

[1 seconds][Agent] : Hi there, Bruce. It's Cody from Real Insurance. How are you?

[4 seconds][Customer] : Yeah, go mate.

[3 seconds][Agent] : Oh, that's good to hear. No. Perfect. I'll just have this transferred over to me. Can you give us a call back in? Yeah. Thank you so much there, Bruce. Now what? I'll do just because if there's a new call here, Bruce, I'll just need you to confirm your first name, last name and date of birth there again.

[13 seconds][Customer] : Yeah, uh, Spruce Warren 26 of the 8th 82.

[24 seconds][Agent] : Yep, beautiful. And just confirming once again there Bruce, that you are a male Australian resident. Yeah, perfect. Now Please note that all calls are recorded. Any advice that I do provide is general in nature and may not be suitable to your situation there. Umm, OK, no perfect. I'll just give you that call back in regards to that income protection cover. That's, uh, we were uh, going through not so long ago umm, just to touch base with everything there. I believe the last time we did speak, umm, you, we were still waiting some things is that right?

[37 seconds][Customer] : Yes, yes.

[1 minutes 3 seconds][Agent] : Yeah, perfect. Beautiful. OK, So what I'll do here for you, I'll hope straight into into the, the pricing here again remind you of everything umm, and then we can hop back into that underwriting there for you and get that sorted again.

[1 minutes 16 seconds][Customer] : Yes.

[1 minutes 17 seconds][Agent] : Oh, perfect. Well, did you have any questions about the policy at all here, Bruce?

[1 minutes 26 seconds][Customer] : No.

[1 minutes 27 seconds][Agent] : No, all good. All good. Perfect. Well, while I've got this loading up here, I did just wanna just ask you, how was your weekend there, mate? Yeah. Perfect. No, good to hear. Do you get up to anything much over the the Halloween weekend or? Yeah, Perfect. Beautiful. What sports did you watch?

[1 minutes 42 seconds][Customer] : I want to watch some sports and that rugby league, the rugby league tournament.

[1 minutes 53 seconds][Agent] : Oh, perfect. I know I'm a rugby league fanatic. I used to play myself, so love it.

[1 minutes 58 seconds][Customer] : Yeah, yeah, yeah, yeah. It was, it was a nation's 9.

[2 minutes 3 seconds][Agent] : Oh, perfect.

[2 minutes 3 seconds][Customer] : So we were, we were fast games, you know, like, but it was I, I wanted to play. I'm getting 9 now. I'm 42.

[2 minutes 13 seconds][Agent] : Yeah, but you wanted to help on the field and then mash some heads in.

[2 minutes 12 seconds][Customer] : So yeah, yeah, yeah. If I had it done earlier, no, I would have played.

[2 minutes 22 seconds][Agent] : Yeah, of course, Definitely, definitely. Uh, alrighty, no. Good to hear that you had a good weekend there, Bruce. Uh, well, I'm just looking into this one here again, just to confirm with you. Has anything changed in regards to your occupation?

[2 minutes 34 seconds][Customer] : No.

[2 minutes 35 seconds][Agent] : No. Perfect. And are you still working more than 15 hours per week?

[2 minutes 39 seconds][Customer] : Yes.

[2 minutes 40 seconds][Agent] : Yeah, beautiful. Now, I'll just confirm once again for you here, Bruce, have you had a cigarette in the last 12 months?

[2 minutes 45 seconds][Customer] : No.

[2 minutes 46 seconds][Agent] : No. Perfect. OK, so I have here, umm, for the monthly benefit amount of \$5000 with the waiting period of 30 days and the benefit period of two years once again, that's coming up to be a fortnightly premium of \$137.23. But that's still good for you there, Bruce.

[3 minutes 5 seconds][Customer] : Well, looking at the \$7000 one, what's that one?

