

[2 seconds][Agent] : Welcome to Real INSURANCE. You're speaking with DJ. How can I help you today?

[6 seconds][Customer] : Oh, hi. I was just wondered. I was just wanting to give a bit of an idea about the real insurance, how much it's gonna cost and that sort of stuff for funeral insurance.

[16 seconds][Agent] : Yeah, sure. I'd be happy to take you through some of our funeral coverage. Have you gone with us before in the past name or would this be your first time today?

[21 seconds][Customer] : No, no, the first time.

[23 seconds][Agent] : First time. I just want to say thank you for taking the time out of your morning. You're coming through to us here at Real INSURANCE. Just so I can bring up some updated information on the pricing of our funeral coverage. I'll just get you to confirm a few of your details. So if I could just start off with your first name. Thank you, and last name, please, Denise. And then just your date of birth. So that was the first of what month, Sir?

[38 seconds][Customer] : Denise Denise Rowe Rowe 1st of May 1948, May 1st of the 5th 1948.

[56 seconds][Agent] : Thank you for that. And just confirming, Denise, that you're an Australian resident, is that correct?

[1 minutes][Customer] : Born and bred here.

[1 minutes 2 seconds][Agent] : That's fine. Just have to provide to my end. So was that a useful note to add to that residency question? Yep. Cool. And just with the mobile number that you've called us off today, is this your best contact number for yourself?

[1 minutes 7 seconds][Customer] : Yes, yes, yes it is.

[1 minutes 14 seconds][Agent] : Thank you. Now while the processing is uploaded here for our funeral coverage, Denise, I'll explain to you a bit more about how the cover works and what's included in the cost as well. If at any time, if you do have any questions, don't hesitate to let me know, OK? I'll be happy to answer this for you. But if you don't mind me asking, just to give me an understanding of your inquiry today, what sparked the interest? You want to take a look at this insurance for yourself?

[1 minutes 36 seconds][Customer] : Oh no, it's just I'm 76 now. I'm hoping to do the next 20 years,

but I may not.

[1 minutes 41 seconds][Agent] : Well, in touch, but hopefully nothing that's happened anytime soon for sure.

[1 minutes 43 seconds][Customer] : I just wanted to have it have myself covered for my kids so that when I do go, they can afford to bury me.

[1 minutes 47 seconds][Agent] : OK, No, that all makes sense. Well, I didn't say that's pretty much what our funeral coverage is designed to do. They need to be paid out as a lump sum payment to your beneficiaries to be able to cover these costs.

[2 minutes 1 seconds][Customer] : Yes.

[1 minutes 58 seconds][Agent] : So hopefully that's not a financial burden there for them to have to cover on their own as you mentioned. And for that purpose, self funeral covered the needs that is being designed to be paid out most quickly. So once we do receive the relevant documentation to process the claim for funeral insurance, these funds generally get paid out within 24 to 48 business hours.

[2 minutes 17 seconds][Customer] : Mm, Hmm.

[2 minutes 17 seconds][Agent] : So we just want to make sure that we can have these funds paid out as quick as possible. So hopefully the financial side of things is the last of your loved ones were restring this time.

[2 minutes 26 seconds][Customer] : Yep.

[2 minutes 27 seconds][Agent] : And when it comes to organizing the funeral coverage, it's very simple. It's all done over the phone. So there's no medicals, blood tests or anything like that required from you.

[2 minutes 35 seconds][Customer] : Yep.

[2 minutes 35 seconds][Agent] : But just so you know, for the 1st 12 months you will be covered for accidental death only. And after the first 12 months you will be covered for death due to any cause.

[2 minutes 46 seconds][Customer] : OK.

[2 minutes 46 seconds][Agent] : So you can rest assured that once you've held the policy of 12 for

12 months, Denise, no matter how you pass away from that point onwards, you can rest assure that you'll be covered.

[2 minutes 56 seconds][Customer] : Mm hmm.

[2 minutes 56 seconds][Agent] : But if touch would, if you happen to pass away unexpectedly from an accident at any time, wash you are covered under this policy with us. The benefit amount that you're covered for that actually triples. So let's say you account for the likes of umm, the say \$5000 as an example.

[3 minutes 14 seconds][Customer] : None.

[3 minutes 14 seconds][Agent] : That benefit amount with triple for accidental death compound a total of \$15,000 to UB Fisheries. OK. Now also for that extra peace in mind at no extra cost, there is a So 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 look by a medical practitioner, then we can pay out your claim in full just to help with things like medical expenses, et cetera. But a couple of things in this policy, Denise, is your premiums are designed to stay the same. So you don't have to worry about our premiums increasing every year as you're getting older.

[3 minutes 57 seconds][Customer] : Yeah.

