

[8 seconds][Customer] : Yeah, mate, Colin Bell is my name. I've been getting a heap of missed calls from your office. I made enquiries about a life insurance thing about, I don't know, a fortnight ago and I'm I've been out.

[3 seconds][Agent] : Welcome to real life Insurance Capital and how can I help you?

[26 seconds][Customer] : I've been out where there's very little Wi-Fi or mobile ex service and I'll, I'll just come back and I found out I got about 8 missed calls from your office.

[36 seconds][Agent] : Mm, hmm. Yep.

[37 seconds][Customer] : So yeah.

[46 seconds][Agent] : OK, so easy, let's have a look here. What's your full name and date of birth when you're ready? Yep, thanks for that. Uh, and so you make sure your middle name is James.

[38 seconds][Customer] : So, yeah, I made enquiries about the umm, yeah, life insurance policy for umm, you know, funerals and that Colin James Bell, uh, the 17th of the 12th, 1957, yes.

[1 minutes 1 seconds][Agent] : OK, let me pop that in for you. Umm, so you're 67 years young, beautiful. Can I confirm that you are a male Australian visitor? Just to clear? Yes, sooner.

[1 minutes 6 seconds][Customer] : Yes, Yeah, I hope so. I've been like that for 67 years.

[1 minutes 16 seconds][Agent] : No, it's just just a compliance guy's got a clear yes or no.

[1 minutes 20 seconds][Customer] : I know. Yeah.

[1 minutes 20 seconds][Agent] : So I can I confirm that you are a male Australian visitor just a clear yes or no.

[1 minutes 24 seconds][Customer] : That's it. That's it. Night. Yes. Yes.

[1 minutes 26 seconds][Agent] : Yeah, it's like that OK. And please the calls are recorded and any advice are provided.

[1 minutes 33 seconds][Customer] : Yep.

[1 minutes 30 seconds][Agent] : General nature may not be suitable to your situation and your speed a couple on from wheel insurance. You just call me cap for sure.

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

[1 minutes 36 seconds][Agent] : OK, now let's have a look here. So yeah, you spoke to one of my

colleagues in regards to some funeral insurance.

[1 minutes 46 seconds][Customer] : Yep.

[1 minutes 45 seconds][Agent] : Uh, let's take a look here. So he's been trying to call you back, uh, on actually yeah. So we've been trying to call you back in regards to that.

[1 minutes 51 seconds][Customer] : Yeah, Yep.

[1 minutes 53 seconds][Agent] : Umm, how did you go with that with those prices with the funeral cover?

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

[1 minutes 57 seconds][Agent] : So we gave you uh, 5007 thousand and 10,000 I believe for you and your partner.

[2 minutes 2 seconds][Customer] : Yes. No. What was the seven? I was, I think I was going to opt for the 7000. Yeah.

[2 minutes 9 seconds][Agent] : So the 7000, alright, just give me one second, OK? Umm, I'll just put pop you on hold and, uh, get that organized for you.

[2 minutes 17 seconds][Customer] : I I was just wondering what the what like the fortnightly deductions were for or payments, whatever, how the way that goes.

[2 minutes 17 seconds][Agent] : Alright, Give me one SEC yeah, \$7000 cover. It looks like uh, you could have a \$54.74 a fourth month.

[2 minutes 31 seconds][Customer] : Oh, OK, no worries. Yep.

[2 minutes 31 seconds][Agent] : OK, Alright, just give me one SEC.

[2 minutes 33 seconds][Customer] : Yeah, that's the one. OK.

[2 minutes 34 seconds][Agent] : I'll just, I'll just, uh, double check something, OK, And then I'll explain to you what we do Thank you. Thanks already there, Colin.

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

[3 minutes 14 seconds][Agent] : OK, I'll give you a quick recap of how the cover works again.

[3 minutes 18 seconds][Customer] : Yeah.

[3 minutes 17 seconds][Agent] : OK, uh, but basically how we set this up is very straightforward. Uh,

let's say we leave it at the \$7000 cover, right? We cover you from today.

[3 minutes 25 seconds][Customer] : Yep. Yeah.

[3 minutes 25 seconds][Agent] : Uh, so we cover you and your partner from today under the terms and conditions, but we let you choose the first payment date. You don't have to pay anything straight away.

[3 minutes 33 seconds][Customer] : Right.

