

[3 seconds][Agent] : Looking for real insurance? You're speaking with AJ. How can I help you?

[7 seconds][Customer] : Hi, how are you? Yes, I spoke to Reel on the 31st about funeral insurance and real insurance sent me an e-mail. I don't have my reference but your colleague told me that for a month it's free and then I can cancel it within that month and then I have another month cooling off the so I don't have to pay anything for a month.

[31 seconds][Agent] : Mm hmm.

[32 seconds][Customer] : I was wondering if you can activate my my my my my insurance if you can find the reference. I'm not sure.

[40 seconds][Agent] : I'll find it for you. Sir. Can I get you to confirm your first and last name and date of birth for me, please?

[45 seconds][Customer] : First name's Ali Ali, last name is Kala Rostaghi KALARSTAGHI and date of birth is 15th of October 1965.

[58 seconds][Agent] : Thank you. Alright, give me one second.

[1 minutes][Customer] : OK.

[1 minutes 1 seconds][Agent] : And also just confirming that you are an Australian resident as well.

[1 minutes 5 seconds][Customer] : Yeah, I'm pressure.

[1 minutes 6 seconds][Agent] : Thank you. Please. Our calls are recorded. I can see you're speaking to David. I'll just see if he's available for you to help you with this. Again.

[1 minutes 12 seconds][Customer] : Thanks.

[1 minutes 12 seconds][Agent] : Give me one second. OK. I won't be long.

[1 minutes 14 seconds][Customer] : OK, thanks.

[2 minutes 4 seconds][Agent] : Oh, are you? Thank you for holding the alley. OK, so Dave is just currently not interested, but I'll be happy to help you with that. Fine.

[2 minutes 6 seconds][Customer] : OK, thanks.

[2 minutes 11 seconds][Agent] : Umm, just to confirm the other contact details that we have on your profile, make sure that's still correct. So once we set up the insurance, you get an e-mail copy and a hard copy.

[2 minutes 16 seconds][Customer] : Yeah, Yeah, yeah. The next day. That's correct.

[2 minutes 19 seconds][Agent] : Your e-mail I have here is, AH, doubleomank@gmail.com, phone number 0493758410 and your address unit 17/1. Uh, Clara Industry Hornsby NSW 2077.

[2 minutes 42 seconds][Customer] : That's correct.

[2 minutes 44 seconds][Agent] : Thank you and perfect. So what I'm gonna do? Just quickly rehash the policy for you very quickly and uh, we'll show you that pricing again. Uh, and if you have any questions, you can certainly just ask me, but I'll be very quick for you. Basically, again, just so you understand the real funeral cover, what it's designed to do is to provide a cash benefit that's paid directly to your nominated beneficiaries. You can choose between \$3000 up to \$15,000 cover and then you can nominate up to five people as your beneficiaries to apply for the cover. There's no medical checks or blood tests. Basically as long as you're an Australian resident age between 40 and 79, acceptance is guaranteed for you. Just when you start the cover, there are waiting periods. So keep in mind for the 1st 12 months you'll be covered for accidental death and accidental serious injury only and then after the first 12 months you will be covered for death due to any cause.

[3 minutes 40 seconds][Customer] : OK.

[3 minutes 39 seconds][Agent] : OK, in addition, there is a terminal illness benefit, 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 we will pay your claim in full to you to help with things like medical expenses.

[3 minutes 46 seconds][Customer] : Yeah, I'll tell you very good. Thanks.

[3 minutes 59 seconds][Agent] : OK, Now your premiums are designed to stay the same as you get older and when you reach the age of 85, your premium will cease, so you'll have nothing more to pay and you'll also automatically receive a 25% bonus cover that would be applied to your benefit of that, OK. You can also find information about a premium structure on our website and your cover also provides you with an early cash at options. So at any time after you reach the age of 85 years of age, you can choose to end your cover and we will pay you 75% of the funeral insurance benefit.

[4 minutes 2 seconds][Customer] : Yep, sure, sure.

[4 minutes 31 seconds][Agent] : OK, Now this, uh, you can choose now between \$3000 up to \$15,000 cover. How much funeral insurance cover did you wanna take a look at, Sir? 15,000, That one per fortnight, Ali is \$42.42 per fortnight.

[4 minutes 49 seconds][Customer] : OK.

[4 minutes 49 seconds][Agent] : OK. Now attached to your policy, we have a real rewards, meaning following your first policy anniversary date, we will refund you 10% of the premiums you've paid in that time back to your hand. So you get back \$110.30. And we also provided you with the free online legal will valued at \$160.00 with each policy. OK, Now keep in mind this policy is a worldwide cover. So we do protect you 24 hours, 7 days worldwide. It is flexible as well. So if your situation changes, you can give us a ring and apply to reduce the policy. Or if you ever wanting additional cover, you can apply for a separate top up policy as well subject to eligibility. And you can do that as long as the total that you have with us does not exceed about \$15,000. It is an insurance policy. So we'd like to let you know you may pay more in total premiums over the life of the policy than the benefit amount.

