

[1 seconds][Agent] : Hello, welcome to Wheel Insurance. You're speaking with Kayla. How can I help you today?

[6 seconds][Customer] : You like Kayla? I was just wondering, do you also do funeral insurance?

[13 seconds][Agent] : Yeah, of course. Yeah, we do offer funeral insurance. More than happy to help you there. Is this cover going to be for you? Yeah, no problem. So what I'll do, I'll just take down a couple of your details and take you through the policy and run through some pricing just so I can do that. Can I just start?

[21 seconds][Customer] : Yes, Keith.

[31 seconds][Agent] : Firstly, what's your first name there please, Pete and oh, sorry, Keith. Sorry, my apologies for that. Thanks, Keith. And then your surname, please. Thank you. And lastly, your date of birth.

[36 seconds][Customer] : Keith Miller, NYLLER, 3rd of the 2nd 59.

[54 seconds][Agent] : Brilliant. And can I also confirm you're an Australian resident? Thank you so much for that. And just so I can help you if you know, insurance, something new or do you currently have a policy in place already?

[58 seconds][Customer] : Yes, Yeah, I want to get out of other policy because it keeps going up too high.

[1 minutes 10 seconds][Agent] : Oh, OK, I see. Gotcha.

[1 minutes 13 seconds][Customer] : Yeah, that's insurance line.

[1 minutes 15 seconds][Agent] : Oh, Yep, it's good to see.

[1 minutes 18 seconds][Customer] : Yeah, I've been in to Dallas Ford.

[1 minutes 21 seconds][Agent] : Wow. Sounds very long for 25 years. Wow. I'll give you someone with us. When we generate the pricing on your insurance today, it's basically your age today at 65, but then it's not designed to go up as you get older. You're not going to have the issues where as you get older keeps going up. It's just pretty much designed to stay the same year on year.

[1 minutes 24 seconds][Customer] : Yes, yes.

[1 minutes 45 seconds][Agent] : So yeah, it's, it's good to know you've got a funeral insurance. So

you definitely see the values of having the cover there. So I'll explain exactly what I'm going to get you to do is you can choose covers from \$3000 to to \$15,000. Now what if you end up choosing? That's the amount that your family received to pay for your funeral. So have you thought about firstly or whether you're wanting to be cremated or whether you're wanting to be buried? Yeah, easier. That's good. Do your family know already what your wishes are going to be as well?

[2 minutes 10 seconds][Customer] : Yeah, cremations easier, yeah.

[2 minutes 20 seconds][Agent] : That's good. OK, beautiful. So whatever you end up choosing, that's the amount that your family received and they use the funds to pay for cremation. When someone newly applies for funeral insurance with us, 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 debt due to any cause. However, because you've got current cover with insurance line, there is a way. If you find that this policy sounds more suitable, I'll go through that process on how you can apply to have that 12 months waiting period. So meaning that when you're covered, you didn't have a straight away without having that 12 months waiting period for natural causes. In addition as well, there is a terminal illness benefit included, which means that after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to leave by a medical practitioner, what you're being insured for gets paid out to you whilst you're still alive. So if you've got any medical expenses or you simply want to leave the funds behind to the family, that's entirely up to you. Now, I'll also give you a Peace of Mind that there's three benefits that come into play when you turn 85. So with your fortnightly premiums that you pay to us, you're not required to make any more payments when you turn 85. And what we also do is increase your cover automatically by including a 25% bonus cover. What we've gone through today, you can also find information about our premium structure and that's on our website. Now. Lastly, I'll explain our early cash out option for you as well. So anytime after you turn 85, you could choose to end your cover and we will pay you 75% of your funeral insurance benefit. So let's go through the information for you. Do you have any questions at all so far with regards to what I've gone through? Oh, good. Oh, that's really good to hear that. So he's given us or given you a recommendation which is us.

[4 minutes 15 seconds][Customer] : My brother in law's and that and he told me how good news are compared to that one on Yep.

[4 minutes 27 seconds][Agent] : That's awesome to hear. That's well tell him thank you. So what I'll do now, I'll go through some pricing. How much cover do you feel that you'd need for your cremation there?

[4 minutes 42 seconds][Customer] : Well, probably, I don't know, 10,000 troops?

[4 minutes 38 seconds][Agent] : OK, So where did you want me to start with some pricing for you \$10,000? I can start there of course and we can wait work our way up or down for you if you'd need as well.

[4 minutes 54 seconds][Customer] : Yep.

[4 minutes 54 seconds][Agent] : So if you're starting at \$10,000 for work out to be one second, so that's \$36.98 a fortnight, that's starting with \$10,000 cover. And just remember that's premium is not designed to go up. It's designed to stay the same as well. But starting with \$10,000 at \$36.98 a fortnight kit. How does that sound? Did you want me to look at any other amount or does that sound suitable there for you?

