

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Hi, good morning there. Barry. My name's Rick from Real Insurance. I'm calling about your online enquiry with a said just recently into some life insurance cover.

[11 seconds][Customer] : Oh, yeah.

[12 seconds][Agent] : Yeah, so I was going to take you through how the cover works. We'll go through the policy, we'll look at the pricing of everything. Feel free as well just to stop me anytime if you do have any questions. Sorry. OK. So just start by confirming some details with you. I've got Barry Roberts. Yeah. And your date of birth, the 12th of June 1991. Yeah, confirming as well. You are a male Australian resident.

[20 seconds][Customer] : Yeah, yeah, yeah, yeah.

[35 seconds][Agent] : Thank you. So please just note all calls are recorded. Any advice provided is general in nature and may not be suitable to your situation. Right, before we go too far through, can I ask, was there anything in particular that has prompted your interest there recently into looking at getting life insurance?

[51 seconds][Customer] : I don't know my dad. Even then she said that they did.

[54 seconds][Agent] : OK, OK. Yeah, no, Sir. I mean, look, at the end of the day, you know, these types of policies, it's not typically for your benefit. It is there for your family and your loved ones and, you know, looking after them when you're not here to do so, right? So that's how our cover works. It's a lump sum cash benefit paid to your loved ones when you pass away, right? Because it is paid as cash, it does mean no strings attached it. Once we're paid out, it's their money for them to decide how to use it. We do not get involved in that, right?

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

[1 minutes 21 seconds][Agent] : It's basically just that Peace of Mind in knowing that, like I say, if the worst happens, they are looked after, OK. Now we keep things as simple and easy as we can in terms of the application. So there's no medical check UPS required, no blood tests at all to get you approved for cover. We're just going to go through some health and lifestyle questions today as it will determine the final terms of the pricing of the policy as well if you are fully approved. Yeah,

Yeah. Sorry.

[1 minutes 41 seconds][Customer] : Yeah, and if I want to add someone on me, but I want to get a close to see if I can add it on 1/2, like doesn't pay for the 1/2, OK.

[1 minutes 53 seconds][Agent] : So with our policy, it is structured to be a single cover only because like I say with those health and lifestyle questions, they have to come from the person being insured.

[2 minutes 2 seconds][Customer] : Oh yeah, no, that's fine.

[2 minutes 1 seconds][Agent] : The answers, OK, yeah, alright. But yeah. So if you are fully approved for the cover without any changes, it is an immediate cover for death by any cause except for suicide in the 1st 13 months. OK. Also included is a terminally ill advanced payment, which means if you were to be diagnosed by a medical practitioner as having 24 months or less to live, going to pay out your life insurance in full to you. Alright.

[2 minutes 15 seconds][Customer] : Yes, Yes.

[2 minutes 30 seconds][Agent] : So hopefully of course you never use the policy for that reason, but that benefit is there for the worst case, OK? Also included with the cover, we have an advance payment of 20% of the benefit amount up to a maximum \$20,000 to help cover those more immediate expenses when you pass away like the cost of a funeral. OK, so it is exactly that. It's an advance payment made quite quickly within usually one business day of completed documents being received.

[2 minutes 56 seconds][Customer] : Yes.

[2 minutes 56 seconds][Agent] : OK, so we'll go to the pricing now. Did you have any questions for me so far at all?

[3 minutes 3 seconds][Customer] : No.

[3 minutes 2 seconds][Agent] : Alright, alright, I do need to confirm a couple of things. First, is your current annual income \$50,000 or more before tax? Sorry. No, that's OK. And your working status, have you had a cigarette in the last 12 months?

[3 minutes 23 seconds][Customer] : No, no.

[3 minutes 32 seconds][Agent] : Perfect.

[3 minutes 46 seconds][Customer] : 100 thou.

[3 minutes 33 seconds][Agent] : All right, in terms of the benefit amount, so we can offer you cover starting from \$100,000 up to \$1 million, How much would you like to be covered for 100,000? Yeah.

[3 minutes 49 seconds][Customer] : Yeah.

