

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

[8 seconds][Customer] : Oh, hi, Charmaine. Look, I'm only 5010, I'm 52 and my husband's 56.

[18 seconds][Agent] : Yeah.

[13 seconds][Customer] : Then we've been, we've had long standing health insurance for over 27 years and premium is just with our current health provider. The premium is just prohibitively expensive and I'm hoping that we can have life insurance with your company that's not as expensive.

[36 seconds][Agent] : Yeah, thank you so much for giving us a call. Let me, I'll go through everything with you. I'll run through how the policy works. I'll bring up the pricing for you and your husband together. OK, So what I will do, I'll create a profile for you first, since I don't have any details of you in the system. So what is your first name and last name please?

[54 seconds][Customer] : Yep, my name's Greta and my surname's paps. PA double P for Peter, S for Sam.

[1 minutes 5 seconds][Agent] : All right. Sorry I didn't quite catch the first name. Would you able to repeat that once again for me?

[1 minutes 11 seconds][Customer] : Greta.

[1 minutes 16 seconds][Agent] : So GRADA, Greta, TA Greta. Lovely. Thank you. Very nice name and the surname once again please.

[1 minutes 11 seconds][Customer] : So it's GRED, AGRE the egg, TA Greta, P for Peter, A for Apple, double P for Peter, S for Sam.

[1 minutes 33 seconds][Agent] : So PAPPS paps, correct? Lovely. What is your date of birth?

[1 minutes 37 seconds][Customer] : Yep, 18th of the 1st 1971. Yes I am.

[1 minutes 39 seconds][Agent] : Gretel 1971 and just confirming that you are a female, an Australian resident lucky and the number you have called us in today, 0458517312 is the best contact number that you do have.

[2 minutes][Customer] : No, I'm calling you on my work phone because of the Optus outage. So I'll

give you my other mobile, my personal one. It's oh fo it's 0415 6:06 044.

[2 minutes 10 seconds][Agent] : Uh, let me click O 415 6:06 044. All right. Do you want me to keep the number you have called us in today as a secondary contact number or just erase that number? Thank you.

[2 minutes 26 seconds][Customer] : No, Yep.

[2 minutes 28 seconds][Agent] : All right, umm, if you do, you have an e-mail address, correct? I can put that under your profile as well. What is your e-mail address?

[2 minutes 35 seconds][Customer] : Sure, it's greater paps one, as in numericalgreaterpaps#1@gmail.com.

[2 minutes 41 seconds][Agent] : oksoyourfirstnameummlastname1@gmail.com. Thank you so much. Thank you for confirming all the details, Greta. Just appreciate that. Just a friendly reminder before we proceed to this call that all calls are recorded. Any advice I provide is generally in nature and may not be suitable to your situation.

[2 minutes 46 seconds][Customer] : Yeah, sure. Absolutely.

[3 minutes 3 seconds][Agent] : So, Greta, correct me if I'm wrong, Sir, you did mention earlier in the call that you and your husband to have a life health insurance in place for a long like more than 24 years and the, and the, and the premium is getting like expensive for you, both of you. This is the reason why you made the call today for the life insurance.

[3 minutes 24 seconds][Customer] : Yeah.

[3 minutes 25 seconds][Agent] : Lovely. Thank you once again. And what made you to like look into life insurance for you and your husband? Like do you have any other financial commitment like a mortgage or any sort of thing that like to take care of?

[3 minutes 38 seconds][Customer] : Say that again. Sorry.

[3 minutes 39 seconds][Agent] : So with the life insurance, they're correct. Like what prompted you to look into to look into life insurance other than the pricing?

[3 minutes 49 seconds][Customer] : We've had life insurance for over 10 years.

[3 minutes 53 seconds][Agent] : Did you have a life insurance in place? Oh, OK. All right. For you

and your husband together.

[3 minutes 56 seconds][Customer] : Yeah, yeah.

[4 minutes 1 seconds][Agent] : And that policy is still ongoing. OK. All right. Thank you so much for letting me know. And how much of coverage that you do have you and your husband together?

[4 minutes 3 seconds][Customer] : It's still ongoing, but I want to cancel it and bring it over to you if you're cheaper then H Yeah, we have \$500,000 each, but in case if there's an accident then it goes with \$1,000,000.

[4 minutes 26 seconds][Agent] : OK. So it will be double the payout.

[4 minutes 30 seconds][Customer] : Yeah, yeah.

[4 minutes 31 seconds][Agent] : OK. And umm, how much you're paying for each of you as like a full 90 premium. OK, all right.

[4 minutes 37 seconds][Customer] : I'm paying \$145.00 on mine and my husband's paying \$300.00 on his a month.

[4 minutes 45 seconds][Agent] : And does it go up each year?

[4 minutes 48 seconds][Customer] : No, it goes up every five years.

[4 minutes 47 seconds][Agent] : The premium every five weeks?

[4 minutes 50 seconds][Customer] : Every three times.

[4 minutes 53 seconds][Agent] : OK, All right, thank you. So you're paying the 300 premium \$300.00 premium a monthly? Umm, that's for your husband. Like monthly premium, correct?