[5 minutes 24 seconds][Customer] : Yeah, it sounds good.

[5 minutes 25 seconds][Agent] : Good. All right, beautiful. I'm to hear that as well. But what that except is provide that security there that you're after case and get you covered with us. So what we do is we distribute all the policy documents to your address and we sent out an e-mail. Now understand that you've got that existing cover. So with us you're not required to make any payment right away. We get you to choose a payment date in the future that suits you as well. What we say because you've got an existing policy with insurance line as well. If you are replacing an existing policy, we do recommend that you do not cancel it until your application has been approved and you have reviewed this policy in full. As it may not be identical to existing cover. And you should also consider the benefits that may not apply or the waiting periods that may start again as well. But just to get this organized for you as well. Moving on, what I'm going to do first, please. Do you mind if I just grab your home address there, please? Yep, just a second. Golden. Thank you. And what's

your post code for Golden there, please? Hello, thank you so much. I'm just putting that in now. Golden, NSW. And is that your mailing address as well?

[6 minutes 21 seconds][Customer] : 46 Constantina Burkett Goulburn 2588 Yes.

[6 minutes 43 seconds][Agent] : Thank you. And do you have an e-mail address so I can send an e-mail confirmation to you also?

[6 minutes 48 seconds][Customer] : No, I don't. I'm not that.

[6 minutes 50 seconds][Agent] : Hey, the emails. No, that's OK. We'll post out all the policy documents to you. Your mobile is at 0447024783.

[7 minutes 2 seconds][Customer] : It is.

[7 minutes 3 seconds][Agent] : Thank you, beautiful. There's just a couple of other things I wanna let you know. We offer a benefit called a real reward. So once you hit one year with our funeral insurance following your first policy anniversary date, we go ahead and refund 10% of your premiums back to you. So next year we are going to refund back to you. Just give me one moment, I'll have a look at that refund. So almost \$100.00, so only \$6.15 that we deposit back into your bank account for the following year for holding that cover with us for a year. With the welcome pack, we're also going to attach a free online legal will. So if you haven't organized your will yet, umm, that's gonna come through with the welcome pack as well for you. Now lastly, I just want to make you aware with our funeral insurance, it's not a savings or an investment. So you may pay more in total premiums over the life of the policy than the benefit amount. And please be aware this insurance not have a savings or an investment element. So if you cancel outside of the 30 days, your cover will stop and you'll not receive anything back unless you are eligible for and decide to take out the early cash option at 85. So that's the last of the information for you as well. So the next steps to move on to provide that cover for you, I'll get you to choose exactly when you want to start with your first payment. Once you choose the it's set up automatically as a direct debit as well. So when do you want to start this that would be most suitable there for you?

[8 minutes 31 seconds][Customer] : I'll give you my my account number now if you want.

[8 minutes 33 seconds][Agent] : Yeah, sure. With your first payment, when did you want that to be?

Also?

[8 minutes 39 seconds][Customer] : Well, you can take that out today if you want.

[8 minutes 41 seconds][Agent] : Yep, sure. And you're going to provide the base bank account number or you're using a debit or a credit card there?

[8 minutes 46 seconds][Customer] : Yep, I've got a a Visa debit card.

[8 minutes 53 seconds][Agent] : Yep. Alright, So what I'll do, it's on either or.

[8 minutes 54 seconds][Customer] : Or I can do the other way BSB and the account.

[8 minutes 58 seconds][Agent] : I I don't mind. It's either or whatever is easier for you.

[9 minutes 4 seconds][Customer] : Well I know the BSB and the other one off my heart. Otherwise I gotta read this one off the card.

[9 minutes 10 seconds][Agent] : No. Well, if you know the base bank account number there's it's it's pretty much the same thing. If it's coming off the the card, I'll just grab that one from you then when you're ready or just start with the BSB number there, please.

[9 minutes 24 seconds][Customer] : 641800 dash 800.

[9 minutes 29 seconds][Agent] : Thank you.

[9 minutes 32 seconds][Customer] : Yep.

[9 minutes 30 seconds][Agent] : So that comes up with IMB and the account number next there, please. Yeah, Yep. Beautiful. And is that just under your name?

[9 minutes 36 seconds][Customer] : 200, 764953 yeah. PW Newark.

[9 minutes 45 seconds][Agent] : Keith Miller W Yep. And is that just an ordinary savings or a check account?

[9 minutes 55 seconds][Customer] : Yeah, it's just a savings account.