[3 minutes 8 seconds][Agent] : Yeah, hang on, let me jump out of this. Sorry. Bear with me, just decided I wanted to load something else up and now it's in my way. OK yeah. So the 7000 is actually capped off there for you there, Bruce. Umm, so unfortunately we can't just select the \$7000

and I believe that would be in regards to, uh, something in your helpful lifestyle questions there.

[3 minutes 35 seconds][Customer] : Oh.

[3 minutes 36 seconds][Agent] : OK, so let me hop into that one here for you. So what I wanna do is just read off this pre and of running disclosure again. Uh, we can go through those health questions and confirm we've got everything correct. So just once again here, Bruce, uh, please be aware all calls are recorded for quality and monitoring purposes. Uh, we collect your personal information to provide insurance quotes, issue cover and other related services. Uh, 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. Uh, our privacy policy tells you more, including how to access incorrect your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase an income protection policy and as such, you have a duty to take reasonable care to not make any misrepresentations. So this means that you need to ensure that you understand each question I ask you and that you provide honest, accurate and complete answers.

[4 minutes 28 seconds][Customer] : None.

[4 minutes 28 seconds][Agent] : Uh, you need to answer each question in full. Even if you have provided some information to us in any early discussions you have had, if you do not take reasonable care, you may breach your duty. And, and if this happens, your insurer may be entitled to cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. And it just asks, do you understand and agree to your duty? Yes or no?

[4 minutes 48 seconds][Customer] : Yes.

[4 minutes 48 seconds][Agent] : Yeah. Beautiful. OK. And just to confirm with you again there mate, umm, ahead. Have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with the COVID-19 infection in the last 30 days?

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

[5 minutes 2 seconds][Agent] : Yes or no uh, beautiful. OK, so alright, just looking into this one here

so far, I can see that there has been a few things that have been put on in regards to the health and lifestyle questions here. So I can see here already there was a 50% loading placed on due to BMI and as well, there's a few exclusions that was placed on umm, so I can see here. There was one for high blood pressure and there's uh, that's had started medication there. Umm, and as well as something else, but we'll jump into that again there for you. OK, I'll just go up to where we were up to as well there, Bruce, just to confirm what we're doing. OK, perfect. So we're up to the high cholesterol question there. And because, uh, because we're waiting for your cholesterol, uh, readings. Did you end up getting those readings?

[5 minutes 56 seconds][Customer] : Hey mate.

[5 minutes 57 seconds][Agent] : Yeah, beautiful. Uh, good to hear. So I'll just read this question out to you again. So like, like I said, there is one main question that refers to each and every one of the sub questions. Umm, and then from there we could, uh, uh, I just need a clear yes or no to those answers to make sure that you, uh, put, put this down correctly for you.

[6 minutes 12 seconds][Customer] : Yep.

[6 minutes 11 seconds][Agent] : OK, so just to just, again, it does say have you ever had symptoms of been diagnosed with or treated for or intend to seek medical advice for any of the following? Uh, we've got all the way up to the high cholesterol question, which asked high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting. We said yes. And so based on your response, please enter yes or no for each of the following. Uh, so we said high cholesterol, yes. Uh, and have you ever had a high cholesterol blood test with the results greater, greater than or equal to 7.0 millimoles per liter? You said yes or don't know, is that still correct?

[6 minutes 47 seconds][Customer] : No, it's not.

[6 minutes 49 seconds][Agent] : That's enough for that one. So you never had one that was higher than seven 7.0mm per liter.

[6 minutes 59 seconds][Customer] : Well, it's not sitting there at the moment.

[7 minutes 2 seconds][Agent] : OK.

[7 minutes 8 seconds][Customer] : Yeah, I've, I've never done that.

[7 minutes 2 seconds][Agent] : So that last Test that you did that that showed you that you were under 7.0, OK, yeah, no. Perfect. But what about in the past there, Uh, did you have one that had one that was higher than 7.0? No, You never had one that was higher than 7.0 millimols? No.

[7 minutes 18 seconds][Customer] : No, no, my blood pressure was sitting there. Well, my cutters blew off.

