

[2 seconds][Agent] : Thank you for calling. Real insurance. You're speaking with Amy. How can I help you?

[9 seconds][Customer] : Yeah, hello. I'd like to for my partner, my Bab, my baby daddy. He's sick and got an e-mail. I would like to put some things for his tune on as soon as we pass on.

[26 seconds][Agent] : Yes. So you want to look at some funeral insurance for him?

[29 seconds][Customer] : Yeah.

[30 seconds][Agent] : Yeah, sure, we can do that. I'll just grab some details. I am sorry to hear that He's not feeling too well, though. That's no good, so let's just have a look here now. I'll let you know. Our calls are recorded. Any advice are provided. Generally, nature may not be suitable to your situation. First, can I grab his name, surname, and William's date of birth?

[48 seconds][Customer] : William Matheson MITHESON, 21st of the 11th, 1973.

[1 minutes 8 seconds][Agent] : Thank you. Let me just open this up. And what's your e-mail address or his e-mail address?

[1 minutes 19 seconds][Customer] : Can I put my e-mail?

[1 minutes 20 seconds][Agent] : Sure. How do you spell Christine? Yep. Yeah, so it's Christine. What was after that? Sorry. Yeah, yeah, at hotmail.com. Oh, Gmail. Sorry, I just cut it out. For a second there I thought it said Hotmail, gmail.com. OK. And what's your mobile number? Mm Hmm. OK, thank you. And William is a Nail Australian resident.

[1 minutes 22 seconds][Customer] : Christine Richardson, All lowercase CHRISTHRTCHRISTINE Richardson Richardson 059@gmail.com at Gmail 0475722411 Yes.

[2 minutes 23 seconds][Agent] : Yep. Perfect. So I'll explain how the cover works here, Christine, with our funeral insurance, the way that it's been designed is to provide a cash benefit of up to \$15,000 to loved ones when you pass away. Now they can use the funds not only for funeral expenses, but also any other final expenses like unpaid bills, for example. Now, if death is due to an accident, that chosen benefit amount will trickle. Uh, it's very easy to apply. So there's no medical checks. If you're an Australian resident age between 40 and 79, acceptance is guaranteed.

[2 minutes 49 seconds][Customer] : Nope, Nope, Nope.

[3 minutes 5 seconds][Agent] : So if he was to suffer an accidental serious injury such as quadriplegic or paraplegic before the policy anniversary following his 75th birthday, the benefit amount would also triple.

[3 minutes 20 seconds][Customer] : No.

[3 minutes 20 seconds][Agent] : Now just so you know, for the 1st 12 months you will be covered for accidental death and accidental serious injury. Only after the first 12 months you will be covered for death due to any cause. In addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to leave by medical practitioner, we will pay your claim in full to help with things like medical expenses. Does that make sense?

[3 minutes 49 seconds][Customer] : Yeah, that's completely makes sense.

[3 minutes 51 seconds][Agent] : Yep, perfect. Now you can choose cover between 3000 up to 15,000. No, your premiums are designed to stay the same as you get older or as he gets older. When he reaches the age of 85, those premiums will cease, so you'll have nothing more to pay, but he'll continue to be covered and you will also automatically receive a 25% bonus cover that will be applied to the benefit amount. You can also find information about our premium structure on our website. And cover also provides an early cash out options. So anytime after he reaches 85 years of age, you can choose to end your cover and we'll pay you 75% of the funeral insurance benefit. Well, that would be paid to him if that was to happen. Now let's have a look at some pricing here. So bring this up. So between 3000 up to 15,000, what benefit amount would you like for me to select for him?

[4 minutes 19 seconds][Customer] : No, no, no. Umm, how about 10,000?

[5 minutes 6 seconds][Agent] : 10,000, Sure. So for \$10,000 cover, that would come to a fortnightly premium of \$20.90, which equates to only \$1.49 per day. How does that sound? Yeah.

[5 minutes 19 seconds][Customer] : Yeah, really good.

[5 minutes 21 seconds][Agent] : Would you like to look at any other levels of cover or you're happy with 10,000?

[5 minutes 25 seconds][Customer] : I'm happy with 10,000.

[5 minutes 27 seconds][Agent] : Beautiful, now there is a real reward. So following your first policy anniversary date, we will refund you 10% of the premiums that you've paid in that time. So you'll be getting back 5435 as a refund after the 12 month period. We do also provide a free online legal will which is valued at \$160.00 with each policy.