[5 minutes 1 seconds][Customer] : Yeah, and 145 on mine and I'm just not going to do it anymore. It's ridiculous.

[5 minutes 7 seconds][Agent] : OK, Yeah, yeah, especially everything is getting so expensive these days. But thank you so much for letting me know and I appreciate umm, umm, for umm, letting and everything, umm. So what I'll do, I'll quickly go through our branch, I'll explain how it works, I'll bring out the pricing. Hopefully we can find something, umm, suitable and affordable for both of you. OK, but would you like to let our customer know right now that if you are using an existing policy, we recommend that you do not cancel that policy until your application has been approved and you

have reviewed this policy. As your new policy may not be identical to your existing cover, you should also consider the waiting periods that may not apply or waiting periods that may start again with us.

[5 minutes 29 seconds][Customer] : Yeah, well, what am I got? If I've had continuous health insurance, I shouldn't have a waiting period with you. No, I have health insurance with HDF, everything. Yeah, but because I've had continuous insurance, health insurance for seven years, I should not have any waiting periods with you.

[5 minutes 53 seconds][Agent] : OK Sir, so you do you have way to health insurance with us, OK, Mm, hmm, mm hmm. So the one we are talking about greater it is life insurance. So when you switch brands from different provider to our our brand. So you have to consider the benefit of the waiting periods that may start again with us. OK, I will go through the waiting periods with you as well. Just letting you know how like it stays, how long you have to wait for the death cover, OK. So if you decide to cover the policy with us, you will be covered immediately for death due to any calls except suicide in the 1st 13 months. OK, Sir.

[6 minutes 54 seconds][Customer] : Sorry, that's not even mental health is not an issue in our family.

[7 minutes][Agent] : Oh, that's good. I'm glad to hear that as well. Umm Sir, as I said, umm, regardless of how you pass away, you'll be covered immediately due to, due to immediately for death due to any reason, umm, except the suicide exclusion, which is umm, with, with which will be excluded within the 1st 13 months. OK.

[6 minutes 59 seconds][Customer] : That's fine, right? Yep, that's fine.

[7 minutes 19 seconds][Agent] : And also in addition, umm, great. We also have a living benefit of us to the policy. It is called terminally you advance payment included in the cover. It means if you were diagnosed with 24 months or less to leave by a specialized medical practitioner, we are going to pay out the claim amount to you 100% full so that money can go towards your medical cost or any other day-to-day cost.

[7 minutes 47 seconds][Customer] : OK, Yep.

[7 minutes 46 seconds][Agent] : OK, Sir, in terms of the benefit amount greater with us, you can choose the cover between \$10,000 which is the minimum amount and it goes up to \$200,000, which

is the maximum amount, OK? And you can nominate up to five beneficiary, they will receive the nominated benefit amount when you pass away. If you want to nominate just one person, that is also OK, But the maximum you can go up to is nominate up to five different people, OK?

[8 minutes 17 seconds][Customer] : So I can only, so your life insurance is only 200,000, not 500,000.

[8 minutes 22 seconds][Agent] : That's correct. So with the life insurance we do provide with the Australian Seniors brand, we do provide the maximum of \$200,000. Would that be like a suitable for yourself, Krysa? Umm, as I said, like, umm, do you have any sort of financial commitment, Like do you have any mortgage that you'd like to look after, like when you pass away?

[8 minutes 39 seconds][Customer] : Well, we do. We've we've got a mortgage and if something happens to us, we don't want to leave. We don't want to leave a massive mortgage to our children.

[8 minutes 54 seconds][Agent] : OK, Of course not. Of course not. Yeah. How much of A mortgage you do you have?

[9 minutes 6 seconds][Customer] : Our mortgage at the moment is 600,000.

[9 minutes 9 seconds][Agent] : 600,000? OK, And that does make sense that you'd like to have the highest level of cover for yourself. Yeah. So with us, Greta, we do provide the coverage, umm, maximum of \$200,000. If you're happy, I'm more than happy to take you through our pricing.

[9 minutes 25 seconds][Customer] : Yeah. Tell me what you charge.

[9 minutes 27 seconds][Agent] : OK, All right, let me quickly go through the pricing. So in terms of how the policy is designed, Greta, it is designed to provide a financial protection for your last one to a lump sum payment if you had to pass away before your 85th birthday when the policy ends. OK, So the policy, you're 52 right now, is that correct? The policy will cover you until your 85th birthday, OK, It will end on your 85th birthday. So to bring out the pricing for yourself, I will need to ask you about your smoking status. Sorry, to begin with a quick question. Have you had a cigarette in the last 12 months? Yes or no?

[9 minutes 48 seconds][Customer] : Yeah, no, I don't smoke. I'm arrested. I don't smoke and nor does my husband.

[10 minutes 11 seconds][Agent] : Oh, that's oh, that's good. Very healthy life choice. If you don't smoke right, your premium tend to be a bit cheaper as well. OK, so it works out well for you. So do you want me to select the highest level of cover from our brand, \$200,000?

[10 minutes 29 seconds][Customer] : But yeah.