[3 minutes 57 seconds][Agent] : But once you reach the age of 85, there is an option where you can actually anytime after you reach 85 years of age, you have an option to be able to choose the inch or cover with us. And if you do, we'll pay you 75% of the funeral insurance benefit amount directly to you whilst your wife still living. But if you prefer to stay covered on the age of 85, you can just keep your policy in place with us and stay covered and you won't have to worry about paying any more premiums from the age of 85. OK. But if you do wish to Dinesh, you can also find information about our premium structure on our website as well. But has that all made sense so far?

[4 minutes 27 seconds][Customer] : OK, OK, Yes it does. Yes, it does.

[4 minutes 38 seconds][Agent] : And did you have any questions before we start by for some pricing?

[4 minutes 42 seconds][Customer] : No, not really. I just want to make sure that the kids are

covered, that's all. So that when I go, I've got enough money.

[4 minutes 44 seconds][Agent] : No, for sure, that makes sense. Well, we'll go through some pricing. I'll work with you today, Denise, so we can find that cover that you're happy to leave behind for your children. So how many children do you have? So, and, and grandchildren as well.

[4 minutes 50 seconds][Customer] : Bear with ME3, 3 my 3 grandchildren.

[5 minutes 3 seconds][Agent] : Oh, nice. And, umm, because in terms of how we do payout the funds, you can nominate up to five beneficiaries, uh, to receive their nominated benefit amount. And have you organized a will for yourself at this stage? Uh, Denise. Oh, OK, cool. That's fine. Because, umm, with our customers, we do actually provide for free online legal will, which is valued at \$160.00 of each policy. So if you need to organize a new one, you can use it to help make that process easy and hopefully save some money in the process of doing so as well. Is whenever it does, whenever that time does come. Denise, have you given any thought of whether you'd be looking into like the cremation or burial service during this time?

[5 minutes 30 seconds][Customer] : OK, it'll be a cremation.

[5 minutes 40 seconds][Agent] : Cremation. So sorry to hear.

[5 minutes 41 seconds][Customer] : My husband passed away three years ago and with my peers.

[5 minutes 43 seconds][Agent] : Oh, nice.

[5 minutes 44 seconds][Customer] : Ashes here and the kids are gonna join us together and get it together.

[5 minutes 50 seconds][Agent] : Yeah, that makes sense because in terms of the cover that we do offer does range from the \$3000 up to the \$15,000. How much cover were you wanting to look at to start off with please?

[5 minutes 59 seconds][Customer] : No, probably. How much is it? I think it was about four and a half thousand for my husband. So probably 5 or \$6000, something like that.

[6 minutes 7 seconds][Agent] : OK, sure. Did you want me to start off at the the five or the 6000? Yeah, sure.

[6 minutes 16 seconds][Customer] : 5000 yes, that'd be happy.

[6 minutes 18 seconds][Agent] : So if you're looking at the \$5000 of cover fortnightly, that would be \$42.42, so just over \$21.00 a week roughly. And if you're looking, I'll give you so that, uh, \$6000 could clear with as well. So for the \$6000 of cover, that one would be \$50.91 a fortnight, so just over \$25 a week roughly. But once you've actually held your policy of us for 12 months, Denise, so following your first policy anniversary date, we will be refunding your back 10% of the premiums that you've paid to us in that time. So there's no way of saying thank you. So based off the \$6000 of cover, you'll see back the real award of \$132.35.

[6 minutes 28 seconds][Customer] : Yep, Yep.

[7 minutes 3 seconds][Agent] : Well, based off the \$5000 of cover, you'll receive back the real award of \$110.30. OK.

[7 minutes 9 seconds][Customer] : I think I'd go for the \$5000.

[7 minutes 12 seconds][Agent] : Yeah, that's totally fine. And looking further down the track, Denise, if you decide that you need that extra cover with us any time from now on before you turn 80, you can actually give us a call to apply to take out a separate top up policy of up to another \$10,000 subject to eligibility. Or you can apply to reducing level of cover as well. But just please be aware this insurance does not have a savings or investment elements. So if you cancel outside of the 30 days, your cover will stop and you'll not receive anything back. And you may pay more in total premiums over the life of the policy than the benefit amount. But what I'll do next here, Denise, is I'll just go ahead and update all your contact details. So we can always just send that all out to you. Do you have an e-mail address? So we can send the electronic copy of that to you today? Yep.

[7 minutes 26 seconds][Customer] : OK, Yep, Yep, it's Rowe. Rowe, Denise. 894 at gmail.com.

[8 minutes][Agent] : RWE Denise 894 at gmail.com And in the e-mail your, your name is spelled exactly the same as you would, uh, normally, Yep. Copies, uh, the e-mail that's Rd. denise894@gmail.com. Is that correct?

