

[3 seconds][Customer] : Hello.

[5 seconds][Agent] : Hi, Luke, it's James calling from Real Insurance. How are you?

[8 seconds][Customer] : Hey, mate, how are you?

[9 seconds][Agent] : I'm good, I'm good. I was calling to follow up on our previous discussion around income protection.

[14 seconds][Customer] : Yep.

[16 seconds][Agent] : Just before we jump back into it, I'll need to let you know. Again, all our calls are recorded. Any advice I provide is general in nature and may not be suitable to your situation. I'll get you to confirm your first last name and date of birth, if that's OK.

[29 seconds][Customer] : Yeah. Luke Thomas, 10th of June 2002.

[32 seconds][Agent] : Perfect, thanks so much. Now, I sent that e-mail out to you with your fully approved policy documents there. How did you go reading through all of that?

[41 seconds][Customer] : Yeah. Yeah, it looks good. It did look good. I was just waiting to get back to work before because I'm on holidays right now.

[48 seconds][Agent] : OK, that's alright. When do you go back to work?

[54 seconds][Customer] : Like the 16th of January.

[57 seconds][Agent] : 15th of Jan OK. Umm, I don't know if I mentioned to you last time, umm, what we can do Umm, if you're happy with everything there is, still get that cover immediately started umm, and you can actually choose a day that's suitable for you to start that first payment. Umm, doesn't have to be today, umm, but at least that way, you know, you can have that coverage starting in place and we can get all your full policy documents out to you.

[1 minutes 23 seconds][Customer] : Yeah, OK. Yep.

[1 minutes 26 seconds][Agent] : OK Umm, what I'll do is, uh, just confirm again, uh, your best e-mail is luke.thomas@gmail.com. That's right.

[1 minutes 34 seconds][Customer] : Mm, hmm.

[1 minutes 35 seconds][Agent] : Perfect. I can just jump back into it again here. I'll just remind you of all the details again as well. Umm, OK OK, so it's for the monthly benefit amount of \$4000, waiting

period of 30 days and benefit period of one year. Umm, So just to confirm as well, umm, nothing's changed in regards to your duties at work in the last 30 days. Umm, and then you still work more than 15 hours a week.

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

[2 minutes 10 seconds][Agent] : Perfect. Alright, we'll jump back in. So that was, yeah, 4030 days one year. And the fortnightly premium was \$34.83. Umm, Now included is a rehab benefit as well, along with the final expenses benefit. I'm sure you read through that as well. That pays \$10,000 in the event that you pass away. So again, so did you have a day that might be suitable? We can note down as that first payment date? That way we can, yeah, get the coverage started and get all your policy documents out to you.

[2 minutes 42 seconds][Customer] : Yeah, maybe just when I'm when I'm back at work. Is that alright or is that too long?

[2 minutes 50 seconds][Agent] : Yeah. No, no, that's all right. So what essentially what the process looks like is we nominate that first payment date, collect all your payment details so that when that that day rolls around, essentially the the payments begin. But again, the cover still starts as of today. So you don't need to get back in touch with us and get that that set up. Does that make sense?

[3 minutes 7 seconds][Customer] : OK, I will Ma. I'll get for the 17th of January again.

[3 minutes 11 seconds][Agent] : Yeah, perfect. So two weeks from today and then every fortnight on a Friday after that. You happy with that?

[3 minutes 17 seconds][Customer] : Yeah, that's fine.

[3 minutes 18 seconds][Agent] : Yep. Perfect.

[3 minutes 25 seconds][Customer] : Yep. 94 Remley St., Roselands, 2116.

[3 minutes 19 seconds][Agent] : All right umm, I'll just confirm lastly, uh, your home address again, if that's OK Yep and the post code beautiful. And that's of course, uh, your postal address as well.

[3 minutes 38 seconds][Customer] : My postal address?

[3 minutes 40 seconds][Agent] : Yeah, that's the same as your postal address. Yep, perfect. OK, umm now to get that one set up for you there all I need is a BSB and account number or the details

from a card. We can save that on the system for when the 17th rolls around.

[3 minutes 42 seconds][Customer] : Yep, Yep. I'll give you my ACVN account.

[4 minutes 3 seconds][Agent] : Yep.

[4 minutes 6 seconds][Customer] : Yeah. Savings.

[4 minutes 4 seconds][Agent] : Was it a savings or a cheque Account Savings. Beautiful.

[4 minutes 13 seconds][Customer] : Yeah, it's 062301 and the account is 1049, 5765.