[3 minutes 33 seconds][Agent] : You choose a day that suits you.

[3 minutes 37 seconds][Customer] : Yeah.

[3 minutes 34 seconds][Agent] : Generally customers sort of pick a payday or the day after we get paid and from that day, we do give you a 30 day cooling off pit as well. Hopefully you wouldn't have to use it, but if you do, uh, we'll refund any premiums you've paid unless a claim has been made.

[3 minutes 37 seconds][Customer] : Oh, OK. Yep.

[3 minutes 46 seconds][Agent] : OK, if you change it by within the 30 days of making the first payment, Uh, but more importantly, during this time, you get the full policy documents by e-mail and you get a hard copy by mail. So while you're covered with us, you can run through everything in detail, go through with your wife with partner as well.

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

[4 minutes][Agent] : And uh, the only other thing you need to do once you went through everything is fill out the beneficiary's form sign that it's in the back. Uh, but obviously if you read through everything and you go the other way, umm, that's fine as well. You can just give us a call and apply to cancel possibly at any time.

[4 minutes 16 seconds][Customer] : Right.

[4 minutes 16 seconds][Agent] : There's no cancellation fees at hidden cost.

[4 minutes 19 seconds][Customer] : Uh huh. Yep.

[4 minutes 18 seconds][Agent] : OK, all right. Now before I go on any further, I'll just grab the address just because, like I said, we'll send out a hard copy. What's your post code to address and you ready? Yep, Yep, Yep.

[4 minutes 28 seconds][Customer] : Yeah, my address is 51, surf circle spelled and then it's Tura Beach, TURA and then Beach BEACH, NSW 2548.

[4 minutes 44 seconds][Agent] : 254. OK, we do.

[4 minutes 46 seconds][Customer] : Yep.

[4 minutes 46 seconds][Agent] : We do it the other way around. So let me just work backwards.

[4 minutes 48 seconds][Customer] : OK, that's it. Circle.

[4 minutes 49 seconds][Agent] : So 2548 Shura Beach and then it's UH51SER6SEC circle, circle. OK.

[4 minutes 56 seconds][Customer] : Circle.

[4 minutes 57 seconds][Agent] : And is that what your mail goes to as well?

[4 minutes 59 seconds][Customer] : Yes, mate. Yep.

[4 minutes 58 seconds][Agent] : Do you have a landline number? Just a mobile?

[5 minutes 3 seconds][Customer] : I got a landline.

[5 minutes 5 seconds][Agent] : Yeah, yeah.

[5 minutes 4 seconds][Customer] : It's 0264950681. That's it. Yep, it's on 01.

[5 minutes 11 seconds][Agent] : So 0264940681 and E and your mobile 0407168501 and e-mail letters Colin.j.bill1957@gmail.com.

[5 minutes 20 seconds][Customer] : Yep, that's correct. Yep.

[5 minutes 26 seconds][Agent] : Beautiful. Thanks for that. Alrighty.

[5 minutes 27 seconds][Customer] : Oh, just. And what, what did you say again? What Probably.

[5 minutes 28 seconds][Agent] : So yes, uh, Colin, j.bill1957@gmail.com.

[5 minutes 33 seconds][Customer] : Yeah, that's correct. Yeah.

[5 minutes 37 seconds][Agent] : Beautiful. OK, excellent. Umm, no, I'll just quickly give you a recap and then, uh, we'll go to the next step. So remember with the funeral cover and sorry, let me just, uh, confirm your partner's details. Uh, hold on one SEC. I'll just read that to you what I have here. So while I do that, I'll just explain to you this. OK, So remember, would this cover a little bit of an accident to death?

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

[6 minutes 1 seconds][Agent] : What we also do is triple the benefit amount because we don't and accidents can be unexpected and it can have a greater impact of the loved ones.

[6 minutes 9 seconds][Customer] : Yep. Yes.

[6 minutes 8 seconds][Agent] : OK, Umm, just to confirm this for your partner's, well, Heather Bell, is that correct? The date of birth of the 14th of July 1959. So she's 65 years young.

[6 minutes 14 seconds][Customer] : Yep, that's correct. Yep.

[6 minutes 20 seconds][Agent] : And can I confirm that Heather's a female Australian resident? Just a clear yes or no?

[6 minutes 24 seconds][Customer] : Yes, she is.

[6 minutes 25 seconds][Agent] : Beautiful.

