

[1 seconds][Customer] : Hello.

[3 seconds][Agent] : Good afternoon, James. It's Ken from Real Insurance. We've received your expression of interest online with vast income protection. Thanks for making the enquiry. Following up on that also on the main features, we'll have a look at some pricing. Any questions let me know. I just want to confirm. James Monticello. Yep. And can I just get to confirm your date of birth?

[15 seconds][Customer] : Yep, Yep, yeah, 12/12/1977.

[26 seconds][Agent] : Thank you. Calls are recorded and 1st, I provide his general nature and might be suitable to your situation. Also confirming you're a male and an Australian resident. That's a yes. Yeah. All good. Thank you. What's prompted you to look into income protection?

[37 seconds][Customer] : Yep, yes, just wanted to get the premium monthly and yearly on the cost on how much would the income protection would be.

[54 seconds][Agent] : Yeah, sure. I mean that's what I'm calling about. And was it to cover anything specifically, are you paying off any of your loans like a mortgage, anything like that at the moment? Yeah, Yep.

[1 minutes 4 seconds][Customer] : Just more of in general income protection, 'cause we do have one, but it it's more of a a budget typo policy and the the premium's low, but then again the benefits are low as well.

[1 minutes 23 seconds][Agent] : Ah, gotcha. Yeah, no, no worries that that's all right. And so that's what kind of sparked an interest. And if you are replacing an existing policy, we recommend that you don't cancel it. If the application has been approved, you have reviewed this policy. Of course, it may not be identical to existing cover. And you should also consider the benefits that may apply or waiting periods that may start again. So as you know, income projection, this is a monthly income benefit paid directly to you. If you're unable to work due to disabling sickness or injury and you suffer a loss of income. So it's decided to help cover your bills and any costs if your salary is interrupted. You can apply if you work at least 15 hours or more, or at least 15 hours per week in paid employment. James, what? What do you do for a living?

[2 minutes 7 seconds][Customer] : I'm on operations manager.

[2 minutes 11 seconds][Agent] : Oh, lovely. How? How long you been doing that for?

[2 minutes 14 seconds][Customer] : I have very long time.

[2 minutes 16 seconds][Agent] : Ah, right. Oh fantastic.

[2 minutes 16 seconds][Customer] : I think about, yeah, eight years, but different three actually 2, two different companies. So I work with a serial policy and now I'm with Amazon.

[2 minutes 28 seconds][Agent] : Yeah. Oh, Oh, well, nice. So that would get you busy, especially working for a company like Amazon. And no, but only you've been at that kind of role for some time, so you're pretty good at what you do.

[2 minutes 33 seconds][Customer] : Yeah, yeah, yeah.

[2 minutes 39 seconds][Agent] : So what did you know your role a little bit more when we do a dues assessment? Yeah, go ahead.

[2 minutes 43 seconds][Customer] : So yeah, I've been on the Amazon for three years and I think three years and six months.

[2 minutes 54 seconds][Agent] : Three years, 6000, right. OK, so you've been for quite some time now. Oh good.

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

[2 minutes 59 seconds][Agent] : So we offer an income benefit up to 7% of your monthly pre tax income from \$1000 up to a maximum of \$15,000. It's easy to apply.

[3 minutes 14 seconds][Customer] : Yep.

[3 minutes 10 seconds][Agent] : We just ask you some health and milestone questions over the phone to see if you're approved and if so, in what since we can offer cover and once in place it will have you until your policy anniversary following your 65th birthday. Keep in mind that there are some exclusions that apply as outlined in the PD. Yes. Also keep in mind that premiums for income protection are generally tax deductible, which can make it even more cost effective for you. James, do you have any questions for me so far? OK.

[3 minutes 35 seconds][Customer] : No, that's yeah, it's OK.

[3 minutes 39 seconds][Agent] : OK. So have you had a cigarette in the last 12 months, yes or no?

[3 minutes 43 seconds][Customer] : No.