[5 minutes 34 seconds][Customer] : OK, thanks.

[5 minutes 42 seconds][Agent] : And just please be aware this insurance does not have a savings or an investment element. So if you cancel outside of the 30 days, your cover will stop and you will not receive anything back.

[5 minutes 51 seconds][Customer] : OK.

[5 minutes 52 seconds][Agent] : OK. Do you have any questions for me so far, Sir? Or is that all sounding clear and straightforward?

[5 minutes 56 seconds][Customer] : Alright. PSJ 14, the name of the beneficiary now.

[6 minutes 1 seconds][Agent] : That's you can give to us once the policy is set about and transfer you to customer support so they can help you do it. We'll do that for you.

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

[6 minutes 8 seconds][Agent] : OK, so you've chosen the 15,000. Just need to ask, are you happy to continue with that amount, Sir? OK, beautiful. You don't need to pay anything today. As Ma, as

David's mentioned, we just nominate a payment date and the payment method of your choice. What day would you like to nominate as a first payment date?

[6 minutes 25 seconds][Customer] : Any day. Any day that suits you.

[6 minutes 29 seconds][Agent] : Umm, so it's only up to you at the end of the day. You can choose a payday or pension day, whatever suits because it's set up as a direct debit. Sir.

[6 minutes 38 seconds][Customer] : Honestly.

[6 minutes 36 seconds][Agent] : So what day would you like to nominate for your first payment to come out on?

[6 minutes 39 seconds][Customer] : Honestly, it doesn't make a difference. Any day there's more funds than you can. Or perhaps perhaps on a Friday.

[6 minutes 46 seconds][Agent] : OK, on a Friday.

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

[6 minutes 49 seconds][Agent] : OK, so you can choose which Friday do you want to put it on. Sir. Again, you can choose any day in the next 30 days.

[6 minutes 55 seconds][Customer] : What do you mean day after Friday?

[6 minutes 58 seconds][Agent] : Yeah, yeah.

[6 minutes 58 seconds][Customer] : Which day?

[6 minutes 59 seconds][Agent] : Just let me know which amount, which day you would want to put it on. I can choose that for you.

[7 minutes 3 seconds][Customer] : Uh, I thought the first month was for free though.

[7 minutes 7 seconds][Agent] : Umm, So if you make the first payment, let's say for example 30 days from today, you're still covered from today onwards. And yes, you're covered until the your first payment date, which is whichever day you choose. And then yeah, at that extra time applied onto your policy, which is a calling off period of 30 days.

[7 minutes 22 seconds][Customer] : OK. And then and then like a Friday that's closest to the 30 days because today is a Thursday.

[7 minutes 31 seconds][Agent] : Yeah, sure.

[7 minutes 31 seconds][Customer] : So I think it'd be 20, umm, 4 days from now, wouldn't it?

[7 minutes 37 seconds][Agent] : Let me check for you the furthest. Furthest I could do. The furthest Friday I could do would be the 31st of January. Is that OK for you?

[7 minutes 44 seconds][Customer] : OK.

[7 minutes 43 seconds][Agent] : Is that all right? OK, Now one moment. And as a payment method, you can link it up to a Visa MasterCard or a BSP account number. What payment method would you like to nominate, Sir? OK, so it's easier for security purposes while obtaining your card details, the call recording will stop and we'll recommend after we have collected your details. So I'll just pause that with. The. The.

[10 minutes][Customer] : Thank you. Sure.

[9 minutes 58 seconds][Agent] : The successfully and it just states here now please be advised that the call recording is now resumed for quality and monitoring purposes and I'll read out a declaration for you now. I'll leave the declaration just states here. Thank you Ali Coloristogi, it is important you understand the following information.

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

[10 minutes 16 seconds][Agent] : I'll ask you your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. Real funeral cover is issued by Hanover Library of Australasia Limited, whom we will refer to as Hanover Over. Hanover has an arrangement with Greenstone Financial Services trading as Real Insurance, to issue and arrange this insurance on its behalf.

[10 minutes 38 seconds][Customer] : Yeah.

[10 minutes 38 seconds][Agent] : Your answers to the application questions and any related documents form the basis of your contract of insurance and Hanover lies upon the accuracy of the information you have provided when assisting your application. 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 determination and you can obtain a copy on our website. We collect your personal information to provide insurance quotes issued come in 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 incorrect your information and lodge complaints about breaches of privacy. By going to this declaration, you consent to be contacted by us in relation to other products and services. You can offset this at any time by contacting us. You have agreed to take out a single real funeral cover with the following cover. Ali Kalorastogi is covered for \$15,000 in the event of death. In the case where death is accidental or if you suffer a defined accidental serious injury, the benefit of man will triple coverage for accidental death only for the 1st 12 months of cover, with death by any cause or diagnosis of a terminal illness covered thereafter. Accidental serious injury cover for each life insured under age 75 starts immediately and ends on the policy anniversary following the life insured 75th birthday. Once a life insured reaches age 85, you can choose to voluntarily cancel that person's cover to receive a lump sum payment of 75% of the chosen benefit amounts. If you take up this early cash adoption, you will no longer have the right to claim under the policy for that life insured. This policy is an insurance policy and does not have a savings or an investment components. You can then you'll cover at any time by contacting us. If you stop paying your premiums, we may end your cover, but we will give you notice before doing so. That cover ends prior to age 85. No bit of this payable and there's no refund of premiums after the cooling off. That cover continues beyond age 85.