[5 minutes 42 seconds][Customer] : OK, mm.

[5 minutes 49 seconds][Agent] : OK, now have you understood everything so far, Christine?

[5 minutes 50 seconds][Customer] : Hmm, yes I did.

[5 minutes 55 seconds][Agent] : Beautiful. Now you may pay more in total premiums over the life of the policy than the benefit amount. Please be aware this insurance does not have a savings or investment element. So if you cancel outside of the 30 days, your cover will stop and you'll not receive anything back unless you're eligible for and choose the early cash back offer. What I'll do is I'll grab your address and we'll send the documentation there for you all to review. Now can I grab your post code and suburbs first, please? Yep. And stop that. Yep. And your street address there?

[6 minutes 24 seconds][Customer] : Post code 4700 and the suburb is Ellenstone UMM unit 13154 Murray Street.

[6 minutes 43 seconds][Agent] : Murray St. Yeah. And that's your home and postal address.

[6 minutes 45 seconds][Customer] : Yes, yes.

[6 minutes 50 seconds][Agent] : Beautiful. OK, So what we can do is get William immediately covered and I will send you all of the policy documents for you to review. This policy does give you a 30 day cooling off period to decide if the policy is suitable. So if you decide for any reason that it's not suitable, if you cancel within 30 days from your first payment, then you will receive a full refund of your premium. Unless the claim has been made. You're not required to make any payment today. So which is a collection day that suits you best. Now, can I please confirm you are authorized to purchase this policy on behalf of the insured?

[7 minutes 30 seconds][Customer] : My, I'm sorry, I didn't get that. I'm sorry.

[7 minutes 37 seconds][Agent] : That's alright. So I can repeat that. So can I please confirm you are

authorized to purchase this policy on behalf of the insured? Thank you. And are you happy to continue?

[7 minutes 44 seconds][Customer] : Yes, yes, yes, yes, yes.

[7 minutes 50 seconds][Agent] : Thank you. So as mentioned, you don't need to pay anything today. So when would be the best collection day for you?

[8 minutes 2 seconds][Customer] : On the 15th.

[8 minutes 4 seconds][Agent] : That's perfectly fine. And is that a savings or check account for you, Christine? Savings and the name on the account, is it Christine Richardson?

[8 minutes 9 seconds][Customer] : Savings account, yes. Are you, how much will you be taking on?

[8 minutes 18 seconds][Agent] : Christine, So that is \$20.90 per fortnight and then the first collection would be on the 15th. Is that suitable for you?

[8 minutes 35 seconds][Customer] : Yeah. O 84558 558. Yes, 158640278 278. Yeah.

[8 minutes 36 seconds][Agent] : Beautiful and the BSB for your savings account when you're ready 55 O 0558 sorry so 084558 and then the account number for that one 15864078 278 sorry cuts out every now and again, 158640278 perfect. So I'll read you the declaration uh, because you are the purchaser of the policy, you can accept this on William's behalf. So it states thank you William Masterson, it is important you understand the following information. I will 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 Life free of Australasia Ltd whom we were referred to as Hanover. Hanover has an arrangement with Greenstone 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 your contract of insurance and Handover relies upon the accuracy of the information you have provided when assessing your application. Handover has set a target 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 attend 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 they share it with other Australian service providers for the purpose of admini measuring 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 agreeing 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 rail funeral cover with the following cover. William Matheson is covered for \$10,000 in the event of death. In the case where death is accidental or if you suffer the find accidental serious injury, the benefit amount will triple. Cover is for accidental death only for the 1st 12 months of cover with death by any cause or diagnosis of the terminal illness covered thereafter. Accidental serious injury cover for each life in fraud under age 75 staff immediately and ends on the policy anniversary following the life insured 75th birthday. Once life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the chosen benefit amount. If you take up the sell the cash that option, you will no longer have a right to claim under the policy for that life insured. This policy is an insurance policy and does not have a savings or investment component. You can end your cover at any time by contacting us if you stop paying premiums. Sorry, If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. If cover ends prior to age 85, no benefit is payable and there is no refund of premiums after the cooling off. If cover continues beyond age 85, the life insurer 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 out option has been taken out. Cover for each life insured ends on the day prior to the one it's birthday. We will pay the funeral benefit and bonus cover for the life insured. At this point your total premium for your first year of cover is \$20.90 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 adjusts the premium rates applying to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums and the benefit amount over the life of the policy. Included in your premium is an amount payable to real insurance of between 32% and 59%, calculated on the level basis of the life of the policy. Your

premium will be debited from your nominated bank account in the name of Christine Richardson, which you are authorized to debit from and have provided to us. We may 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 to you in writing. If you would prefer to receive these only via mail, you can update your communication preference at any time. The policy documentation, PDS and FSU 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 a policy in. Any premium you may have paid will be refunded in full unless you have lodged a claim. 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. Do you understand and agree with the declaration?