[4 minutes 9 seconds][Agent] : And whenever you're ready, I'll I'll get that BSB number 0862301 049 5765. Perfect. And the account was, the name was just Luke Thomas.

[4 minutes 33 seconds][Customer] : Yeah, correct.

[4 minutes 34 seconds][Agent] : Beautiful. OK, we've got all that saved in the system there. Umm, Now the last thing I need to do is just to read you out what's called a final declaration. It summarizes everything I've gone through over the last few calls. Umm, in a more formal way. Umm, there'll be a couple of questions throughout. Once we accept that everything will be set up, we'll get all your documentation out to you again, with no payment coming out until the 17th. Umm, just confirming again. So nothing's changed in regards to your responses to the health and milestone questions either.

[5 minutes 3 seconds][Customer] : Yeah, nothing's changed. Sorry.

[5 minutes 5 seconds][Agent] : So not, not yet. OK, perfect. Umm, so it says here. Thank you. Luke Thomas, it is important you 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. Real Income Protection is issued by Hanover Life RE of Australasia Ltd, whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services and I will refer to as GFS Trading as Real Insurance to issue and arrange this insurance on its behalf. Hanover as upon the information you have provided when assessing your application, that includes the information we initially collected from you to provide a quote. Hanover has set a target market determination for this product, which describes the type of consumers this product is designed for. Vision practices are consistent with this determination and you can obtain a copy on our website. I need to remind you of

the duty to take reasonable care that you agreed to. So can you please confirm you have answered all of that questions in accordance with your duty?

[6 minutes 3 seconds][Customer] : Yep.

[6 minutes 2 seconds][Agent] : Yes or no effect. We may from time to time provide office to you via the communication methods you have provided to us in relation to other products and services by agreeing to this declaration. You can send to us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us. The accepted cover provides the following insurance cover for Luke Thomas, a monthly insured amount of \$4000 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the event of a claim may be less than the monthly insured amount as your income benefit is limited to 70% of your average monthly income of any 12 consecutive months during the two years before you suffered your disabling or injury. Your income benefit can also be reduced if you receive other disability payments from other sources. There is a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place. In addition to the standard exclusions contained within the PDS, the following exclusions apply for Luke Thomas Income Protection Benefit. We will not pay an income benefit in respect of a claim for a disabling sickness or injury occurring directly or indirectly from the insured performing the duties of their second occupation. Any income derived from the second occupation will not be eligible to be included as financial evidence of your pre disability income. By agreeing to this declaration you could agree to any non standard exclusions or loadings placed on your policy and you understand they will remain in place for the life of the policy. May request for any of these alternative terms to be reviewed at any time by calling us. Your cover expires on January 17th, 2068 at 12:00 AM. Your premium for your first year of cover is \$34.83 per fortnight. Your premium is a stepped premium, which means it will be calculated that each policy anniversary and will generally increase each year. Included in your premium is an amount payable by handover to GFS of between 37% and 51% to cover costs. Your premium will be debited from your nominated bank account in the name of Luke Thomas, which you're authorized to debit from and provided to us. 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. She carefully considered these documents to ensure the product meets your needs. You have a 30 day cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged a claim. There 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 is available online and in the documentation we are sending you. Thanks for your patience there, Luke. Just two last questions now, do you understand and agree with the declaration, yes or no?

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

[8 minutes 46 seconds][Agent] : Perfect. And just while I've got this page open, would you like any other information about the insurance now, or would you like me to read any part of the PDS to you?

[8 minutes 55 seconds][Customer] : No, I think that's all good mate.

[8 minutes 57 seconds][Agent] : Perfect. All right. I'm sorry to hear my voice after that. Accepted that one. Now, umm, your documents are on their way to you. Should be with you in half an hour by e-mail and then two to five business days for your hard copies. Umm, yeah. The only thing you'll need to send back to us, if you wish, is umm, the beneficiary form, umm, for the final expenses benefit. Umm, you can either do that by, uh, filling that out, sending it back into us via e-mail, or giving us a call on that number on the sheet just to name, umm, whoever you'd leave that money behind to if you were to pass away.

[9 minutes 28 seconds][Customer] : Yeah, no worries.

[9 minutes 29 seconds][Agent] : OK, Appreciate your time Luke in, in going through that process. Glad we could, umm, get some protection in place for you. You enjoy the rest of Friday and your weekend.

[9 minutes 38 seconds][Customer] : You too. Thanks man.

[9 minutes 39 seconds][Agent] : Thanks, Luke.