[6 minutes 25 seconds][Customer] : Yes.

[6 minutes 25 seconds][Agent] : Thank that. Alrighty, so umm, as I mentioned, it's guaranteed acceptance cover as long as you're an Australian visident age 40 to 79 as well. So obviously, uh, both yourself and Heather fully approved for the cover already.

[6 minutes 37 seconds][Customer] : Yep.

[6 minutes 37 seconds][Agent] : Umm, now it's saying this. For the 1st 12 months, you and Heather will be covered for accidental death and accident disease injury only.

[6 minutes 44 seconds][Customer] : Yep.

[6 minutes 44 seconds][Agent] : Uh, after the first 12 months, you and Heather will be covered for death due to any cause. So regardless of any conditions you might have now or you might have had in the past, it doesn't matter. After the first 12 months, you and Heather will be covered for death due to any cause. OK.

[6 minutes 57 seconds][Customer] : OK. Yeah. Yep.

[6 minutes 57 seconds][Agent] : Now in addition, there is a terminal illness benefit as well, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by a medical practitioner, then in that case, we'll pay out 100% of the few,

the benefit amount too.

[7 minutes 13 seconds][Customer] : OK. Yep.

[7 minutes 11 seconds][Agent] : Well, OK, now remember some of the features of the cover, your premiums are designed to stay the same as you get older. And when you reach the age of 85, your premiums will see.

[7 minutes 23 seconds][Customer] : Alright.

[7 minutes 21 seconds][Agent] : So you don't have to pay any more premiums and you'll have nothing more to pay. And you'll also be automatically able to receive a 25% bonus cover, umm, which should be applied to your benefit of that.

[7 minutes 36 seconds][Customer] : Mm, Hmm.

[7 minutes 32 seconds][Agent] : So if you're coming for, uh, let's say the \$7000 and let's say you pass away after the age of 85, we'll pay out the \$7000 plus an additional, what is their website to be, uh, \$1750 on top.

[7 minutes 47 seconds][Customer] : OK. Yep.

[7 minutes 46 seconds][Agent] : OK, now you can also find information about our premium structure on our website as well. You do have another option. Once you reach the age of 85, you choose to end your cover and we'll pay 75% of the furniture benefit amount. So just another option that you have.

[8 minutes][Customer] : OK, Yep.

[8 minutes][Agent] : OK, 1285 and you might know this ready, but you may pay more in total premiums of the larger the policy and the benefit amount. It's easier where this insurance doesn't have a savings investment elements. If you cancel outside of the 30 days, the cover will stop and you're not receiving anything back.

[8 minutes 14 seconds][Customer] : Uh huh. Yep.

[8 minutes 14 seconds][Agent] : OK, any questions so far before we go on to the next day?

[8 minutes 18 seconds][Customer] : No mate. No.

[8 minutes 19 seconds][Agent] : Beautiful, beautiful. Now, uh, just to recap, \$7000 cover for yourself

and \$7000 cover for Heather umm all up comes to a total premium of \$54.74 a fortnight.

[8 minutes 34 seconds][Customer] : Yep. Yep.

[8 minutes 33 seconds][Agent] : OK and following your first policy anniversary date with us, we will refund you 10% of the premiums you paid in that time for being a call a be for being a loyal customer. So you get a refund of \$142.31 refunded back in your bank account. That's following the first policy anniversary date.

[8 minutes 49 seconds][Customer] : OK, Yep.

[8 minutes 49 seconds][Agent] : OK, now, umm, as I need to also ask you, are you happy to come to me with the \$7000 cover for you, for yourself and your watch just to create your sooner?

[8 minutes 59 seconds][Customer] : Yes.

[8 minutes 59 seconds][Agent] : Makes sense. So the first payment date, uh, when did you want that to come out? You choose. Mm Hmm.

[9 minutes 5 seconds][Customer] : Well, my next payday today, but if it comes out on the 21st of January, is that alright?

[9 minutes 15 seconds][Agent] : Yeah, Yeah, that's fine. So fortnight from today.

[9 minutes 17 seconds][Customer] : Yeah.

[9 minutes 18 seconds][Agent] : Yeah, all good. Let's do that. And it'll come out of your fortnight from, uh, the 21st, which is a Tuesday.

[9 minutes 18 seconds][Customer] : Yep, Yep.

