

[1 seconds][Customer] : Hello.

[2 seconds][Agent] : Hello. Hello. How are you?

[4 seconds][Customer] : Not too bad. I'm just getting out of the lead. There you go. She's just called in for. She just missed it.

[10 seconds][Agent] : OK, perfect.

[11 seconds][Customer] : Alright.

[11 seconds][Agent] : Let me just get this up.

[13 seconds][Customer] : You alright?

[12 seconds][Agent] : Umm, let me just see. OK. OK. Perfect job. I'll do whenever you're ready.

[19 seconds][Customer] : Alright. In 321.

[24 seconds][Agent] : Welcome to One Trace Insurance. You're speaking with Bonnie. How are you today?

[28 seconds][Customer] : Hi, Bonnie. It's Carmen. I'm good. Thank you.

[30 seconds][Agent] : No, that's good to hear. Coming. Good to hear from you again. How are you today?

[30 seconds][Customer] : Ah, all good. Now something.

[36 seconds][Agent] : No, that's OK. That's all right. I'm so. Yeah, we're just reaching back out.

[42 seconds][Customer] : Yeah.

[39 seconds][Agent] : I do believe you've called in today just in regards to the life insurance cover there.

[44 seconds][Customer] : Yes.

[44 seconds][Agent] : Just before we can proceed, can you just confirm for me your first name, last name and date of birth please?

[49 seconds][Customer] : Call me before we leave. The limit is 15/09/82.

[52 seconds][Agent] : OK, thank you so much for that. So I do need to let you know before we proceed that all calls are recorded. Any advice I provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not

consider your personal circumstances now with regards that they're coming. I do understand you spoke with my colleague Aiden there this morning. OK. So you had let him know that there was some changes there to the, uh, to the application questions. OK. And those are updated in terms of your surgery.

[1 minutes 14 seconds][Customer] : Yes, yes, yeah, yeah, yeah.

[1 minutes 30 seconds][Agent] : OK.

[1 minutes 25 seconds][Customer] : So we have a proposed date which is the 10th of November, but I just need to run another MRI so that the doctor's just 100% sure the with the procedure or if he needs to just maybe postpone it. Yeah. So he's he'll do that for me on the whatever. The 13th of October.

[1 minutes 50 seconds][Agent] : OK.

[1 minutes 55 seconds][Customer] : Yeah. Hello. Yep.

[1 minutes 50 seconds][Agent] : So 10th of November is proposed surgery date and then 30th of October is your MRI because?

[2 minutes][Customer] : And then I see him again on the 8th, just to finalise everything.

[2 minutes 1 seconds][Agent] : Yeah, OK, all right, perfect. Wonderful. Now that's OK, That's all right. So I just need to bring that back up and I just need to reconfirm, uh, that you are a female New Zealand resident currently residing in New Zealand. Yes or no? Perfect. Wonderful. Uh, now in regards to that, outside of that, has anything changed in regards to your, uh, your, uh, questions at all that we took you through smoker status, everything like that's still the same.

[2 minutes 17 seconds][Customer] : Yes, yes, everything's the same. This was the only change. Yeah.

[2 minutes 31 seconds][Agent] : OK, OK, no worries. No, that's OK. That's all right.

[2 minutes 35 seconds][Customer] : Oh, and then I wanted to update the cover from 500,000 to a month. Yeah.

[2 minutes 40 seconds][Agent] : OK, \$2,000,000 OK, so let me see here.

[2 minutes 48 seconds][Customer] : And then if you just could give me an estimate on a monthly

fee?

[2 minutes 54 seconds][Agent] : OK, let me see what I need to do here. OK, All right, so for \$1 million, you'd be looking at an indicative. Oh, sorry, I need to create a new one. All right, let me see. OK, perfect. So just to confirm, have you had a cigarette in the last 12 months? OK, perfect and your current annual income that's, uh, is it \$50,000 or more before tax?

[3 minutes 15 seconds][Customer] : No, Yes.