[12 minutes 43 seconds][Customer] : OK.

[12 minutes 42 seconds][Agent] : The life insured will receive an additional 25% of bonus cover from that date and will not be required to pay any further premiums. The bonus cover is not payable if the early cash option has been taken out. Cover for each life insured ends of the day prior to the 100th birthday. We will pay the funeral benefit and bonus cover for the life insured. At this point your total premium fee first year cover is \$42.42 per fortnight. Your premiums are level which means they are designed to stay consistent year on year and will only change if you alter your cover or then sure adjust the premium rates applying to your policy. The insurer can only make a change if it is applied consistently across all policyholders. You may pay more in premiums and the benefit of that over the

life of the policy included in your premiums and amount payable to real insurance of between 34% and 54% calculated on a level basis over the life of the policy. Your premium will be debited from a credit card which authorized to debit from, and if provided to us, we may provide written communications to you by the e-mail address you have provided to us, and this will include any legal notices we are required to provide to you in writing. If you would prefer to receive these only by mail, you can update your communications preference at any time. The policy documentation, PDF and FSC will be mailed to you, and if you have provided us with an e-mail address, the policy documentation will also be emailed to you today. You should carefully consider 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've lodged a claim. They are always associated with replacing Poli. Sorry, they are always associated with placing policies. As a new policy may not be identical to 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 are available online and in the documentation we're sending you. I've got 2 questions to ask you. Just just to ask you these questions. I'm just gonna hop out of the declaration to ask you two other questions or two things. I'll just reconfirm this. Keep in mind you can also find information about our premium structure on our website. OK, I just want to ask you, do you have or do you have any existing funeral cover elsewhere at the moment? Do you say yes or no? No, OK, beautiful. Just confirming. Now, are you happy to continue yes or no?

[14 minutes 50 seconds][Customer] : OK, No, Yes.

[15 minutes 4 seconds][Agent] : And just moving back into the declaration. Now, I'll ask you these last two questions. Do you understand and agree with the declaration, yes or no?

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

[15 minutes 12 seconds][Agent] : And last question is, would you like any other information or would you like me to read any part of the PBS to you? Yes or no?

[15 minutes 17 seconds][Customer] : No.

[15 minutes 18 seconds][Agent] : Thank you. So you'll accept that for you. Your first payment will come out on the 31st of January and that's when the extra time starts as well for you. Your cover does begin obviously from today onwards. So you are protected from today onwards. OK, I'll provide you with now your policy number and my contact number for you. Ali. Uh, do you have a pen and paper handy?

[15 minutes 36 seconds][Customer] : OK Yep, I just get my pen from my bucket.

[15 minutes 51 seconds][Agent] : Yeah.

[15 minutes 49 seconds][Customer] : OK, what is it?

[15 minutes 51 seconds][Agent] : So your policy number is 38001 8861, so that's 380018861. Yeah. And my contact number is 13 hundred 665287. And I'll just read your details again. That's Mr. Ali Kalaristogi, date of birth, 15th of October 1965. And you are a male Australian resident, is that right?

[16 minutes 7 seconds][Customer] : 861, Yeah, yeah, yeah, that's.

[16 minutes 24 seconds][Agent] : Is that right?

[16 minutes 25 seconds][Customer] : Thank you, Sir.

[16 minutes 27 seconds][Agent] : That's correct. Yeah.

[16 minutes 28 seconds][Customer] : Yeah, it is corrected this way.

[16 minutes 29 seconds][Agent] : OK, Thank you. So again, just please, all calls are recorded. Any advice I provide is general in nature and may not be suitable to your situation. I'll pop you in a quick hold. I'll transfer you to our customer support team.

[16 minutes 39 seconds][Customer] : Yeah.

[16 minutes 39 seconds][Agent] : They'll be happy to set up your beneficiaries for you as well. OK. Don't be long. Thank you. One second. We'll be long.

[16 minutes 42 seconds][Customer] : Excellent, excellent.

[17 minutes 47 seconds][Agent] : Thank you for holding this. I've been here, Peter on the line, he'll be happy to help you. Just want to confirm for the call recording that Ali has confirmed all his details and go ahead. Thank you.

[17 minutes 55 seconds][Customer] : Thanks to yourself.

[17 minutes 55 seconds][Agent] : Thank you.