[7 minutes 28 seconds][Agent] : Yep.

[7 minutes 28 seconds][Customer] : I sitting around about 5.5.

[7 minutes 31 seconds][Agent] : OK, beautiful. Good to hear. But everything, every, every other blood test that you've done has never shown one that's greater than 7.0 millimols. Is that correct? 7.0 or seven millimols per liter? No OK, beautiful. Well, in that regard, answering no to that question stops it there. So we can take off the rest under this umbrella here for you. Uh, so just once again, umm, based on your response, please enter yes or no for each of the following.

[7 minutes 39 seconds][Customer] : 7.7 No.

[8 minutes][Agent] : So thyroid condition, yes or no, and neurological symptoms such as dizziness or fainting, yes or no? No. Beautiful. OK, the next one here is diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose. Yes or no? Hepatitis or any disorder of the liver, stomach, bowel, gallbladder, or pancreas.

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

[8 minutes 31 seconds][Agent] : Epilepsy, motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. UH, anxiety, depression, or stress requiring medical treatments or any other mental health disorder.

[8 minutes 39 seconds][Customer] : No, no.

[8 minutes 53 seconds][Agent] : Any illegal drug use, abuse, or prescription medication, or received medical advice or counseling for alcohol consumption. Disorder of the kidney or bladder. Uh blood disorder or disease. Asthma or other respiratory disorder excluding childhood asthma.

[9 minutes 3 seconds][Customer] : No, no, no, no, no, no. I know no.

[9 minutes 19 seconds][Agent] : Uh, back or neck pain or disorder, arthritis, chronic pain, gout,

repetitive strain injury, clinic fatigue syndrome or fibromyalgia, joint or muscle pain, ligament injuries including replacement or reconstructive surgery, osteoporosis or osteopenia and any defects of hearing or sights other than which is corrected by glasses or contact lenses. No Beautiful. OK, Now I just wanted to go back and make sure that we've take off everything else under this, uh, application here correctly. So has anything changed in regards to your whole and last or questions that we've already asked you?

[9 minutes 51 seconds][Customer] : I know no.

[10 minutes 4 seconds][Agent] : No Beautiful. OK. And let me just jump out of this and make sure that I've got all this correct as well. Umm, OK, No, I just wanted to confirm that that Bruce, you, I remember there was one time we did go through the application here and you did say something about you having back pain. Can you confirm that for me? Something about you falling off a a horse. You got into a car crash and you fell off a horse, No.

[10 minutes 34 seconds][Customer] : No, a while ago I did that. I had AI, had AI, had surgery done on my back, Michael, the 60 minute call it because I've shaved the disk in my lower back.

[10 minutes 46 seconds][Agent] : Yep. OK. And was that due to back pain?

[10 minutes 47 seconds][Customer] : Yeah, that was due.

[10 minutes 53 seconds][Agent] : It was a work injury.

[10 minutes 52 seconds][Customer] : If I was a work injury, I I've strained, Yeah, I strained myself, Yeah, back in 2015.

[10 minutes 59 seconds][Agent] : What?

[10 minutes 59 seconds][Customer] : So here. Never seven years ago.

[10 minutes 59 seconds][Agent] : OK, yeah, no, perfect. Well, what I'm gonna do is I'm gonna hop back into that application and note that one down there for you because the question does ask, have you ever had symptoms of. So if you did have that back pain there, we do gotta note that down for you. Umm. So thank you so much for being honest with me there. So we'll jump straight into that back pain one for you and we'll answer yes. Uh, now it does ask then are you on restricted work duties or have limited mobility? Yes or no? And have you had symptoms requiring treatment in the

last two years? Yes or no?

[11 minutes 26 seconds][Customer] : No, no.

[11 minutes 33 seconds][Agent] : No, All good. OK. And did you have surgery to treat this condition, yes or no?

[11 minutes 39 seconds][Customer] : That was 10 years ago.