[3 minutes 22 seconds][Agent] : OK, perfect. Wonderful. So let me just get this up. OK, so the coverage range still ranges from 100,000 to 2 million. But if we looked at the \$1 million level of cover, the indicative premium would be \$38.65 per fortnight.

[3 minutes 25 seconds][Customer] : Well, can you do that on a monthly basis?

[3 minutes 39 seconds][Agent] : Now, umm, Oh, yes, sorry. You, you mentioned monthly, umm, on a monthly basis that would be coming in at \$83.75 per month for \$1 million.

[3 minutes 44 seconds][Customer] : Yes, OK. Yeah.

[3 minutes 55 seconds][Agent] : Yeah, no, umm, let me just see here. So I'll bring up the application questions again. So you mentioned no other changes, so I'll just move to the page that we discussed. OK, come on. OK, wonderful. OK. OK, let me just see here. OK, perfect. So just to confirm, so this was in regards to a four you had at home, umm, where you had cortisone injections for hip and four neck. Now umm so full at home which resulted in knee and upper limb contusion and the hip sprain which occurred in the 28th of May 2023.

[4 minutes 7 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah.

[4 minutes 54 seconds][Agent] : Umm and then you had an X-ray for your knee and MRI for hip in August and the MRI S for neck done in September to uncover the damage done. Perfect. So in terms of the next question there it was if a is any further investigation of treatment plan? If so when? So umm now umm, OK so umm so surgery for your neck.

[5 minutes 4 seconds][Customer] : Yeah, yes, yes, on the 10th of November.

[5 minutes 24 seconds][Agent] : OK so refund next scheduled for 10th of November.

[5 minutes 25 seconds][Customer] : Yeah, mm, hmm.

[5 minutes 34 seconds][Agent] : OK and then now you have a MRI scheduled for the 30th.

[5 minutes 43 seconds][Customer] : Yeah, on the 30.

[5 minutes 44 seconds][Agent] : OK, so MRI scheduled for the 30th of October. Umm, and so what's the, So of course the surgery is to, you know, really, uh, repair the 30th. Uh, so the MRI for the 30th or did he mention what that was specifically for? It's to see whether the surgery is necessary or just a monitor or.

[6 minutes 10 seconds][Customer] : Yeah, it's, it's beginning to finalise this diagnosis, Yeah. And see if there's been any changes in the time that we did the initial MRI to now.

[6 minutes 15 seconds][Agent] : OK, OK, OK, OK, OK, perfect. So those are the only two things that change.

[6 minutes 28 seconds][Customer] : Yeah, yeah.

[6 minutes 27 seconds][Agent] : So the MRI that's scheduled for the 30th of October them to finalize diagnosis and to monitor, uh condition to see if any changes. And then the, uh, but that's, but, uh, the surgery is scheduled for the 10th of November And, uh, the outcome of the MRI would determine, will determine whether surgery date will still be OK.

[6 minutes 59 seconds][Customer] : Yeah, yeah.

[6 minutes 59 seconds][Agent] : OK, Yeah, perfect. Wonderful. Now that's OK. That's all right. Sounds like you're going through a lot of trouble, but hopefully it'll clears up.

[7 minutes 6 seconds][Customer] : Yeah.

[7 minutes 6 seconds][Agent] : Umm, And in terms of the full recovery, still remains of the full recovery of the knee and the hip.

[7 minutes 13 seconds][Customer] : Yes, yes.

[7 minutes 14 seconds][Agent] : OK, Yep, perfect, wonderful. And outside of that, there were no other changes to any of your other questions at all.

[7 minutes 20 seconds][Customer] : No, nothing.

[7 minutes 20 seconds][Agent] : OK, perfect, wonderful. No, that's OK. No, that's all right. So let me just get this up. So I do just need to re let you know, Umm, let me just see here. OK, perfect, so

wonderful. Umm, so OK, perfect, wonderful. So in reference to your health and lifestyle, uh, answers, they're common. Your application needs to be referred to the underwriter for assessment.