[3 minutes 50 seconds][Agent] : Alright. So covering you for \$100,000, your fortnightly payment for that is going to be \$5.23.

[3 minutes 58 seconds][Customer] : And how much is the the the other one?

[4 minutes 2 seconds][Agent] : So yes, we go to the maximum. So 1,000,000, it would be \$52.29 per fortnight.

[4 minutes 10 seconds][Customer] : Yeah, No, I've got you the first one.

[4 minutes 13 seconds][Agent] : Yeah. OK.

[4 minutes 21 seconds][Customer] : Yeah.

[4 minutes 14 seconds][Agent] : And look, this is something as well, you know, you can umm, apply to increase your level of cover over time, umm, subject to your eligibility as well, OK umm, I will point out. So life insurance, it is a step premium, OK, which means that it will generally increase each year as you age. In addition, the policy has automatic indexation, which means that each year the benefit amount will increase by 5%. Yeah. So, yeah, So we'll we'll increase by 5% each year with an associated increase in premium until you reach the maximum benefit amount or until the policy anniversary following your 75th birthday. Now you can choose if to opt out of that automatic indexation each year, what it does mean and look like for you next year. So as an indication, if you make no changes to the policy, your fortnightly payment would be \$5.49 and your benefit amount would go up to \$105,000. OK. You can of course also find information about our premium structure on our website. OK, so let me get your home address. Can I get your post code to start with?

[5 minutes 13 seconds][Customer] : Yep, Yep, yeah.

[5 minutes 24 seconds][Agent] : And the suburb? Yep. And your address there for me? Yep.

[5 minutes 23 seconds][Customer] : 201 C Western OK Unit 1407 slash 11 Gibbs Street.

[5 minutes 36 seconds][Agent] : Perfect. And that's your postal address as well. Yeah, e-mail Barry

Roberts, 12, 691@gmail.com and this mobile obviously your best contact. Yeah, perfect. I'm going to reach you first a pre underwriting disclosure. It outlines our responsibility to you and also yours to us. So it says.

[5 minutes 43 seconds][Customer] : Yeah, yeah, yeah, yes.

[6 minutes][Agent] : Please be aware all calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and may share it 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 correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase a life insurance policy and as such, you have a duty to take reasonable care to not make any misrepresentations. This means that you need to ensure that you understand each question I ask you and now you provide honest, accurate answer complete answers. You need to answer each question in full. Even if you've provided some information to us in any earlier discussions you've had. If you do not take reasonable care, you may breach your duty. And if this happened, your insurer may be entitled cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. Right. Do you understand and agree to your duty?

[7 minutes 6 seconds][Customer] : Yeah.

[7 minutes 7 seconds][Agent] : Yeah, perfect. So the first question we ask is a two-part COVID question. OK, which asks have you been hospitalised for COVID-19 in the last six months or have you been diagnosed with COVID-19 in the last seven days? Wonderful. Are you a citizen or permanent resident of Australia or a citizen of New Zealand currently residing in Australia?

[7 minutes 22 seconds][Customer] : No, no, no. It's just a staying.

[7 minutes 37 seconds][Agent] : Yes.

[7 minutes 39 seconds][Customer] : Yep.

[7 minutes 38 seconds][Agent] : So Australian citizen, all permanent resident that resides here in Australia. Yep. Alright so we've got some pre qualifying medical questions to start with. OK. Just

need yes or no answers. The overall question is have you ever had symptoms of being diagnosed with or treated for or intends to seek medical advice for any of the following? Starting first with stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. Lung disorder, excluding asthma, sleep apnea or pneumonia. Cancer, leukemia or Melanoma, excluding other skin cancers, hepatitis or any disorder of the liver.

[8 minutes 5 seconds][Customer] : No, no, no, no.

[8 minutes 22 seconds][Agent] : Anxiety. Yeah, no, that's OK. That's. Next, Yep, next one. Anxiety, depression or stress requiring medical treatment or any other mental health disorder? Have you been diagnosed with a terminal illness but a neuron disease? Any form of dementia including Alzheimer's disease or being told by a doctor that you have a condition that will reduce your life expectancy? In the last 10 years, have you used illegal drugs, abuse prescription medication, or received treatment or counseling for drug or alcohol consumption?