[11 minutes 41 seconds][Agent] : Yes. No, like I said, Dave Bruce, at which have you ever? So even even if you were a little kid and this happened, we still got to note this down for you. So if that, in that case you did have that surgery, yes. Yeah. Beautiful. So then it does just come up here saying in regards to that question there, umm, or based how you, based on how you answer that question, uh, the following exclusion has been applied. So no benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or rising from the spine, including it's invertible discs, nerve roots supporting muscular or ligaments. And that's the same thing that would happen to me. I've got bad back myself. I've got 2 bulging discs that are applying pressure to my sciatic nerves. So I can understand no perfect umm, but other than that, that's all good. We can move on to the next question here for you. Uh, and this is a bit of a long 1, so if you need me to break it down, let me know.

[12 minutes 34 seconds][Customer] : None.

[12 minutes 34 seconds][Agent] : Uh, but it does say other than what you have already told me about. In the past three years, have you sought medical advice or treatments 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?

[12 minutes 57 seconds][Customer] : No.

[12 minutes 55 seconds][Agent] : Yes or no have other than what you have already told me about? Are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? OK, and other than what you have already told me about, have you ever during your working career required more than two consecutive weeks off work due to illness or injury? No, you haven't required more than two weeks off.

[13 minutes 20 seconds][Customer] : No, no.

[13 minutes 25 seconds][Agent] : No, all good. OK, now the next question here. To the best of your knowledge, have any of your immediate family, living or deceased, ever been diagnosed with polycystic kidney disease, Huntington's disease or familial adenomatous polyposis? OK. And to the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60?

[13 minutes 41 seconds][Customer] : No, no.

[13 minutes 54 seconds][Agent] : Beautiful. OK, now the last question here is just to see how much of a debt over you are. So Bruce, other than one off events, so that means gift certificates or vouchers. Do you engage in or intend to engage in any of the following? Uh, so aviation other than as a fair paying passenger on a recognized airline, motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 14 meters, cable wreck diving or any other hazardous activity? Yes or no?

[14 minutes 22 seconds][Customer] : No.

[14 minutes 23 seconds][Agent] : No, Beautiful. And you wouldn't catch me doing any of those things. Other. Don't you worry. No. Perfect. OK, what I'm gonna do is put this application in for you here, Bruce. Umm, OK, bear with me while I've got all this loading in here. OK, perfect. Alrighty. So, uh, your application is approved with the below terms, so congratulations there, Bruce. Uh, but the below terms that do come up here are saying, uh, that the maximum benefit amount and benefit. Has been adjusted, uh, and that was due to the high blood pressure, uh, medication that started, started three months ago or less than three months ago, I should say. Umm, so the maximum amount that you can now choose is five years.

[15 minutes 12 seconds][Customer] : None.

[15 minutes 9 seconds][Agent] : Umm, uh, sorry is \$505,000 and the maximum benefit. Is now 2 years, but we had that set at two years already, so that's all good. Uh, now the exclusions that have been added umm, so because it's in the event of the claim, uh, we will reduce you the monthly benefit amounts, sorry, benefit otherwise payable under this policy by the amount the life insured



receives or is entitled to receive from existing payments made under similar income replacement policies. So this reduction will only apply where the total amount of the insured monthly benefit uh, and income exceeds 70% of your predisability income, and that's due to you currently having income protection cover.

[15 minutes 52 seconds][Customer] : Uh huh.

[15 minutes 50 seconds][Agent] : OK, Now there was the high blood pressure once again, medication that started three months ago. So once again, no benefit will be payable for any disability condition, disease, disorder, treatment, com or complications related to or rising from high blood pressure or its underlying cause. And then also the back disorder with surgery.

[16 minutes 19 seconds][Customer] : None.