[3 minutes 44 seconds][Agent] : No, thank you. So there's this due space assessment that we're going to do. So before answer any of our questions, it is important that you are aware of your duty to answer all our questions accurately and honestly. Failure to do so could impact your cover at client's time. Do you work 15 hours or more per week? Yes or no? Yep. Thank you. Is your role an administrative manager of professional nature? We spend the majority of your time indoors in our office or clinical environment. Yes or no?

[4 minutes][Customer] : Yes, Yes.

[4 minutes 14 seconds][Agent] : Yes. And are you required to for any physical duties? Yes or no? No. And do you work in any of the following fields? Aviation. As a pilot of crew, entertainment industry, Air Force, Army, armed forces, or do you carry a firearm or handle explosives? Yes or no? No. All right, Thank you. OK. And confirming employment status, are you currently employed or self-employed?

[4 minutes 20 seconds][Customer] : No, no, Floyd.

[4 minutes 46 seconds][Agent] : Yep, all good employee with Amazon And pre tax income is the total annual remuneration paid to you by employer before tax including salary and regular Commission for bonuses excluding super contributions. What is your annual pre tax income? Yep, 144 thousand. So based on your duties and your income, you can select a monthly benefit amount from \$1000 up to the maximum of \$8400 monthly benefit amount. Just have a think about how much you think you need to have your expenses each month. If you're out of work now, what amount would you like me to quote on?

[5 minutes 1 seconds][Customer] : 144, yeah, WW1 would be 100% and the second quote would be a 50%.

[5 minutes 30 seconds][Agent] : OK.

[5 minutes 33 seconds][Customer] : OK. Yeah, yeah.

[5 minutes 30 seconds][Agent] : We don't do actually 100%, but the maximum is 70% of your monthly recession income. So we can do eight and a half, \$1000 so and so we'll just base the quote

off that for now.

[5 minutes 41 seconds][Customer] : Yep.

[5 minutes 40 seconds][Agent] : And we can always have a look at 50% of your monthly pre tax income as well because it's \$144,000 / 12.

[5 minutes 53 seconds][Customer] : Mm. Hmm.

[5 minutes 50 seconds][Agent] : So so \$6000 we'll also look at as well, OK. And also the waiting if it's a non pay period that you must wait before the income benefits payable as an insurance event, you can choose 30 days or 90 days. Please keep in mind the income benefit is paid monthly in arrears. Meaning if you choose a 30 day waiting period, your first pay will be 60 days after your first eligible claim. Which waiting period would you like me to select?

[6 minutes 19 seconds][Customer] : 60 days.

[6 minutes 20 seconds][Agent] : OK do you mean 30 days?

[6 minutes 22 seconds][Customer] : Sorry. Thir 30 days.

[6 minutes 22 seconds][Agent] : So because it's OK, that's all right. Just just checking. So the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. Now your options six months, one year, two years or five year benefit. Which benefit. Would you like me to select?

[6 minutes 24 seconds][Customer] : Yeah, one year.

[6 minutes 43 seconds][Agent] : Yep. Thank you, James. The next step now that we're putting those figures is to take you through these health and lifestyle questions as the pricing in terms of cover is determined on the outcome of this questions, which I'll take you through now. So, but doing that, we'll get the final price, we'll see if there's any additional terms that could be included and we'll also see if there if you're eligible for the cover as well. So all that could help out with your decision making. So I'm going to reach you a pre honor on disclosure and also bring up those questions. I'll just grab your post code. What's your post code? Eastern Creek or root hill?

[7 minutes 19 seconds][Customer] : 2766, Rudiel.