[9 minutes 57 seconds][Agent] : Easy. So I'll just do a recap for your case. So we're going to get you covered for the \$10,000. That's \$36.98 a fortnight and starting on the 8th of January, then every fortnight on the Wednesday for you. Are you happy to continue?

[10 minutes 13 seconds][Customer] : Yep.

[10 minutes 14 seconds][Agent] : All right, beautiful. I've just got one more step to go and we're all

done. So all I've got left now is just simply read out your terms and conditions. It doesn't take me long at all. Umm, it takes me a few minutes to reach you at the end. You've just got two final questions that we ask you and then we're all done and I'll let you go and enjoy the rest of your after hours the rest of your morning. So it just states, uh, thank you. Keith Miller. It is important you understand the following information. Uh, it, it is import. So it is important you understand the following information. I will ask ask your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in form. Real funeral cover is issued by Hanover Life free of Australasia Limited, then we refer to as Hanover. Hanover has an arrangement with Greenstone Financial services trading is really insurance to issue and arrange this insurance on its behalf. The answers to application questions and any related documents fall on the basis of your contract of insurance and handover and handover relies upon the accuracy of the information you provider when assessing application. Handover is set a target market determination for this product which discuss the types of consumers this product is designed for and now distribution practices are consistent with distribution and you can obtain a copy on our website. Now 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 with other Australian service providers for the purpose of administering your policy on handling claims. Our privacy policy tells you more, including how to access and correct information and lodge complaints about breach of the privacy. By agreeing to this declaration, you consent to be contacted by us in relation to other products and services and you can opt down to any time. By contacting us. You have agreed to take out a single real funeral cover with the following cover, so Keith Miller is covered for \$10,000 in the event of death. In the case where death is accidental or if you suffer a defiant accidental serious injury, the benefit amount will triple. Covers accidental death only for the 1st 12 months of cover with death by any cause or diagnosis of terminal illness cover thereafter accidental serious injury. Cover for each life insured underage of the five starts immediately and ends on the policy anniversary following the life Insured 75th birthday. Once a 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 choice of benefit about. If you take up

this early cash out option, you'll no longer have a right to claim under the policy for that life insured. This policy is insurance policy and does not have a savings or an investment component. You can end your cover any time by contacting us. 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's no refund the 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 and you'll not be 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 and prior to their 100th 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 \$36.98 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 adjust 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 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 34% and 54% calculated on a level basis over, over the life of the policy. Your premium will be debited from your nominated bank account in the name of Keith W Miller, which authorized debit from the provided to us. And we may provide the communications to you by the e-mail address. Uh, you have provided to us. And this will include any legal notice we're required to provide you in writing now. If you would prefer to receive these only by mail, you can update your communication preference at any time. The policy documentation PDS message, she will be mailed to you. And if you're 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 can't see your policy and any claim you may have paid or be refunded in full unless you've lodged a claim. There risks associated with replacing policies as your new policy may not be identical to your existing cover and we recommend that you should not do not cancel any existing policy until you have received, uh, sorry, until you have received and reviewed our policy in full and we have a complaints process which you can access at any time by contacting us. Full details are

available online and in the documentation with you. Thank you so much for holding there and being so patient with me. I really appreciate that. In your time, I just have two final questions there for you and we're all done over the phone. So the first question we ask you what I've gone through, do you understand and agree with the declaration?

[15 minutes 38 seconds][Customer] : Yes.

[15 minutes 39 seconds][Agent] : And the very last question asked, would you like any other information about the insurance now or would you like me to read any part of the product disclosure statement to you over the phone?

[15 minutes 50 seconds][Customer] : No, it's pretty good.

[15 minutes 51 seconds][Agent] : No worries. Alright, beautiful. So what's going to happen to you? We're going to post out all the policy documents to your address in Goulburn, so I'll confirm. We've got Mr. Keith Miller, date of birth, the third of the 2nd, 1959, and you're in Australian residence. Beautiful, no worries. And then your address as 46 Constantina Circuit, Goulburn, NSW 2580.

[16 minutes 8 seconds][Customer] : Yep, yes.

[16 minutes 19 seconds][Agent] : Alright, very good. Well, well, thank you so much for your time. Also thank you. Thank your brother-in-law for that recommendation as well. I really appreciate that. And if you need absolutely anything, you just give us a call and we're always happy to help you.

[16 minutes 33 seconds][Customer] : Great. There you go. Yep.

[16 minutes 34 seconds][Agent] : Alright, perfect. Well enjoy the rest of your morning there Keith, and all the best to you.

[16 minutes 40 seconds][Customer] : OK, see ya.

[16 minutes 41 seconds][Agent] : Thank you. Bye bye.

[16 minutes 43 seconds][Customer] : Bye.