[16 minutes 9 seconds][Agent] : So no benefit will be payable for any disability, condition, disease, disorder, treatment or complications related to or arising from the spine, including it's incredible discs, nerve roots, uh, or supporting muscular, sorry, nerve roots, supporting muscular or beginments. Uh, and lastly, there has been a slight premium adjustments due to the high blood pressure, uh, once again, umm, and as well for the BMI. So we'll jump into that once again there for you, Bruce. So like I said, the monthly benefit amount that you can now choose from as the maximum is \$5000 with the waiting period of 30 days and the benefit period of two years. Once again, that's coming up to be a fortnightly premium of 130, \$57.23. So that sounded like it was something that's still suitable for you there. Bruce.

[16 minutes 53 seconds][Customer] : Yep.

[16 minutes 53 seconds][Agent] : Yeah, beautiful, perfect. Well, I can leave that there for you now. I wanted to just make sure that I am covering everything again here for you and making sure it's it's covered off in today's call here. So just once again I wanted to remind you in regards to you saying that you did have that's, uh, that current income protection policy. So once again, if you are replacing an existing policy, we recommend that you do not cancel it until your application has been approved and you have reviewed the policy in full as it may not be a difficult to existing cover.

[17 minutes 23 seconds][Customer] : None.

[17 minutes 20 seconds][Agent] : You should also consider the benefits that may not apply or waiting periods that may start again as well. OK.

[17 minutes 27 seconds][Customer] : So when you say you'll wait for 30 days, well, it looks like it happens to me. You don't have a? Yeah.

[17 minutes 38 seconds][Agent] : So, so yeah, great question. So that waiting period that we're talking about that 30 days, what that is and I'll explain it for you. So the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. So an example that was, let's say you break your leg and you're unable to work as soon as you get you soon as your doctor tells you you are unfit to work, give us a call in and we'll start that 30 days there for you. So that way you can use that period to use any sick leave or annual leave that you might have a cured. Uh, and as well, umm, that's the time that we use to calculate all your, umm, financials and make sure that we are paying the right amounts in that sense. And then as soon as that 30 days has been up, we start then paying the benefit amount there for you.

[18 minutes 23 seconds][Customer] : Thanks.

[18 minutes 23 seconds][Agent] : OK. The benefit. Then starts there and that's when we start calculating the two years. OK, Does that make more sense?

[18 minutes 28 seconds][Customer] : Yeah, Yeah, make sense.

[18 minutes 31 seconds][Agent] : Yeah, perfect. So with that one, you can choose either 30 days or 90 days. And just please keep in mind, Bruce, that the income benefit is paid monthly in arrears. So this means if you choose a 30 day waiting period, your first payment would be 60 days after your first eligible to claim.

[18 minutes 31 seconds][Customer] : Yeah, OK.

[18 minutes 52 seconds][Agent] : OK, perfect. Now I'll just take off everything else that I've got here to read for you. So just once again, our cover is designed to provide a monthly income benefit paid directly to you if you are unable to work due to a disabling sickness or injury and you suffer a loss of income. So it's designed to help cover your bills and living costs if your salary is interrupted and you can apply if you work at least 15 hours per week compared employment.

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

[19 minutes 18 seconds][Agent] : Now what? What we offer is an income benefit of up to 70% of your monthly pre tax income. Uh, and it is, it is determined on the self and lifestyle questions there, which we'd already did go through. Uh, and once again, you can choose from 1000 up to \$15,000. Once again, it is determined on the self and lifestyle questions as well as your pre pre tax income, your annual pre taxing bill. Umm, now once again, I, once the cover is all in place, it will cover you until your policy anniversary following your 65th birthday. Uh, and keep in mind there are some exclusions that do apply as outlined in the PDS there. OK, uh, now I wanted to just confirm I've got the details here correct as well there, Bruce. So just confirming, are you currently employed or self-employed?

[19 minutes 39 seconds][Customer] : Yep, Yep, I'm employed.