[9 minutes 22 seconds][Agent] : OK, so every fortnight from that Tuesday. Now with the method of payment date, you want to use the ESPN account number or a Visa master debit card or credit card. That's easy.

[9 minutes 31 seconds][Customer] : No, I use it. I'll do a direct debit with BSB. It's savings.

[9 minutes 33 seconds][Agent] : Yeah, savings or ticket and your name calling James Bill.

[9 minutes 40 seconds][Customer] : Yeah, it's CJ and HE Bell. HE Bell? Yep.

[9 minutes 43 seconds][Agent] : OK, so sorry CJ and HE Yep, Bill. Thanks. That's I just as obviously joint account as you know as you have authorization to debit from this account just to clear your

server. Thanks for that. OK, when you're ready, I'll start off with the BSB number. Yep, Yep. So that's the umm, uh, Police Department employees and then credit union. OK, there we go.

[9 minutes 56 seconds][Customer] : Yes, like BSB is 815000 credit union it's 8812. That's it.

[10 minutes 12 seconds][Agent] : And the account number is already mm hmm, that Oh, that's it. Oh, wow.

[10 minutes 20 seconds][Customer] : I'm one of the original members Dinosaur.

[10 minutes 20 seconds][Agent] : First time, uh, right again, first time I was in A4 four digit account number. There we go.

[10 minutes 26 seconds][Customer] : Everyone says that.

[10 minutes 25 seconds][Agent] : All right, umm, it's actually the first time I've seen the Police Department employees. It's a so it's actually a bank name or it's just a like a financial sort of institute or something.

[10 minutes 36 seconds][Customer] : Oh, it's a bank name.

[10 minutes 37 seconds][Agent] : It is a bank name. Oh, there we go.

[10 minutes 37 seconds][Customer] : It's a police customs bank, but it goes under. Yeah.

[10 minutes 42 seconds][Agent] : Alright, OK, fair enough. Oh, there we go. Alrighty. So, umm, that's fine. And the first payment date you said a four month from today, something for the 21st and it'll come out before.

[10 minutes 40 seconds][Customer] : Police credit union, yes.

[10 minutes 50 seconds][Agent] : Nothing on umm, any final questions at all before I read the final terms and conditions.

[10 minutes 55 seconds][Customer] : No mate, I don't know what's going.

[10 minutes 56 seconds][Agent] : OK, beautiful, no worries. And umm, where are we? Yeah, one more thing obviously, umm, just so you know, if you were to suffer an accident disease, injuries such as quite the pleasure para pleasure before the policy and adversity following your 75th birthday, the benefit amount will also triple.

[11 minutes 15 seconds][Customer] : Uh huh.

[11 minutes 12 seconds][Agent] : OK, so it's a separate payout to the funeral benefit amount, umm, to you know, help with like ho hospitals bills and things like that.

[11 minutes 18 seconds][Customer] : Yep. Yep. Yeah.

[11 minutes 19 seconds][Agent] : Actually, that was that never happens, but it's they also included.

[11 minutes 23 seconds][Customer] : It's good to have.

[11 minutes 22 seconds][Agent] : OK, Uh yeah, uh, I'll read this out. You said it's here.

[11 minutes 32 seconds][Customer] : Yes, Sir. Yeah.

[11 minutes 27 seconds][Agent] : Thank you Key Colin James and just to confirm Colin is Colin Yeah again 1L beautiful right so thank Colin James Bell is important you understand the following information. I will also give you these terms at the end and your policy will not be enforced unless you agree to these terms in full real funeral covers issue by Handover live free of installation then the typical people referred to as handover Handover has an arrangement with Green Store financial Services Australia's you'll need to share the range this insurance on its behalf. You'll add to the application questions that any belated documents for the base of your, uh, from the base of your contract of insurance and handover allows upon the accuracy of the information you provided.

[12 minutes 4 seconds][Customer] : Oh.