[7 minutes 45 seconds][Customer] : OK.

[7 minutes 44 seconds][Agent] : So just because you did, uh, mentioned that those changes are still there. Umm if approved, the way that the policy will cover you for is for death due to any cause except suicide in the 1st 13 months.

[7 minutes 48 seconds][Customer] : Yeah, yeah.

[7 minutes 55 seconds][Agent] : Umm and then included in that cover is still that terminally ill advanced payment.

[8 minutes][Customer] : Yeah.

[7 minutes 59 seconds][Agent] : So if you were diagnosed with 12 months or less to live by a medical practitioner, we will pay your claim in full.

[8 minutes 8 seconds][Customer] : OK. Yeah.

[8 minutes 7 seconds][Agent] : Umm In terms of how the premium works, please be aware that your premium is stepped, which means it will generally increase each year.

[8 minutes 15 seconds][Customer] : OK. OK.

[8 minutes 15 seconds][Agent] : In addition, this policy has automatic indexation, which means each year your benefit amounts will increase by 5% with associated increases in premium. You can opt out of this indexation each year.

[8 minutes 26 seconds][Customer] : Yeah, OK.

[8 minutes 30 seconds][Agent] : Now with that in mind, you have two options there. So the first option, what we can do is we can refer the application that to the underwriter with payment.

[8 minutes 38 seconds][Customer] : Ready.

[8 minutes 37 seconds][Agent] : What that means is that I can collect your details now and reach you through the declaration so that it can be assessed by the underwriter.

[8 minutes 45 seconds][Customer] : OK.

[8 minutes 44 seconds][Agent] : Now, the commencement of your cover will be subject to the

finalists assessment by the insurer. If there's no changes to that premium or to your life insurance, what I'll be able to do is then accept the policy on your behalf if you're happy with that premium there and there's no changes. And then at that point I'll then be able to send you out your personalized policy documents to your e-mail and then they'll be posted out to you. OK, so does that sound like it can work for you?

[9 minutes 9 seconds][Customer] : Yes, thank you.

[9 minutes 11 seconds][Agent] : OK, perfect.

[9 minutes 21 seconds][Customer] : Sure.

[9 minutes 11 seconds][Agent] : So, uh, Tom and while your application is being assessed, you will be covered for accidental death, which pays out if death was due to a direct result of an accident, cover under this loss until the insurer makes a decision on your application or 30 days from today, whichever is earlier. Now with that in mind, let me just bring this up. OK, so let me just get this up there for you, OK? Perfect. So you're not required to make any upfront payment today, OK. So the way that it works is that we can select the payment that that best works for you within the near future. You did ask for the monthly premium. Did you prefer the payments?

[9 minutes 52 seconds][Customer] : Yeah, monthly please.

[9 minutes 55 seconds][Agent] : If let's say there's no changes and I accept it, it'd be deducted monthly or 4 nightly, OK, Yeah, sure. So we generally collect payment within the next 7 days, But when would you like the payments to start if there's no changes for that one?

[10 minutes 5 seconds][Customer] : Yep, one SEC. So you say within the next 7 days.

[10 minutes 14 seconds][Agent] : Umm, generally within the next 7 days, but when would be most suitable for you?

[10 minutes 20 seconds][Customer] : If if you get back to me this week, then we can start on Friday the 27th.

[10 minutes 29 seconds][Agent] : OK, yes and no worries, that's OK. So umm 27th OK, perfect. And then it can be deducted every month from then onwards on on the 27th.

[10 minutes 35 seconds][Customer] : 11 yes, perfect.

[10 minutes 40 seconds][Agent] : OK. Yeah, perfect. Wonderful. Now, with that in mind, would you like to set this one up with a Visa or MasterCard or direct debit through your bank account instead?

[10 minutes 49 seconds][Customer] : I'll do it with the direct debit.