[20 minutes 2 seconds][Agent] : Yeah, beautiful. Now I just read off this definition again here for you. So pre tax income is the total annual renderation paid to you by your employer before tax, including salary and regular commissions or bonuses and excluding super contributions. So I just wanted to make sure that we've got your pre tax income correct here. So I do have down the annual income before tax of \$126,828.

[20 minutes 25 seconds][Customer] : Yep, that's great.

[20 minutes 26 seconds][Agent] : Yeah, perfect. Now I've read that one off already. Uh, and just to explain the benefit. There, Bruce, uh, the benefit. Is the maximum amount of time that we will pay the income benefits for anyone injury or illness. And once again with us, you can choose six months, one year or two years. And that's, that is determined based on once again, those, those live questions that you already answered. OK, no, perfect. Umm, alrighty. Well, did you have any questions there at all?

[20 minutes 48 seconds][Customer] : Yeah, no, it's.

[20 minutes 55 seconds][Agent] : Alright, perfect. OK, now just to remind you here, they're included in your policy is a rehabilitation benefits along with a final expenses benefit. Now what that final expenses benefit is there Bruce, is it pays out \$10,000 out to your loved ones in the event that you

pass away to assist with any funeral costs or any other final expenses at the time. OK, so that'll come in as well with the life insurance that you do have in place as well.

[21 minutes 18 seconds][Customer] : Yep, bye.

[21 minutes 23 seconds][Agent] : OK, Uh, now last thing I do need to remind to let you know of is that your premium is stepped, which means it will generally increase each year as you age. So as an indication here, Bruce, if you make no changes to the policy, your premium next year will be, uh, \$144.53 per fortnight. And you can also find information about our premium structure on our website there as well. But I wanted to ask how that there, Bruce, how's it all sounding so far? Yeah, perfect. Well, that's everything I need to explain to you in full there. So I just wanted to make sure I'm covering every base there for you. Was there any other questions you had for me?

[21 minutes 50 seconds][Customer] : Yeah, good.

[22 minutes 2 seconds][Agent] : No. All good. Beautiful.

[22 minutes 3 seconds][Customer] : Yeah, when, when the the payments that like me paying it.

[22 minutes 10 seconds][Agent] : So that as in as in for for you to pay for the policy. Yeah. Beautiful. So that's actually something that you choose there, Bruce. So what I'll do, I'll just confirm I've got all the details here correct so I'm able to get some information sent off to you. So once again, what was your address? Yep. And that was in umm, WA. Yep. And once again, the post code I have is 6168.

[22 minutes 16 seconds][Customer] : Yeah, yeah, 122 Something Ave., Rockingham, yes, correct.

[22 minutes 39 seconds][Agent] : Be beautiful. Now I've got the phone number of 0482907004. Yep.

[22 minutes 47 seconds][Customer] : That's great.

[22 minutes 48 seconds][Agent] : Yeah, perfect. And once again, what was your e-mail address?

[22 minutes 53 seconds][Customer] : Myfirstandlastnamebrucewarren011@gmail.com.

[22 minutes 55 seconds][Agent] : Yep, nice and easy. Perfect. So like I was saying before that, Bruce, because you have been fully approved for the cover, we can actually jump into the calendar here together and select the first payment date there for you. So you get to choose. So what day is going to best suit you there, Bruce? Yeah, fortunately. From what date next Thursday. So the 14th. Yeah. Perfect. Beautiful. I'll put that in for you.

[23 minutes 15 seconds][Customer] : For my next Thursday, yeah, yes.

[23 minutes 28 seconds][Agent] : So just confirming not the Thursday this week or Thursday after, Yeah, perfect. Beautiful. I've got that in for you now. Uh, and what we do for you there, Bruce, is we jump into the payment options and we select, uh, a payment method that's gonna best suit you. So you, like I said before, you can take down a, either a Visa or MasterCard or a BSB and account number. Which would you prefer? Yeah, perfect. OK. Well, just before you do read off those card details out to me there, Bruce, uh, for security purposes while obtaining your card details, the call recording will stop and we'll recommend after we have collected your details there, OK?