[8 minutes 34 seconds][Customer] : Good morning.

[9 minutes 3 seconds][Agent] : This next section, this is in relation to your height and weight. Just please be aware that I am required to obtain a confident single figure measurement for each in order to continue with the application. Our system does not allow us to enter any approximate figures, words or height and weight ranges. OK, so starting with your height, you can answer with either centimeters or feet and inches. So whatever measurement you do know what is your exact height please?

[9 minutes 30 seconds][Customer] : OK, sorry. I'll do that.

[9 minutes 39 seconds][Agent] : 5 feet 6 inches.

[9 minutes 41 seconds][Customer] : Yeah, yeah.

[9 minutes 41 seconds][Agent] : Yep. And look last time you checked is fine. But I do need to ask what is your exact weight please?

[9 minutes 50 seconds][Customer] : Last time I checked was 51.

[9 minutes 55 seconds][Agent] : That's OK. 51K last time you checked. Yep.

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

[9 minutes 59 seconds][Agent] : And have you experienced any unexplained weight loss of more than 5 kilos in the last 12 months?

[10 minutes 6 seconds][Customer] : No.

[10 minutes 7 seconds][Agent] : Wonderful. Does your work require you to go underground? Work at heights above 20 meters, dive to depths below 40 meters, use explosives or travel to areas experiencing war or civil unrest, or work offshore to the best of your knowledge. Are you infected with or are you high risk category for contracting HIV which causes AIDS? Do you have any definite plans to travel or reside outside of Australia within the next 12 months? For example, you've booked or will be booking travel.

[10 minutes 17 seconds][Customer] : No, no, no, no.

[10 minutes 45 seconds][Agent] : Do you have existing life insurance policies with other life insurance companies with a combined total sum assured of more than \$5 million. All right, continuing on with medical history. So again, just a yes or no answers overall question being have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following Starting with diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose, chest pain, high cholesterol or high blood pressure, tumor, molar cyst, including skin cancer or sunspots.

[10 minutes 54 seconds][Customer] : No, no, no, no. No, no, no.

[11 minutes 24 seconds][Agent] : Have you ever had an abnormal PSA test for an enlarged prostate, thyroid condition or neurological symptoms such as dizziness or fainting disorder of the stomach, bowel, gallbladder or pancreas, epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. OK, umm, so just go through the conditions individually.

[11 minutes 55 seconds][Customer] : No, no, no, no.

[11 minutes 52 seconds][Agent] : So yes or no for multiple sclerosis, Mustard trophy Parkinson's disease, paralysis with epilepsy was your last seizure more than two years ago.

[12 minutes 13 seconds][Customer] : Yeah, Well, yeah.

[12 minutes 14 seconds][Agent] : Yeah, that's all we need. So next we're asking about bladder or

urinary tract disorder. Yes or no, Kidney disorder, Blood disorder or disease, Sleep apnea or asthma, excluding childhood asthma. All right, so moving on, other than what you've already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting results for any medical tests or investigations such as, but not limited to any surgeries, X-rays, scans, blood tests or biopsy? And other than what you've already told me about, are you contemplating seeking medical advice for any symptoms that you're currently experiencing within the next two weeks?

[12 minutes 21 seconds][Customer] : No, no, no, no, no.

[13 minutes 4 seconds][Agent] : Right, We're up to the section for family history. There are two questions. Now. When we refer to your immediate family members, we are only referring to your mum, your dad, your brothers and sisters.

[13 minutes 14 seconds][Customer] : Yeah.

[13 minutes 13 seconds][Agent] : OK, so question number one, to the best of your knowledge, have any of your immediate family members, living or deceased, ever been diagnosed with polycystic kidney disease, Huntington's disease, or familial adenomatous polyposis? And question #2 to the best of your knowledge, have any of your immediate family members suffered from cancer, heart condition, stroke or other hereditary disease prior to the age of 60?