[10 minutes 50 seconds][Agent] : OK. Yeah, sure. No worries. Just because the way that it works is it's nice and easy.

[10 minutes 55 seconds][Customer] : Yeah.

[10 minutes 54 seconds][Agent] : All we need to do is note down your account number. Then I'll read out to you the direct debit questions. Just before I do so, I just want to confirm the details I have here. So your address is 5 Middle Field Drive in east to Marquee Heights. Perfect. The phone number we can use to contact you back is 0225925771.

[11 minutes 7 seconds][Customer] : Yeah, that's correct.

[11 minutes 15 seconds][Agent] : Yeah, perfect. And your e-mail address just to confirm that there is common bigger@gmail.com.

[11 minutes 21 seconds][Customer] : Yes, that's correct.

[11 minutes 21 seconds][Agent] : OK, perfect. Now at the beginning of the call, you did provide me with, uh, your I think you provided me with the middle name as well. So far I just have Mrs. Common redlink highs. Would you like me to change that or?

[11 minutes 29 seconds][Customer] : Yeah, you can put in my middle name, which is a URELIA.

[11 minutes 39 seconds][Agent] : AURELIA OK, so that's Aurelia. Is that how I pronounce your middle name? OK, so I'm Yep, perfect, wonderful. So Mrs. Carmen, Aurelia Redlinghize.

[11 minutes 38 seconds][Customer] : Yeah, yeah, yeah, sure. That's it.

[11 minutes 51 seconds][Agent] : Yep, Yep, perfect, wonderful. Umm, yes. So all I need from you then is just the account number. Then I'll read out to you the, uh, direct debit questions.

[12 minutes 10 seconds][Customer] : My account is 01 0221 06/8 3407 00.

[12 minutes 12 seconds][Agent] : 01 0221 06/8 3407 00 perfect. So just to repeat that there, that's 010221068340700.

[12 minutes 35 seconds][Customer] : Yeah, Yeah, yeah, that's correct.

[12 minutes 40 seconds][Agent] : OK, Yep, perfect wonderful. Now, uh, is that under common redling highs or is your middle name in there as well?

[12 minutes 47 seconds][Customer] : Yeah.

[12 minutes 50 seconds][Agent] : OK, perfect. So C space A and then redling highs. Perfect wonderful. Now with that in mind, I do need to uh, I just need to ask you the following yes or no questions.

[12 minutes 47 seconds][Customer] : It's just my initial 1st and the PA rating is yeah, sure.

[13 minutes 3 seconds][Agent] : The first one is do you have authority to operate this bank account alone?

[13 minutes 8 seconds][Customer] : Yes.

[13 minutes 9 seconds][Agent] : Perfect now Common, do you need to jointly authorize debits? OK, Perfect, Common, have you canceled a direct debit authority for one choice with Pinnacle Life? Is the initiator in the last nine months on the account you are providing?

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

[13 minutes 27 seconds][Agent] : Perfect and Common, Are you happy to set up a direct debit authority without signing a form? OK. Yep, perfect. So common you agreed.

[13 minutes 33 seconds][Customer] : Uh, yes, sure. OK.

[13 minutes 36 seconds][Agent] : This Authority is subject to the terms and conditions relating to the bank account provided and the specific Direct Debit terms and conditions that relate to this Authority.

[13 minutes 47 seconds][Customer] : Yes.

[13 minutes 47 seconds][Agent] : You authorize your bank to allow Pinnacle Life, who is the initiator for one choice to direct debit this accounts in accordance with these terms and conditions.

[13 minutes 59 seconds][Customer] : Mm, hmm.

[13 minutes 57 seconds][Agent] : Yes or no Perfect. Wonderful. So all I need to do now they're coming is I'll read out to you the declaration. OK, so this is the same information, uh, that'll be sent, that'll be emailed and posted out to you there.

[14 minutes 11 seconds][Customer] : OK.

[14 minutes 11 seconds][Agent] : We just read it out to you beforehand in case you have any questions.

[14 minutes 14 seconds][Customer] : OK.