[7 minutes 25 seconds][Agent] : Yep, thank you. Now also included within our income protection is a

final expenses benefit. This pays \$10,000 in the event that you pass away just this with things like final expenses, there is also a rehabilitation benefit included and your premium is stepped and it will generally increase each year your wage. You can also find information about our premium structure on our website. But once we get that price, that final price, I'll bring out the premium rejection and we'll have a look at what it would of what it might look like in the coming year. Alright, so before I just start reading that pre honor on disclosure, do you have any other questions? No, that's fine. OK Pre honor on disclosure reads please be aware all calls are recorded for quality and market purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We'll share this with your insurer. Make sure other Australian service providers for the purpose of issuing your policy or handling claims. Our privacy policy tells you more. We clear how to access incorrect information and lodge complaints about breaches of privacy by preceding. You understand they are planning to purchase an income protection policy and as such that we do take reasonable care so I'll make any misrepresentations. This means that you need to ensure they understand each question I ask you and that you provide honest, accurate and complete answers. You have to answer each question in full if you have provided some information to us in any earlier discussions you have had. If you don't take reasonable care, you may breach your duty. As this happens, you're insured and may be entitled to cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. Do you understand it?

[8 minutes 8 seconds][Customer] : No, yes.

[9 minutes 3 seconds][Agent] : Agree to your duty, yes or no, Right, Thank you. Our first question is about COVID-19. Have you been hospitalised for COVID-19 in the last 12 months? Have you experienced any ongoing symptoms or complications associated with your COVID-19 infection in the last 30 days? Yes or no Thank you. Are you a citizen or permanent resident of Australia or New Zealand? Currently residing in Australia, Yes or no? Thank you. Yes. Does your work require you to use explosives, try to areas experiencing war, civil unrest or work offshore?

[9 minutes 24 seconds][Customer] : No Citizen of Australia No.

[9 minutes 41 seconds][Agent] : Yes or no thank you. Are you a employed or B? self-employed? A

or B Thank you. Have you been in your current occupation for at least 12 months? Yes or no? Do you intend to change your car occupation in the next 12 months? Yes or no? Thank you.

[9 minutes 47 seconds][Customer] : A ye Yes, no, no.

[10 minutes][Agent] : And James, do you have a second occupation that generates a taxable income? Yes or no? And have you ever been declared bankrupt for placing the servicership involuntary liquidation or under administration? Yes or no Thank you. The next session is in relation to your height and weight. Please be aware I am the client to obtain a confidence single figure measurement for each and one to continue with the application. The system does not allow me to answer any proximal figures, words or hot weight ranges. What is your exact height? I'll tall you. Just one answer's all we need. Thank you. 172 centimeters.

[10 minutes 5 seconds][Customer] : No, no, 172 centimeters.

[10 minutes 38 seconds][Agent] : What is your exact weight in kilograms, pounds or stones?

[10 minutes 37 seconds][Customer] : Yeah, 80 kilos.

[10 minutes 41 seconds][Agent] : Just one answer, thank you. Have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months Yes or no? Thank you. To the best of your knowledge are you infected with are you in a high risk category for contracting HIV which causes AIDS? Yes or no thank you. Travel. Do you have definite plans to travel or reside outside Australia, IE booked or will be booking travel within the next 12 months? Yes or no?

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

[11 minutes 17 seconds][Agent] : Anything? Yeah. Definite plans?

[11 minutes 17 seconds][Customer] : Yes, yeah, yeah.

[11 minutes 19 seconds][Agent] : Yeah, If there's definite plans, I'll make that a yes. And which country or countries did it take to travel to or reside in Philippines? Yeah, no worries. You're originally from the Philippines. Yeah. All goody. Got some family back in the Philippines.

[11 minutes 27 seconds][Customer] : Philippines, Yes, Yeah. We haven't been there since COVID. So what, four years ago? Five years ago now?

[11 minutes 36 seconds][Agent] : Yeah, yeah, It's been a while. So it'd be nice to visit them and it's a

bit of a holiday at the same time as well. That's fantastic. So I've put Philippines and will you be overseas for longer than three consecutive months, yes or no?

[11 minutes 52 seconds][Customer] : No.

[11 minutes 51 seconds][Agent] : Ah, fantastic. Now do you have existing income protection cover, yes or no? Yes. OK. You did say that earlier. Before the next question, James, please ask about your intention. So do you intend to replace your existing cover with this application, yes or no?