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

[14 minutes 5 seconds][Agent] : Would you like any other information or would you like me to read any part of the PDF to you?

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

[14 minutes 10 seconds][Agent] : No, thank you. Now, Christine, I'll just confirm some other details with you just as the purchaser, umm, so that way if you do call with any questions in the future, you'll be able to, umm, confirm those details with us. So let me just bring that up. Alright, so first name and surname is Christine Richardson and then and your date of birth 1989 and your address is the same as umm above the 13 slash 154 Murray Street.

[15 minutes 4 seconds][Customer] : Yes, 27 of December 1999, Yep, Yep.

[15 minutes 28 seconds][Agent] : Yep, perfect address as above. That's fine, sure.

[15 minutes 33 seconds][Customer] : So I got a quick question, will I receive any advance?

[15 minutes 42 seconds][Agent] : Umm, so with that one there, there's umm, there's no advance

payment, umm, only for uh, because it's the total. So with our life insurance, we do an advance payment for, to help with funeral costs, Uh, but this cover is generally paid out within 24 to 48 hours upon receipt of supporting documents. So it comes pretty promptly once we get that approved and that will be sent out there for you. Now, were you looking at any cover for yourself as well or just for William? Yeah, for you as well. No worries. We can do that. So I'll use those details. So interesting Richardson and sorry, what was your date of birth again?

[16 minutes 19 seconds][Customer] : Yeah, now for me too as well 27/12/89.

[16 minutes 42 seconds][Agent] : 12/19/89 Alrighty. OK. So given your age, the funeral insurance wouldn't be available to you.

[17 minutes 5 seconds][Customer] : Mm. Hmm. OK, then it's OK. It's wrong. I'm just.

[17 minutes 4 seconds][Agent] : Were you looking at any other, considering any other cover just the funeral insurance?

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

[17 minutes 14 seconds][Agent] : OK, All right. The only other one that would, we do have the life insurance available, which I can send some information out to you for and you can consider that if you'd like.

[17 minutes 30 seconds][Customer] : So what this form I'm gonna fill in, Do I have to send it back to you?

[17 minutes 40 seconds][Agent] : Mm hmm, if it's for a claim, then yes, So what that would be. So you if you're talking about the claim process, the first thing to do would be to call our claims team. Once you call our claims team, they will advise you of the whole process.

[18 minutes 5 seconds][Customer] : MMM.

[18 minutes][Agent] : So you have Peace of Mind knowing that we have a dedicated claims team that's based here in Australia. When it comes time for you to make that claim, umm, you'll be assigned a dedicated claims representative and we aim to make it as stress free as possible. So we just need the fully completed claim form, a certified copy of evidence of death, a certified copy of evidence of the deceased date of birth and a certified copy of the claimant's identity to process the

claim. And we aim to have the money out within 24 to 48 hours upon receipt of that. Uh, we know it's a, a tough time for you as well. So to share our condolences, you'll also receive flowers and a personal note from us setting. You know that we're here to support you.

[18 minutes 43 seconds][Customer] : Yeah, I'm sorry. Mm. Hmm.

[18 minutes 43 seconds][Agent] : OK, alright. So I'll, I'll get all of the documentation sent out to you should be in your e-mail within about 15 minutes and a hard copy is usually out within about 3:00 to 5:00 working days. So you have that on hand there and if you have any questions, you can give our support team a call. They can answer any questions there for you as well.

[19 minutes 5 seconds][Customer] : OK then. Thank you then.

[19 minutes 4 seconds][Agent] : OK, All right. No worries. Well, you have a great rest of your day.

[19 minutes 9 seconds][Customer] : You too.

[19 minutes 10 seconds][Agent] : Thank you. Bye. Bye.

[19 minutes 11 seconds][Customer] : Bye.