[14 minutes 14 seconds][Agent] : If you do, don't hesitate to stop me and ask me along the way. I will ask for your yes or no agreement to these terms as we go.

[14 minutes 21 seconds][Customer] : Thank you.

[14 minutes 20 seconds][Agent] : OK, OK, perfect. So it says thank you common Aurelia redling highs. It is important to 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. One Choice Life insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Greenstone Financial Services and Said Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have provided to you is limited to assisting you to make a decision about whether One Choice Life Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances.

[15 minutes 17 seconds][Customer] : Mm hmm.

[15 minutes 17 seconds][Agent] : When providing this advice, we have not considered your specific financial needs or goals, or considered any other insurance products or services. We have verified that you understand the cover and that you consider that the premiums are affordable. We will send you a copy of our Financial Advice Disclosure Statement which sets up more information which can assist you to decide whether to act on any advice we provide. Carmen, can you please confirm that you understand and agree to this yes or no? Perfect. Wonderful. So the next section reads your answers to the application questions and any related documents form the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure? Yes or

no?

[15 minutes 48 seconds][Customer] : Yes, yes, yes.

[16 minutes 17 seconds][Agent] : Perfect. 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. You can opt out of this now by informing me or at any time, by contacting us or by using any unsubscribed facility on communications we send you.

[16 minutes 45 seconds][Customer] : OK.

[16 minutes 44 seconds][Agent] : You have agreed to take out a single one choice life insurance policy. Sorry, you have agreed to take out a single one choice life insurance policy with the following cover. Common Aurelia Redling has receives \$1 million in the events of life insurance. A benefit is not paid in the events of suicide in the 1st 13 months of the policy. Your total premium for the first year of cover is \$83.75 per month. Your premium is a stepped premium, which means it will be calculated at each policy anniversary and would generally increase as you age. Your sum insured will also increase automatically by 5% each year and you can opt out of this each year. Included in your premium is an amount payable to GFS of up to 77% of each premium to cover the distribution cost for this policy. Your premium will be deducted in accordance with the authority you have provided to us. I Am Best has rated Pinnacle with AB plus financial strength good and Triple B minus issuer credit rating with an outlook of stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation will be sent to you via mail and if you have provided us with an e-mail address, this documentation will also be emailed to you today. We will also be sending you a key fact sheet which outlines key aspects of your cover in plain language. You should carefully consider these documents to ensure the product meets your needs.

[17 minutes 59 seconds][Customer] : OK, OK, OK.

[18 minutes 20 seconds][Agent] : You have a 30 day cooling off. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. Finally, if you have any questions about your policy or you wish to lodge a complaint, please contact

GFS on 0800 Double 05804 or e-mail support@onechoice.co dot inset. Now, with that in mind, that's the final declaration all completed there. So just two final yes or no questions there for you, Common. The first one is, do you understand and agree with the declaration? I've just read you yes or no. OK, perfect, wonderful. Now common, would you like any other information about the insurance now or would you like me to read any part of the policy document to you?

[19 minutes 13 seconds][Customer] : I just wanted to find out regarding beneficiaries, how's that going to be done?

[19 minutes 18 seconds][Agent] : OK. Yeah, perfect. Wonderful. Great question. So once that one's all accepted there, there's no changes. Once I click accept, the policy documents will be posted out to you with the beneficiaries form. At that point, all you would need to do is, you know, fill that document out with who you'd like to be on there up to a maximum of five people, sign it and send it back to us and before details and instructions will be included on that policy document.

[19 minutes 40 seconds][Customer] : OK, OK, all good.

[19 minutes 46 seconds][Agent] : Yeah, perfect. Wonderful. So, uh, just to confirm the final question there for you, would you like any other information about the insurance now or would you like, oh, sorry. Oh, would you like any other information about the insurance now or would you like me to read any part of the policy document to you?