[8 minutes 15 seconds][Customer] : Yep, Yep, that's right.

[8 minutes 23 seconds][Agent] : And we'll also post out a copy of your policy to you in the mail as well. So I'll just update your home and postal address. What was your post code? And suburbs,

Beckenham and just the street address? Yep.

[8 minutes 30 seconds][Customer] : 3810, OK Victoria Street, address 25 Harrington, Clarendon St.

[8 minutes 47 seconds][Agent] : Awesome. And your postal address is the same as your home address, is that correct? And the mobile number you mentioned earlier, this is your best and only contact number.

[8 minutes 50 seconds][Customer] : Yeah, yeah, that's right.

[8 minutes 57 seconds][Agent] : And can I just confirm, Denise, are you happy to continue with the coverage of the \$5000?

[9 minutes 2 seconds][Customer] : Yeah, yeah.

[9 minutes 2 seconds][Agent] : Yeah, of course. So good news is you have the Peace of Mind on that. You'll be covered for the \$5000 over the phone from today. And you can actually choose that payment date to start within the next 30 days to suit you as well. And then that's just going to come out every fortnight from that date that you select that to start from. OK. Now, if you want to have a take, let's take a look at your calendar and just let me know what you prefer that directly, but to start from, no questions.

[9 minutes 18 seconds][Customer] : Alright, now starting from next Friday, that's my pension day, so it can come out that day.

[9 minutes 30 seconds][Agent] : So next Friday, I'll just let you know that will be the Friday the 17th of January. Does that work well for you?

[9 minutes 36 seconds][Customer] : Yep, Yep.

[9 minutes 36 seconds][Agent] : Yep. And what's the direct debit, Denise?

[9 minutes 41 seconds][Customer] : I'll give you my card number.

[9 minutes 38 seconds][Agent] : Do you want to use your bank account or a card, which is easier now just for security purposes while obtaining your card details, the call recording will stop and will commence after we've clicked the details. And we don't need you to read out the security numbers at the back either. So you keep that for your own security, but I'll just pause that call recording for you now.

[10 minutes 24 seconds][Customer] : None.

[11 minutes 6 seconds][Agent] : Reminder, it just reads, please be advised that the call recording has now issued for quality and monitoring purposes. But just to finalize your cover today, Denise, I just have to quickly read out a verbal declaration of your next. And then at the end of this, I'll have two quick questions just to ask you acceptance and then that will be all completed for you today. Now just want to triple check to make sure that I have spelled your name correctly for your policy document. So Denise is spelt Denise.

[11 minutes 13 seconds][Customer] : Yep, Yep, Yep.

[11 minutes 35 seconds][Agent] : Yep. And then row is spelled Rowe.

[11 minutes 34 seconds][Customer] : Hey, good boy, Yes. What was that?

[11 minutes 39 seconds][Agent] : Would you like me to add, do you have a middle name that you'd like me to add on to the policy documents or do you just want umm, do you have a middle name that you'd like me to add on to your policy documents Or you have me just to leave this and I'll add them up there for you. A double N Thank you. And then I'll just double check. What's your date of birth? That was the 1st of May 1948.

[11 minutes 48 seconds][Customer] : Oh, NANNA double N Just a double N no E Yep. Yes. No. E No.

[12 minutes 1 seconds][Agent] : And you're also an Australian resident and umm, just with the, and it was a double N no E, no E Cool. Awesome. So I'll read through this with you next, Denise. Now that is a bit of a mouthful to read through. So I do appreciate your patience. Umm, importantly, if you do have any questions whilst I am reading through this with you, Dinesh, just feel free to stop me at any time and let me know, OK?

[12 minutes 24 seconds][Customer] : OK.

[12 minutes 25 seconds][Agent] : It's just uploading that here for you now. So just reached here, thank you Denise. Andrew, it is important you understand the following information. I will ask for your agreement to these terms at the end that your policy will not be enforced unless you agree to these terms in full. Will funeral cover is issued by Hanover Life IRE of Australasia Limited whom we will

refer to as Hanover. Hanover has an arrangement with Greenside Financial Services trading as real insurance to issue and arrange this insurance on its behalf. The answer to the application questions and any related documents form the basis of your contract of insurance and Hanover relies upon the accuracy of the information you have provided when assessing the application. Hanover has 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 obtain a copy on our website. We clicked your personal information to provide insurance quotes, issued card and other related services. We'll share this with your and may share with other Australian service providers for the purpose of administering your policy or handling claims. Our Privacy Policy tells you more, including how to access and create your information and lodge complaints about breaches of privacy. By agreeing to this declaration, you can seem 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 real funeral cover with the following cover. Denise and Row is covered four \$5000 in the event of death in the case where if there's accidents or 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 a terminal thereafter And so life insurance 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 this early cash out option, you'll no longer have a right to claim under the policy for that life insured. This policy is an insurance policy. It does not have a savings or investment component. You can end your cover at any time by contacting us. If you stop paying your premiums, you may end your cover, but we'll give you notice before doing so. This cover into prior to age 85. No benefit is payable and there's no refund of premiums after the calling off. This cover continues beyond age 85.