[11 minutes 59 seconds][Customer] : Yes, yes. Price is right.

[12 minutes 12 seconds][Agent] : Alright, yeah. OK. So you yeah.

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

[12 minutes 14 seconds][Agent] : So you have the intention to replace the cover is the card with this application. That's fine. We'll put yes. Medical history is the next part. Have you ever had symptoms of being diagnosed with the 1st 4I intend to seek medical advisor in the of the filing.

[12 minutes 29 seconds][Customer] : No. Oh, yeah.

[12 minutes 28 seconds][Agent] : I'll read to you a category at a time and then you it's a yes or no.

[12 minutes 32 seconds][Customer] : Yeah.

[12 minutes 32 seconds][Agent] : So first category is cancer tumor, molar cyst including skin cancer, sunspots, Melanoma or leukemia. Yes or no. Have you ever had an abnormal PSA test or an enlarged prostate Yes or no Thank you. Stroke, chest pain, palpitations, or heart conditions such as but not limited to heart attack and angina or high blood pressure. Yes or no. High cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting. Yes or no. Diabetes, Low blood sugar, impaired glucose tolerance or impaired fasting glucose. Yes or no.

[12 minutes 40 seconds][Customer] : No, No, no, no, no, no.

[13 minutes 11 seconds][Agent] : Hepatitis disorder for liver, stomach, now gallbladder or pancreas. Yes or no. Epilepsy, Motor neurone disease, multiple sclerosis, small scleropyrophy, Parkinson's disease or paralysis. Yes or no. Thank you. Anxiety, depression, stress requiring medical treatment or any other mental health disorder. Yes or no. Any illegal drug use, abuse of prescription medication or AC. Medical advice of counseling for alcohol consumption. Yes or no disorder for

kidney or bladder? Yes or no. Blood disorder or disease. Yes or no. Fantastic next category. Asthma or the respiratory disorder, excluding childhood asthma. Yes or no and back or neck pain or disorder.

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

[14 minutes 3 seconds][Agent] : Yes or no and arthritis. Chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia. Yes or no. No and joint or muscle pain. Legible injuries, including replacement or reconstructive surgery. Yes or no, Thank you. Osteoporosis or osteopenia, yes or no? Fantastic. Thank you, James. And any defect of hearing or sight other than which is corrected by glasses or contact lenses? Yes or no? OK, thank you. That's the last six questions other than what you're already told about. In the past three years, have you sought medical advice, treatment by a medical practitioner specialist? Are you waiting results for any medical tests or investigations such as they're not limited to any surgeries, X-ray scans, blood tests or biopsy? Yes or no? And other than what you're already told about, are you contemplating seeking medical advice for any symptoms you're currently experiencing within the next two weeks? Yes or no. Other than what you've already told me about, have you ever during your working career, required more than two consecutive weeks off work due to illness or injury? Yes or no?

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

[15 minutes 19 seconds][Agent] : No, and family issue. So when we refer to immediate family we are referring to your mum, dad, brothers or sisters only. 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 Anemitis Polyposis? Yes, I know. And to the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other heart disease prior to age 60? Yes, I know.

[15 minutes 40 seconds][Customer] : No, no.

[15 minutes 52 seconds][Agent] : And the last part, hazardous pursuits other than one off events like gift certificate vouchers do engage in or tend to engage in any of the following aviation either as a third pound passenger on a recognised airline, motor racing, parachuting, mountaineering app,

sailing, scuba diving given in 40 meters, cave or wreck diving or any other hazardous activity. Yes or no? All right. Thank you. Well, that completes those questions. I'll just check that outcome for you. Some great news. Congratulations, James, you have been approved for income protection cover. Well done. Now with the monthly benefit of \$8400, a waiting period of 30 days and a benefit period of one year, the final premium \$61.31 a fortnight. Does that sound affordable?

[16 minutes 16 seconds][Customer] : No, yes.