[13 minutes 30 seconds][Customer] : No, no.

[13 minutes 45 seconds][Agent] : Right. And other than a one off event, for example, gift certificates and vouchers, do you engage in or intend to engage in any of the following aviation other than as a fair paying passenger on a recognized airline? Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving, or any other has this activity. Sorry. Alrighty. So look, that's all the questions that we need to ask. So very look, congratulations, you are now fully approved for the cover. Alright, so with the best outcome, no changes were made. OK, So the prices stayed the same and so have the policy terms.

[14 minutes 9 seconds][Customer] : No, Yep, Yep.

[14 minutes 25 seconds][Agent] : Alright, so now that you've got approved, we can get we'll get you

covered from now. You don't have to pay today, but what date is suitable for you to have that first payment deducted? Yeah, Yep. Perfect. And then I just need to get either your BSB number and account number or a debit card from you, please. Yep. Alright, I'm just going to pause the recording. So for security purposes, while we're paying your card details, the recording will stop and we'll recommend once we've collected those details.

[15 minutes 47 seconds][Customer] : None.

[15 minutes 50 seconds][Agent] : Alright, so now that I've collected your card details, please be advised the call recording has now resumed for quality and monitoring purposes. OK, the declaration it reads, Thank you. Barry Roberts, 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.

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

[16 minutes 10 seconds][Agent] : Real life insurance is issued by Hanover Life free of Australasia Limited whom we will refer to as Hanover. Hanover has a great an arrangement with Greenstone Financial Services, whom I'll refer to as GFS Trading as real Insurance, to issue and arrange this insurance on its behalf. Hanover relies upon the accuracy of the information you've provided when assessing your application. That includes the information 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. Our distribution practices are consistent with this termination that you can obtain a copy on our website. I need to remind you of the duty to take reasonable care that you agreed to. Barry, can you please confirm you've answered all of our questions in accordance with your duty?

[16 minutes 56 seconds][Customer] : Yes, that is great.

[16 minutes 57 seconds][Agent] : Thank you. We may from time to time provide offers to you via the communication methods you've provided to us in relation to other products and services. By agreeing to this declaration, you consent to allow us to contact you for this purpose until you opt out. You can opt out this at any time by contacting us. The accepted cover pays a lump sum benefit

amount of the following. Barry Roberts receives \$100,000 in the event of life insurance. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your premium for your first year of cover is \$5.23 per fortnight. Your premium is stepped which means it will be calculated at each policy anniversary and will generally increase as you age. Your sum insured will also increase automatically by 5% each year until you reach the maximum benefit amount or until the policy anniversary following your 75th birthday. And you can opt out of this. You understand that the premium protection provided is indicative only and does not take into account any existing policies you may have with us. Included in your premium is an amount payable to GFS of between 41% and 55% to cover costs. Your premium will be debited from your credit card, which you're authorized to debit from and have provided to us. The policy documentation, PDF and FSG will be mailed to you, and if you've 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 830 day cooling off. When you may cancel your policy, anything premium you may have paid will be refunded in full unless you've lodged a claim. There are risks associated with replacing policies as your new policy may not be identical to existing cover. We recommend that you do not cancel any existing policy until you've received and reviewed our policy in full. Finally, we have a complaints process which you can access at any time by contacting us. Full details are available online and in the documentation we're sending you. Right. Do you understand and agree with the declaration? You'd like any other information or would you like me to read any part of the product disclosure statement to you?

[18 minutes 56 seconds][Customer] : Yes, no, that's fine.

[19 minutes 2 seconds][Agent] : OK, look, thank you so much for taking the time there this morning. So you are covered. From now, keep an eye on your emails. I'm going to send you a copy today and you'll get hard copies in the post in about three to five business days.

[19 minutes 14 seconds][Customer] : Yeah, I thank you.

[19 minutes 14 seconds][Agent] : OK, Alright. Thanks so much, Harry. Have a great day. You take care.

[19 minutes 18 seconds][Customer] : You too. Bye.

[19 minutes 19 seconds][Agent] : Bye bye.