[12 minutes 3 seconds][Agent] : When SSC application handover has set a target market determination for this product, which describes the type of consumers this product is designed for uh, distribution practice that consistent with this determination and you can update a copy on our website. Uh, we collect your personal information providing since quotes. You should cover another related services. We will share this with the insurance with other insurance provided for the purpose of administrating your policy or handling claims. So our privacy policy tells you more, including how to access and create information and lodge complaints about breach of privacy. While agreeing to this declaration, you consent to be contacted by some 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 joint. We'll see. It'll cover the following cover. Uh, Colin James Those cover \$7000 and be benefit in the case of death is accidental or if you suffered before next year disease should be the benefit amount of triple ahead of

those cover \$7000 and you get a death in the case of death is accidental or Heather Bill suffered the financial disease and do the benefit amount will triple umm cover for accident the death only for the first two months covered with death by any cause or diagnosis of a terminate when it's covered thereafter the accident is using the car for each life insured and 875 starts immediately and ends on the policy anniversary following the life insured. So it's your birthday. Once the life insurance reaches age 85, you choose to voluntarily cancel that person cover to receive a lump sum payment of 35% of the chosen benefit amount. If you take out this early cash, that option, you'll no longer have a right to claim under the policy for that life insured. Uh, this policy is an insurance policy. It doesn't have a savings or investment component. You can end your cover at any time by contacting us. If you stop paying your premiums, uh, we may end you cover, but we will give you notice before doing so.

[13 minutes 41 seconds][Customer] : Hello.

[13 minutes 39 seconds][Agent] : If cover ends prior to 885, no benefits payable and there's no refund or premiums after the cooling off bid. If cover continues beyond 880 for the life insurance, we'll 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 with the early cash option has been taken can add how for each life insured ends on the day prior to the 100th birthday, we will pay the funeral benefit and bonus. So for the life insured at this point, uh, your total premium for your first year cover is \$54.74 per fortnight your previous the level which is. They are designed to stay consistent year on year and will only change if the old to your cover or they insure just the premium rates applied to your policy. They check and only make a change. It is applied consistently across all policyholders. You may pay more premiums and the benefit amount over the life of the policy including your premium amount payable to reinsurance are between 34% and 54% calculated on level basis over the life of the policy. Your premium be debited from your nominated bank out of the name of CJ and HEO 2 otherwise debit from that provided to us. Umm, we may provide really communications to you about the e-mail address you provided to us and this will be, and this will include in the legal notices we have required to provide team writing. If you prefer to receive these only by mail, you can

update the communication preference at any time. The policy documentation PDS and SSC will be sent to you in five working days. So hold on one second. So the policy documentation PDS and necessary will be mailed to you. And if you applied us with an e-mail and then your policy documentation will also be emailed to you today. You should carefully consider these documents to ensure the product needs to need. So you have a third day cooling off. Uh, during so you have a third day cooling off. When you may cancel your policy in any premium you may have paid will be refunded in full unless you have launched a claim. There are risks. So there are, there are risks associated with replacing policies as your new policy may not be on the code to existing cover. We recommend they do not cancel any existing policy until you have received and reviewed our policy in full with the complaints process, which you can access at any time by contacting us. Full details are available online and the documentation we are sending. Uh, two questions there for your first question, do you understand and agree with the declaration just to clear your survey? And would you like any other information about the insurance now or would you like me to read any part of the PDS to your survey?

[15 minutes 50 seconds][Customer] : Yes, No.

[15 minutes 58 seconds][Agent] : OK, beautiful. So you're covered as of now under the terms and conditions, but look, any questions at all, give us a call. Uh, but apart from that, you and you're also covered under the terms and conditions from today.

[16 minutes 3 seconds][Customer] : Alright, very good.

[16 minutes 10 seconds][Agent] : Excellent.

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

[16 minutes 11 seconds][Agent] : Apart from that you're 1.

[16 minutes 12 seconds][Customer] : How many times you have to say the other day?

[16 minutes 14 seconds][Agent] : Oh depends.

[16 minutes 16 seconds][Customer] : Yeah.

[16 minutes 15 seconds][Agent] : I mean this hitch we do we do a few we do a few obviously uh products right, but this one is the it's the longest yeah uh we we've asked we've asked we can get it

on the automated thing, but yeah umm at least because people have questions and we have to stop.

[16 minutes 24 seconds][Customer] : Yep, yeah, Yep.

[16 minutes 31 seconds][Agent] : We wouldn't know you know like so no other way around it except to keep myself hybrid. But look, apart from that, you have a nice day calling Thanks for your time then cheers.

[16 minutes 40 seconds][Customer] : Yeah, same to you. Thanks very much.

[16 minutes 41 seconds][Agent] : No worries.

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

[16 minutes 43 seconds][Agent] : Thank you Bye.

[16 minutes 43 seconds][Customer] : See you man.

[16 minutes 44 seconds][Agent] : Bye.