[16 minutes 57 seconds][Agent] : Yeah, all good. And I'll just put up the premium projection. And just while I bring that up, just like to make you aware, there is a real reward that's attached to the income protection cover. So following your first policy anniversary date, we'll refund 10% of the premiums you paid in that time, \$159.41 will be your refund on your reward. So just keep that in mind, James.

[17 minutes 26 seconds][Customer] : Mm hmm.

[17 minutes 23 seconds][Agent] : It's like our way of saying so we can recover a year, we'll get some money back to you. So I will let you know closer date about how we'll get that that money back to you. Premium rejection, please be aware all our premium rejections are indicative only and assume that you do not make any amendments to your cover. As an indication, James, if you make no changes to the policy, your premium next year will be \$64.49 a fortnight, so a difference of \$3.18 a fortnight. So just gives you a rough idea of what the premium might look like in the coming year. All right, so as you have been approved, James, what I'm about to do is get you covered and I'll get all those documents posted to Rudy Hill address today. When you receive these documents, take it. So I'll have a rest for any questions or contact details. You'll be on the documents. This policy also gives you a 30 day cooling off. Just in case you change your mind. You're not required to pay anything today, James. You select your preferred method of payment and you select the payment day of your choice, a date that you're comfortable with. Today is Tuesday, the 5th of November. What day would you prefer for that first payment? You choose a monthly. Yeah, no worries.

[18 minutes 32 seconds][Customer] : Probably a month from now, yeah.

[18 minutes 35 seconds][Agent] : I can. Do you prefer monthly premiums or fortnightly premiums or annual?

[18 minutes 39 seconds][Customer] : What is there a lesser amount on premiums on yearly versus monthly versus weekly?

[18 minutes 50 seconds][Agent] : It would all work out to be similar. It's just the choice that we give you, like you can choose to pay fortnightly, monthly or yearly. But yeah, it all works out to be the same over the year. But how, how do you normally pay for things fortnightly, monthly or yearly? OK, I'll convert to monthly premium. And did you have a day in mind for next month? Like for example this time next month. I could do that, yeah.

[19 minutes 7 seconds][Customer] : Well I get paid monthly, so the monthly for every 1st of the month, yeah.

[19 minutes 26 seconds][Agent] : So 140 F and \$132.84 a month is the premium and I'll make the first debit the 1st of December and they'll be every month on the 1st after that. I'm gonna get this welcome pack ready to be posted to you. So there will be a hard copy of POS scheduled, the PDS, and also the financial services guide. What's your address in Rudy Hill?

[19 minutes 49 seconds][Customer] : #2 trees, way TREES, way, WAY reticule.

[19 minutes 58 seconds][Agent] : So 2 trees, Wade Ridge Hill, NSW. That's your mailing address as well? Yeah, alright, we'll get that posted there. And I have your e-mail as jamesmonticello@yahoo.com.

[20 minutes 3 seconds][Customer] : Yeah, that is correct.

[20 minutes 11 seconds][Agent] : Right, thank you. I'm going to get a welcome e-mail sent to you. So you should get this in the next half hour or so, which would include a soft copy of your Pol schedule and also the policy number would also be included in there as well. So first debit is the 1st of December. And how do you normally like to set up your direct debits? Would you like to use a card like Visa or MasterCard or just the regular BSP account number? What do you prefer?

[20 minutes 36 seconds][Customer] : Credit card is always the one so we use.

[20 minutes 38 seconds][Agent] : Yeah, that's all right. That's fine. Just hold onto that card because there's just something I need to read when it comes to cards. So for security purposes, James will obtain your card details. A call recording will stop and will recommend after we've collected your

details. So I'll just stop the call recording. None. Pleased to be advised that call recording has now received full quality and monitoring purposes. So again, calls are recorded and also provide this general nature that'll be simple to your situation. All I'd need to do is reach you this declaration that you covered. There'll be a few questions for you to answer with a yes or no. Once that's done, you'll be covered. James and I can provide you with your policy number if you'd like to write it down. You can have a pen and paper, but if not, that's OK. It'll show on the welcome e-mail and also on the welcome documents that you've been receiving to your Ready Hill address. Before I read, I'll just confirm all the details are correct. So it's Mr. James Monticello, date of birth 12/12/77, male and Australian resident. You've confirmed no zero in the last 12 months and your mobile is 0420889081.