[20 minutes 3 seconds][Customer] : I just want you to finalise. So if I Sign up today, when? Because I know you say you've got a Saturday call or something. That you have, but does that mean that the policy kicks in or does that mean that at that stage I'm still in limbo?

[20 minutes 22 seconds][Agent] : Oh, OK, so, umm, from when? So you're asking from when the 30 days begins. So then that 30 day cooling off.

[20 minutes 22 seconds][Customer] : Yeah, Yeah.

[20 minutes 30 seconds][Agent] : I do believe it is your first payment date, but let me just confirm that for you. You mind if I just put you on a brief hold? I'll just confirm it for you.

[20 minutes 36 seconds][Customer] : So thank you.

[20 minutes 36 seconds][Agent] : Yeah, just one moment. Hi Carmen, Thanks so much for holding.

So yeah, I was able to confirm that the 30 day cooling off. Starts from your first payment date.

[20 minutes 51 seconds][Customer] : Oh, OK.

[20 minutes 57 seconds][Agent] : Yes.

[20 minutes 58 seconds][Customer] : And does that mean after the first payment date I'm covered or does that mean after the this? What is it? This policy has been accepted, then I'm covered.

[21 minutes 11 seconds][Agent] : Umm, so, uh, so, So what we were confirming before, so, uh, just for the time being while your application is being assessed, you'll be covered for accidental death.

[21 minutes 21 seconds][Customer] : OK. Mm hmm. Oh, OK.

[21 minutes 21 seconds][Agent] : Now, let's say, uh, now that cover lasts until the insurer makes a decision on your application or 30 days from today, whichever is earlier. The actual life insurance, if there's no changes, you would be covered from the moment I click accept and then the, and then, uh, let's say that was before.

[21 minutes 31 seconds][Customer] : Yeah, yeah.

[21 minutes 39 seconds][Agent] : So let's say the, the, you know, underwriter came back to me as soon as even tomorrow, Umm, then the 30 day cooling off. Would start from the Friday that you preferred that first payment date. But from when I click accept tomorrow, if they go back to me, then then the actual life insurance, uh, policy coverage would begin and that 30 and that accidental debt coverage would end.

[21 minutes 58 seconds][Customer] : OK. OK.

[21 minutes 59 seconds][Agent] : Yeah, yeah.

[21 minutes 59 seconds][Customer] : So it O OK, OK, I understand. Mm hmm.

[22 minutes][Agent] : But if they did make any changes to it, umm, I would have to contact you first to let you know of what the changes were to see if you were happy, uh, to go ahead with it still before clicking accept.

[22 minutes 13 seconds][Customer] : OK, fair enough.

[22 minutes 13 seconds][Agent] : Yeah, Yeah. So, uh, just to confirm that final question there for you, would you like any other information about the insurance now or would you like me to read any

part of the policy document to you? OK.

[22 minutes 24 seconds][Customer] : No, that's fine. I'll give you. Are you still by e-mail? Yeah.

[22 minutes 27 seconds][Agent] : Yeah, OK, umm, yes. So if there's so if there's approved with no changes at all, then that that information would then be emailed to you that same day we accepted and then we'll be processed that to you within the next 5 to 10 business days as well.

[22 minutes 40 seconds][Customer] : OK. All good?

[22 minutes 40 seconds][Agent] : Yep, perfect. Wonderful. So that's all been sorted there.

[22 minutes 47 seconds][Customer] : Yeah.

[22 minutes 43 seconds][Agent] : Umm, I'll send that off to be referred to the underwrited there for you now and if there's any changes at all, I'll listen to contact you back. If not, I'll accept that one on your behalf there.

[22 minutes 52 seconds][Customer] : OK. Thanks, Bonnie.

[22 minutes 51 seconds][Agent] : OK, perfect. Wonderful pleasure speaking with you there. Come and you have a wonderful day.

[22 minutes 57 seconds][Customer] : Thank you. Thank you.

[22 minutes 58 seconds][Agent] : You take care. Bye now.

[23 minutes][Customer] : What's that?