[15 minutes][Customer] : Sydney, what's the cooling off.

[14 minutes 58 seconds][Agent] : The life insured will see from the additional Yep, Yeah. So that just means if you decide to cancel the policy within this 30 day calling off. If you paid a new premium slice with them during that time, we'll refund them back to you in full. And this a claim has been

made. But if you cancel outside of the 30 day calling off. You won't receive anything back.

[15 minutes 21 seconds][Customer] : OK, that's alright.

[15 minutes 22 seconds][Agent] : Does that make sense?

[15 minutes 23 seconds][Customer] : Yep, that makes sense.

[15 minutes 24 seconds][Agent] : But it just says 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 out option has been taken out. Cover for each life insured ends on the day prior to the 100th birthday. We'll pay the funeral benefit and bonus cover for the life insured. At this point, the total premium for your first year off cover is \$42.42 per fortnight. The premiums are which means they are designed to stay consistent here on here and will only change if you also cover all. The insurer adjusts the premium rates applied to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums in 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%. Now put it on a level basis over the life of the policy. Your premium will be divided from your credit card, which you are authorized to debit from and have provided to us. We may provide within communications to you by the e-mail address you provided to us, and this will include any legal notices we 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 FSG 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 needs you need. You have a 30 day calling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have launched a claim. There are risks associated with replacing policies as review policy may not be identical to existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. Finally, we have a complaints process which can access at any time by contacting us. Full details are available online and in the document presentation we are sending you, but just to see if that needs

to understand and agree with the declaration, yes or no.

[17 minutes 31 seconds][Customer] : Yep. Yep.

[17 minutes 31 seconds][Agent] : And would you like any other information or would you like me to read any part of the product disclosure statement to you today?

[17 minutes 38 seconds][Customer] : No, no, fine.

[17 minutes 39 seconds][Agent] : No, that's not a problem. So you will cover this of today for the funeral cover of the \$5000. I just want to say a big welcome and thank you for choosing real insurance.

[17 minutes 40 seconds][Customer] : That's fine.

[17 minutes 49 seconds][Agent] : I'll just give you a reminder that your first fortnightly premium of \$42.42 a fortnight, that one is scheduled to start from next Friday on the 17th of January.

[17 minutes 49 seconds][Customer] : OK, Yep, that's me.

[17 minutes 59 seconds][Agent] : It'll just come out as an automatic trip, but every fortnight from that date onwards, it's umm, in terms of nominating your beneficiaries today, it's just to save you from having to physically fill out the form that send that back to us yourself. I'll pop you directly through to one of my colleagues in the support department and they can actually assist you with nominating your beneficiaries over the phone. So you don't have to worry about filling that performance in the to us.

[18 minutes 18 seconds][Customer] : Oh, OK. Yep. Yep.

[18 minutes 20 seconds][Agent] : OK, But other than that. So you'll receive an e-mail copy of your policy from us today. And this e-mail it should may request for passwords about the request for that. It's about access. That's right. And the password that would just be with your date of birth.

[18 minutes 37 seconds][Customer] : OK.

[18 minutes 35 seconds][Agent] : So just the numbers only, OK. Now if you're starting your main inbox when you go to check that through donations, double check your spam or junk e-mail. Sometimes those emails can get sent through to there for the first time.

[18 minutes 46 seconds][Customer] : Yep. OK.

[18 minutes 47 seconds][Agent] : OK, but umm, apart from that, was there anything else that we could possibly assist with for you today?

[18 minutes 53 seconds][Customer] : No, that's all. Thank you.

[18 minutes 54 seconds][Agent] : No, that's OK. It's been my pleasure being able to issue that cover today. If there's anything else, umm, my contact details will be in that e-mail for you. So just feel free to pick up the phone and give me a call back. But I'll just pop you on a short hold Denise and I'll get you through to one of my colleagues who will be able to assist you with nominating your beneficiaries for your policy there.

[19 minutes 10 seconds][Customer] : OK.

[19 minutes 9 seconds][Agent] : OK, OK, but just be a short hold. Might be a moment, Denise. Music. Thanks for Audi did Denise. I've got my colleague today from the support department. I'll assist you with nominating the beneficiaries for your policy here. Actually, I'll just let you know full ID as well as your contact details have been confirmed. Thanks, DJ. Hi there, Mr.