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

[22 minutes 31 seconds][Agent] : Thank you James. OK, so declaration rates. Thank you James Monticello, it is important you understand the following information. I'll ask the 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 Life Free of Australasia Ltd and we're referred to as Hanover. Hanover has an arrangement with Greensite Financial Services and I refer to as GFS Trading is real insurance to issue and arrange this insurance on its behalf. And I realize upon the information I provided when assessing the application that close the information we initially collected from you to a nice quote. You can have a set a target market determination for this product, which is because for consumers this product is designed for our distribution practices are consistent with this determination and you can return a copy on our website. I need to remind you of Judy, take reasonable care that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty, Yes or no?

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

[23 minutes 25 seconds][Agent] : Thank you. We may from time to time provide offers to you by the communication methods you provide 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 update this at any time by contacting us. We accept the cover provides the following insurance

cover for James Monticello, a monthly insured amount of \$8400.00 with a waiting period of 30 days and a benefit period of 12 months. The monthly income benefit payable in the event of a claim may be less than a monthly insured amount. Your income benefit is limited to 70% of your average monthly income over any 12 consecutive months during the two years for yourself at your deciding 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. Your cover expires on December 1, 2043, 12:00 AM. Your premium for your first year of cover is \$132.84 per month. Your premium is a step. Your premium is a step premium with premium. Your premium is a step premium, which means it will be calculated each policy anniversary and will generally increase each year. Included in your premiums and amount payable by Hanover to GFS of between 37% and 51% to cover and 51% to cover cost. Your premium will be debited from your credit card which are authorized to debit from and have provided to us the policy documentation. PDS and SSG will be mailed to you if you have provided us an e-mail address. Your policy documentation will also be emailed to you today. You should carefully consider these documents. Ensure the product mentioned needs. You have a 30 day cooling off. When you may catch your policy and pre you may pay it will be refunded in full unless you have lodged a claim that risks associated with replacing policies. As your new policy may not be identical to your existing cover. We recommend that you do not cancel any existing policy that you have received and viewed our policy in full. We have a compliance process which you can access at any time by contacting us. Full details are available online and in the documentation we are sending you. Do you understand and agree with the declaration, yes or no?

[25 minutes 34 seconds][Customer] : Yes.

[25 minutes 35 seconds][Agent] : Would you like any other information about insurance now or would you like me to read any part of the PDS to you, Yes or no?

[25 minutes 43 seconds][Customer] : No.

[25 minutes 44 seconds][Agent] : Alright, thank you. Alright James, you're covered as of today. So welcome to real insurance. First debit, like you said, 1st of December and then every month on the

1st after that. Welcome. Email's just been sent. You'll get that shortly and welcome, We'll get that posted to you tomorrow, so you should look out for that. You should get that in about two to five working days. The two trees, Lake Woodhill, NSW. I'll get your policy number. Did you want to write it down?

[26 minutes 10 seconds][Customer] : Uh, no, I'll, I'll receive that on the e-mail, right?

[26 minutes 13 seconds][Agent] : Yeah, you will. It's a nine digit number. Let me just check that for you. Just one moment. OK, so yeah, it's a nine digit number starting with a 722. So any questions, James, when you call it's just quote that policy number so we can get your details up. But other than that, that's all done. That's all set up for you.

[26 minutes 45 seconds][Customer] : OK. Thank you. Thank you.

[26 minutes 47 seconds][Agent] : Thank you, James, enjoy the rest of your day. Alright, bye now.

[26 minutes 49 seconds][Customer] : Thank you. Bye. Bye.