[10 minutes 30 seconds][Agent] : Just a OK, All right, lovely. So I'm doing the premium for yourself 1st and I'll let you know and I'll add your husband's after that as well. So for you Greta, we are looking at fortnightly \$83.72, OK. And that will cover you for the \$200,000 policy. And in terms of how the premium will calculate without, I'll let you know that your premium is stepped, which means it will increase each year. OK, I, I do have a calculator in front of me.

[11 minutes 8 seconds][Customer] : Yes, please.

[11 minutes 4 seconds][Agent] : Umm, I can give an example how much it will go up each year as an indication. As an indication, Greta, if you make no changes to the policy, your premium next year will be \$89.58 a fortnight, OK, that could be your next year premium and this year it is \$83.72 a fourth time.

[11 minutes 28 seconds][Customer] : No, I don't pay anything fortnightly. Can you tell me monthly?

[11 minutes 27 seconds][Agent] : OK, so as you can see, does monthly. Sure, definitely. Let me change it to monthly for you. Bear with me for a second. Regardless of how you pay for 19 monthly yearly, your premium remains exactly the same. Sir, I have changed it to monthly. It has changed to \$181.40 and \$0.40. That will cover you for the \$200,000 policy.

[11 minutes 51 seconds][Customer] : \$181 that's even more expensive than I'm paying at HDF.

[12 minutes 3 seconds][Agent] : It is because of the pricing I'm quoting you today greater. It is based on your current age. If you have to take out the same policy say 10 years ago when you had 42, the pricing would have been different. OK. So age it does contribute one of the factors as well when you when you calculate the premium. So This is why the premium it is \$181.40. So how is this sounding Great in terms of the pricing?

[12 minutes 34 seconds][Customer] : No, it's expensive. So tell me about my husband's one then, please.

[12 minutes 38 seconds][Agent] : Sure. Let me quickly add his profile as well.

[12 minutes 45 seconds][Customer] : Reginald.

[12 minutes 42 seconds][Agent] : What is your husband's first name and how do you spell that?

[12 minutes 50 seconds][Customer] : Reginald.

[12 minutes 53 seconds][Agent] : R e.g. NI?

[12 minutes 56 seconds][Customer] : INALD.

[13 minutes 1 seconds][Agent] : All right, so R e.g. NINAV, correct?

[13 minutes 4 seconds][Customer] : No, no. REGISALD. Reginald.

[13 minutes 7 seconds][Agent] : Yeah, Regional, sorry about that. Your voice is coming very low.

Some of the words, I'm just guessing it. I'm so sorry. Let me turn my volume up and see if I can hear you clearly. Reginald. Thank you. And the surname is same as yours.

[13 minutes 30 seconds][Customer] : Yep, yes.

[13 minutes 35 seconds][Agent] : Thank you. And what is Regional's date of birth? 1966 and just confirming the original, he's a male Australian resident.

[13 minutes 39 seconds][Customer] : 31st of the 3rd 1966 yes.

[13 minutes 51 seconds][Agent] : Thank you so much. So let me quickly add his details in the system and see. So between \$10,000 to \$100,000. Umm, do you want me to have a look at the \$200,000 for your husbands as well?

[14 minutes 8 seconds][Customer] : Yes, please.

[14 minutes 9 seconds][Agent] : And with a smoking question as well? I'm going to ask as well. Has he had a cigarette in the last 12 months? Yes or no? Thank. Thank you. So my system is still loading through with the pricing. Please bear with me for a second greatly. I appreciate your patience. So for your husband, we are looking for the same amount benefit amount as you \$200,000. So he's monthly premium we are looking at \$367.66.

[14 minutes 12 seconds][Customer] : Yes, that's even more expensive than HDF.

[14 minutes 44 seconds][Agent] : Yeah.

[14 minutes 43 seconds][Customer] : OK, we won't be going.

[14 minutes 46 seconds][Agent] : I am sorry to umm, not providing you with any service today because as I, as I say, the pricing it umm, digitalized based on your current age, umm, So This is why the pricing it is coming, uh, expensive compared to HCF because you are having the policy with HCF for, for more than 10 years, correct? Yeah. So this is one of the factors if you have to take out the same policy with us when you're 10 years younger, the pricing would have been different as well.

[15 minutes 5 seconds][Customer] : Yeah, alright. No, no problem. Thanks.

[15 minutes 15 seconds][Agent] : Yeah, not a problem. Great. Would you want me to send you some information to e-mail so you can look over we not just with the pricing but along with the features and benefits with us?

[15 minutes 25 seconds][Customer] : Yeah, sure.

[15 minutes 26 seconds][Agent] : Sure, I'll send you some information to you if you do need us in the future. Greta, we just one call away. So if you feel free to give us a call back at the same number you have called us on today and we can, we are more than happy to take it for the whole process.

[15 minutes 39 seconds][Customer] : Yeah, no worries. Thanks.

[15 minutes 41 seconds][Agent] : Thanks for your time today. Have a lovely rest of the day. Bye.

[15 minutes 44 seconds][Customer] : Alright, bye.