[24 minutes 8 seconds][Customer] : None. The None. None. None.

[25 minutes 44 seconds][Agent] : Here, OK, so please be advised, the call recording has now resumed for quality and monitoring purposes here. So, uh, the last step to get this all in place for you here, Bruce, is just to read out a declaration out to you. Uh, and all that's going to do is just outline everything about the policy in full, just in a more formal matter. And there's going to be two questions at the end, uh, and one in the middle. And I just need a clear yes or no to those questions there. OK, bye. Perfect, all good. OK, so it just says here. Thank you Bruce Warren, 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 Live Free of Australasia Ltd, whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS trading as Real Insurance, to issue and arrange this insurance on its behalf. Hanover relies upon the information you have provided when assessing your application.

[26 minutes 44 seconds][Customer] : None.

[26 minutes 44 seconds][Agent] : That includes the information we initially clicked from you to provide a quote. Hanover relies upon, uh, I've read, read that one already. Hanover has said 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. Uh, I need to remind you of the duty to take reasonable care that you agreed

to. Can you please confirm you have answered all of our questions in accordance with your duty?

Yes or no?

[27 minutes 11 seconds][Customer] : Yes.

[27 minutes 13 seconds][Agent] : We may from time to time provide offers to you via the communication methods you have 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 of this at any time by contacting us. The accepted cover provides the following insurance cover for Bruce Warren, a monthly and short amounts of \$5000 with a waiting period of 30 days and a benefit period of 24 months.

[27 minutes 43 seconds][Customer] : None.

[27 minutes 37 seconds][Agent] : The license, the monthly income benefit payable in the event of a claim, may be less than the monthly and short amount as your income benefit is limited to 70% of the average monthly income of any 12 consecutive months during the two years before you suffered your disabling sickness 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 Bruce Warren Income Protection Benefit. In the event of a claim will UH, in the event of a claim will be reduced. Let me start this again. In the event of a claim, we will reduce the monthly benefit otherwise payable under this policy by the UH, by the. In addition, what is this uh by the amounts that life insured receives or is entitled to receive from existing payments made under similar income replacement policies. This reduction will only apply where the total amount of the insured monthly benefit and income exceeds 70% of your pre disability income. Pre Disablement income for Bruce Warren Income Protection benefit no benefit will be payable for any disability condition, disease, disorder, treatment or complications related to or rising from high blood pressure or its underlying cause. And once again for Bruce Warren Income Protection Bel benefit no benefit will be payable for any disability condition, disease, disorder, treatment, complications related to or rising from uh the spine including it's invertible discs,

nerve roots supporting muscular or ligaments. Uh, for Bruce Warren Income Protection benefit, a loading was applied during the application process. By agreeing to the declaration, you'll agree to any non standard or non standard exclusions.

[29 minutes 22 seconds][Customer] : None.

[29 minutes 20 seconds][Agent] : All learnings posted on your policy and you understand there will remain in place for the life of the policy. You may request for any of these alternative terms to be viewed at any time by calling us. Uh, your cover expires on November 14th, 2047 at 12:00 AM. Your premium for your first year of cover is \$137.23 per fortnight. Your premium is a stepped premium, which means it will be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable will buy Hanover to GFS of between 37% and 51% to cover costs. Your premium will be debited from your credit card, which you'll authorize the debit from and have provided to us.

[30 minutes 1 seconds][Customer] : None.

[29 minutes 57 seconds][Agent] : The policy documentation, PDS and FSA 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 products meet your needs. You have a 30 day cooling off. When you make 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 you do not cancel an existing policy until you have received and reviewed our policy in full. Uh, we have a complaints process which you can access at any time for contacting us. All details are available online and in the documentation we are sending you.

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

[30 minutes 35 seconds][Agent] : And the last two questions I have for you here, Bruce, just ask, do you understand and agree with the declaration, yes or no?

