

[3 seconds][Agent] : Hi, you're speaking with Josh McShane, seniors insurance. How can I help you today?

[7 seconds][Customer] : Yeah, hi, it's Michael here. Look, I've got insurance through my superannuation scheme at the moment of \$200,000 and I'm looking at what you guys can do it for because I'd like to, I'd like to finish up with the Super schemes. I'm just retired but I need to know what sort of price you're able to do it for.

[30 seconds][Agent] : OK. And just with that one there, so you have life insurance with your super, is that correct?

[35 seconds][Customer] : To it. Yep.

[36 seconds][Agent] : OK, Does that have?

[36 seconds][Customer] : Well, I can, I can, I can prove that as well.

[39 seconds][Agent] : Yeah, no worries. Does that have any form of expiry age on it?

[42 seconds][Customer] : Nope. No expiry date.

[44 seconds][Agent] : OK, I'll just let you know that with this one, it does end when you turn 85.

[48 seconds][Customer] : It's alright. It's no worries. I'm giving them 61. That's fine.

[52 seconds][Agent] : Perfect. Then let's have a look at this one for yourself. I'll let you know. Calls are recorded. Any advice to provide This general nature may not be suitable to your situation. And have you inquired with us before?

[1 minutes 2 seconds][Customer] : I have actually, yeah. And it wasn't a particularly good premium. So I'm just checking with you guys again, based on your current e-mail that you just sent out.

[1 minutes 8 seconds][Agent] : OK, no worries there. Well, let's have a look at this one for yourself there. What would be your full name and date of birth? OK, thank you for that one there, Michael. And last name just confirming that you're a male Australian resident.

[1 minutes 15 seconds][Customer] : Michael Devine, DEVINA 241261, correct?

[1 minutes 26 seconds][Agent] : OK, thank you for that one there.

[1 minutes 32 seconds][Customer] : Mm Hmm.

[1 minutes 28 seconds][Agent] : OK, yes, I can see that you've enquired back with us in June for the

term life insurance for \$100,000.

[1 minutes 38 seconds][Customer] : Trump was, yeah, it was supposed to be \$200,000, but yeah. Oh, OK, no worries.

[1 minutes 37 seconds][Agent] : Umm, and uh, with the, Yep uh, we've only just introduced the, the cover to umm go up to \$200,000 now, uh, so you can choose anywhere from \$10,000 minute up to one Hun, uh, \$200,000 maximum.

[1 minutes 47 seconds][Customer] : OK, no worries. OK, now I understand. Yep. So 200,000 bucks is what I have currently. So yeah, I just need to compare it and see whether you're you're anywhere near the numbers that I'm currently paying.

[1 minutes 53 seconds][Agent] : Alrighty, no worries. We can light that one up for yourself there. Have you had a cigarette in the last 12 months?

[2 minutes 6 seconds][Customer] : No, no it's not.

[2 minutes 7 seconds][Agent] : Bye that's really good that helps out with your premiums there as well. OK so alrighty so now with this one I will just let you know. So with the insurance, so umm it is provided for a lump sum payment if you were to pass away before your 85th birthday when the policy ends.

[2 minutes 24 seconds][Customer] : Yep, Yep.

[2 minutes 25 seconds][Agent] : Umm Now if your death is due to an accident, we do triple the payout as well. Umm, So if you are covered for the \$200,000 and your death is due to an accident, that will turn into the \$600,000.

[2 minutes 35 seconds][Customer] : Mm, Hmm. MMM.

[2 minutes 36 seconds][Agent] : Now we do also include an advanced payout of 20% of the benefit amount to help with funeral costs or any other final expenses at the time as well.

[2 minutes 45 seconds][Customer] : Yep. Yeah, I've got that in the e-mail which is you've sent through, so that's all good. Yep.

[2 minutes 48 seconds][Agent] : Perfect, perfect. And I just want to let you know as well, there are 80s or no questions that confirm your eligibility for the cover.

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

[2 minutes 56 seconds][Agent] : And if you have been accepted and once you decide to commence the policy, you would be covered immediately for death due to any cause except for suicide in the 1st 13 months.

[3 minutes 10 seconds][Customer] : Yep. Mm Hmm.

[3 minutes 5 seconds][Agent] : And as well, Michael, there is a terminally ill advanced payment included in the cover, which means that if you were diagnosed with 24 months or less to live by a specialized medical practitioner, then we'll pay your claim out to you whilst you're still alive.

[3 minutes 15 seconds][Customer] : Yeah, Yep. Understood.

[3 minutes 18 seconds][Agent] : OK alrighty. So let's have a look at this one for yourself there. OK, we're looking at 200,000 and that one comes too. Let's see here. Oh, sorry, computer has. OK, alrighty. So Michael for the \$200,000 of the life insurance is \$222.43 per fortnight.

[3 minutes 48 seconds][Customer] : Alright, can you give me that as an annual please?

[3 minutes 51 seconds][Agent] : Yeah, I can send you that one. Then I do have an e-mail address. He all lower cases.

[3 minutes 58 seconds][Customer] : Yeah, don't, don't. Yeah, don't bother sending it to me as an e-mail. Just give me what the annual is. Because if it's that for fortnight, yeah, if that's, if that, if that's what it is fortnightly, then you are so over the top it's unbelievable.

[3 minutes 56 seconds][Agent] : Michael_ Oh, the annual, sorry, no worries, that's let's have a look here. So the annual premium for the \$200,000 is \$5783.10 per year.

[4 minutes 23 seconds][Customer] : You're, you guys are insane. I'm paying 800 bucks at the moment from a super scheme. Who's going to pay 5 grand for insurance?

[4 minutes 29 seconds][Agent] : OK, uh, yes, some, some people, umm, it just comes down to, you know, per personal preference and what you want to do with sort of course.

[4 minutes 32 seconds][Customer] : Nah, Nah, Nah, Nah, Nah please, please that's, that's ridiculous money. And can you take me off any mailing list you've got? That's that's just ridiculous.

[4 minutes 45 seconds][Agent] : Yeah, sure I can. We can do that one for yourself as well. Umm, no

worries with that one there Michael, we look, sorry we couldn't be of any assistance there.

[4 minutes 50 seconds][Customer] : OK, no, nowhere near it.

[4 minutes 55 seconds][Agent] : No worries.

[4 minutes 55 seconds][Customer] : That's just stupid money.

[4 minutes 57 seconds][Agent] : All right.

[4 minutes 57 seconds][Customer] : Uh, yes. And I don't know how people on a retirement pension would ever pay that. But good luck and thank you so much.

[5 minutes 3 seconds][Agent] : No worries Michael, you have a good day.