seconds][Customer] : Yep.

[12 minutes 17 seconds][Agent] : Once that's done, you'll be covered and then I can get that welcome e-mail sent to you as well as the welcome back as well. By the way, if you would like to

write in your policy number, you can. If not, that's OK. That policy number will appear on the e-mail and also the welcome documents as well.

[12 minutes 30 seconds][Customer] : OK, no, that's fine.

[12 minutes 32 seconds][Agent] : OK, so just going to bring that up and calls are recorded. Just reconfirming all the details here. All correct. So Mr. Ron Lawrence, you're an Australian resident on the 17th of June 1957, all correct? Yep. And it's Unit C 47356 Bunda Rd., Durack, QLD 4077 and that's your mailing address as well.

[12 minutes 43 seconds][Customer] : Yep, Yep, that's correct.

[12 minutes 52 seconds][Agent] : Thank you. Here's the declaration and be sure to thank you Ron. Lauren. So it is important to understand the following information. I'll ask for the 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 Lottery Watch Alicia Ltd and we'll refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services Trading is real insurance. The issue and arranges insurance on its behalf. Your answers to the application questions. Any related documents form the basis of your contract Insurance and Hanover relies upon the action of the information you have provided when assessing your application. Hannover has set a target market determination for each product, which is as far as I can assume this product is designed for now 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 all the spread on the service providers for the purpose of issuing your policy or handling clients. Now Policy tells you more, including how to encourage information and lodge complaints about breaches of privacy. While agreeing to this declaration, you consent to be contacted by us in relation to other prices and services. You can opt out of this at any time by contacting us. You have a group to take out a single real funeral cover with the following cover. Ron Lawrence is covered for \$15,000 in the event of death. In the case where death is accidental or if you suffer defined accidental serious injury, the benefit amount will triple. Cover is for accidental death only. For the 1st 12 months of cover. We therefore any cause or diagnosis of a

terminal illness covered death after accidental serious injury. Cover for each life insured under age 75 starts immediately and ends on the policy anniversary from the life insured's 75th birthday. Once a life insured reaches 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the charge and benefit amount. If you take up this early cash option, you no longer have a right to claim under policy for that life insurance. This policy is an insurance policy and does not have a savings or investment component. You end your cover any time by contacting us. If you stop paying your premiums will may end your cover, but we'll give you notice before doing so. If cover ends prior to age 85, no benefits payable and there's no refund or 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. You're not required to pay any further premiums. The bonus cover is not payable if the early cash option has been taken out. Cover for each life insured end of the day prior to their 100th birthday. We'll pay the fee on benefit and bonus cover for life insurance. At this point. The time premium for first year of cover is \$1.81 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and then they change the object cover or then should I adjust the payment rates? Apply to your policy, Make sure I can only make a change. It will apply consistently across all policy holders. You may pay more in premium than the benefit amount over the life of the policy included in your premiums and amount payable to real insurance of between 34% and 54% calculated on a level basis over the life of the policy. Your premium will be debited from your credit card which are authorised to debit and have provided to us. We may provide written communications to you via the e-mail address you provide to us and this will include any legal notices we are required to provide to you in writing. If you would prefer to receive these only by mail, you can update your communication purpose at any time.

[16 minutes 1 seconds][Customer] : None, Yeah.

[16 minutes 5 seconds][Agent] : The policy documentation, PDF and FSG will be mailed to you 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 which what the product mentioned if you have a 30 day cooling up. When you may cancel your policy and any print you may have paid will be

refunded in full. Unless you've lodged a claim that risks associated with replacing Pol that risks associated with replacing policies, as in your policy may not be identical to existing cover. We recommend that you do not cancel an existing policy until you have received and reviewed our policy in full. We have a compliance process which you can access at any time 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?

[16 minutes 48 seconds][Customer] : Yes.

[16 minutes 49 seconds][Agent] : Thank you. Would you like any other information or would you like me to read any part of the PDS to you? Yes or no? Alright, thank you. Alright, so that's all done. So you covered as of today. Thursday is the 20th of January, like you said, which is in a four night time and then it'll be every fortnight on a Monday after that. So welcome to real insurance email's just been sent a welcome e-mail and that welcome pack, you should get that in about two to five working days. Well, would you like to write down your policy number?

[16 minutes 56 seconds][Customer] : No, no. I bet that'll be OK. I'll get it off the e-mail.

[17 minutes 21 seconds][Agent] : OK, you will. It starts with three eights. Now, any questions or just anything you'd like to discuss about the policy? We have a dedicated customer support team that you can speak with.

[17 minutes 32 seconds][Customer] : Yeah, sorry. So your sexual pay before claim is 12 months that you're covered for accidental death?

[17 minutes 41 seconds][Agent] : Yes. So first 12 months you're covered for accidental death and accidental serious injury only. However, after that first 12 months having the cover gone, you'd then be covered for death due to any cause.

[17 minutes 52 seconds][Customer] : OK.

[17 minutes 51 seconds][Agent] : So any causes of course are that point in time.

[17 minutes 52 seconds][Customer] : Yeah, that's fair enough.

[17 minutes 55 seconds][Agent] : OK, that's was there anything else Ron?

[17 minutes 58 seconds][Customer] : No, that's all. Thanks.

[17 minutes 59 seconds][Agent] : OK, no worries. Well, thank you very much for your time and enjoy the rest of your day.

[18 minutes 3 seconds][Customer] : Good. OK, good. Thanks very much.

[18 minutes 5 seconds][Agent] : Thank you. Alright, bye now.

[18 minutes 7 seconds][Customer] : Bye. Bye.