[30 minutes 43 seconds][Customer] : Yes.

[30 minutes 44 seconds][Agent] : And would you like any other information or would you like me to

read any part of the PDS to you, yes or no?

[30 minutes 51 seconds][Customer] : No.

[30 minutes 52 seconds][Agent] : OK, all good. So what I'll do here, I'll accept that declaration there for you. Umm, so that's all put in place there now. So thank you so much for choosing real insurance. That's all completed for you there. And your documents will be with you shortly. So you should receive some information, come to your, uh, your e-mail address within the next 15 minutes or so. Uh, and the rest of your documents will be sent to your home address in the next two to five business days there, Bruce, Perfect. No, all good. I just wanted to confirm with you there Bruce, that address that we did note down, is that the same as your postal address as well?

[31 minutes 22 seconds][Customer] : Yes, yes.

[31 minutes 23 seconds][Agent] : Yes, perfect. All good. Just wanted to confirm that that. No, that's all good. Is there anything else I can assist you with here today? Bruce?

[31 minutes 31 seconds][Customer] : So I'm not covered if I lose my job.

[31 minutes 37 seconds][Agent] : That's correct.

[31 minutes 39 seconds][Customer] : So what am I covered for? Disease.

[31 minutes 41 seconds][Agent] : So you, yes, diseases, if you were to get a, get an injury such as a broken arm or leg, umm, or, or something along those lines. Uh, the only things that are not covered are the things that we went through already, those exclusions that I was telling you about. So the high blood pressure, the, anything to do with the spine, umm, and as well that other one, what was the other one there?

[31 minutes 48 seconds][Customer] : Yeah, yeah, yeah, yeah. I've got some participants. That's on my already. Yeah, it's on my paper.

[32 minutes 2 seconds][Agent] : Uh, or in, in regards to the exclusion for having a income protection benefit already umm, that it might differ depending on how much we, we pay you yes, yes, that's right. So in that regard, we're still covering you in regards to that. It's just that the amount that we pay you might differ depending on how much you receive from that, that payment there.

[32 minutes 24 seconds][Customer] : Yeah, well, they, they've got a, a, a \$3000 one, but it's not



gonna go for my my, you know, it's not. I need a dust that actually I'll probably need to ring them about that because, you know, my cost of living has gone up since I took that, that one out. That was years ago. I took that one out.

[32 minutes 29 seconds][Agent] : OK, yeah, No, I can understand.

[32 minutes 43 seconds][Customer] : Yeah, obviously I've been signed up since then, you know, my house and all that stuff.

[32 minutes 43 seconds][Agent] : Well, in that regard, then that's of course, of course. No, we understand completely.

[32 minutes 48 seconds][Customer] : So that's why I needed a bit more money. That's why I came to you guys.

[32 minutes 50 seconds][Agent] : Umm, so I, I, no, and I'm glad that we're able to offer that there to you there, Bruce.

[32 minutes 53 seconds][Customer] : In case you know, it's about 7000 before. But yeah, you know, because I'm, you know, it's done now for supply. So yeah, I was, I'll ride over. I'll I'll, I'll, I'll, I'll keep, but I kick it in then most and then I'll have a check with the my other policy holder and see what see if they can compete with yours.

[32 minutes 58 seconds][Agent] : Uh, no, I'll just let you know in no worries at all. And if you did have any questions about your policy here at all, Bruce, by all means, you can always give us a call in. We'll be happy to help you out.

[33 minutes 21 seconds][Customer] : Not a problem.

[33 minutes 22 seconds][Agent] : Perfect. Alrighty, beautiful. Well, it's been a pleasure speaking with you there Bruce, and I hope you have yourself a lovely rest of your day.

[33 minutes 28 seconds][Customer] : You too mate. Thanks a lot.

[33 minutes 29 seconds][Agent] : Thanks mate. Alrighty, bye now.

[33 minutes 31 seconds][Customer] : Bye.