

[5 seconds][Agent] : Hi Steven, it's guy here calling from Australian Saviours Insurance. How you doing today?

[3 seconds][Customer] : Hello, good. Thanks.

[10 seconds][Agent] : That's good. I'm calling to help you with your enquiry for life insurance we've received online. I just wanted to run through some pricing and features and see if we're able to help you. Any questions along the way I'm happy to stop and answer them for you too. OK, I will just do a few quick checks. So today all calls are recorded and any advice I provide is general in nature and man of the situation there I do have Stephen Smith is your full name.

[22 seconds][Customer] : Yep, Yep.

[33 seconds][Agent] : And just to confirm as well Stephen to the V OK thank you mate.

[35 seconds][Customer] : Yes, correct.

[37 seconds][Agent] : And the 7th of March 69th for your birthday and you are a male Australian resident of course.

[44 seconds][Customer] : Yes.

[45 seconds][Agent] : OK thanks Dave. Just so I can understand how to best help you as well. Are you new to life insurance or have you had cover in the past?

[51 seconds][Customer] : Alright, I've had trouble since I was out 20.

[55 seconds][Agent] : OK. And is that still in plus or?

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

[1 minutes 1 seconds][Agent] : Yep. OK.

[1 minutes][Customer] : It's 350,000 3:50.

[1 minutes 2 seconds][Agent] : And how much are you covered for 250,350? OK there. And do you have like just so I can understand what what to keep in mind when we're looking at this for you? Is the life insurance mainly for like a mortgage or is it more just for family protection at this point?

[1 minutes 24 seconds][Customer] : I have protection.

[1 minutes 26 seconds][Agent] : Family protection. OK, nice and simple. So with seniors, our life insurance is designed to provide financial protection for your loved ones through a lump sum

payment if you were to pass away before your 85th birthday when the policy ends at that age, there's no looking contract or exit fee at any time. So if you don't want to hold it that long, you don't have to. It won't cost percent to cancel, but you can also hold it all the way until 85 if you really want. OK uh, 10,000 is our minimum cover. I'm able to work up in 10,000 from there. 200,000 is the Max we offer.

[1 minutes 38 seconds][Customer] : Yep, Yep, Yep, Yep. I'd be. It would be the next.

[1 minutes 56 seconds][Agent] : Umm, how much would you want to apply for the 200? Yep, no worries. And there's four particular benefits without cover. If you're able to get approved to the 9 health questions and you decide to take the cover from there, you'll be immediately protected for death through to any cause straight away except for suicide in the 1st 13 months.

[2 minutes 12 seconds][Customer] : Yep, Yep. Yep.

[2 minutes 18 seconds][Agent] : Umm, realistically with us say you don't need to serve a waiting period apart from suicide not being covered in the 1st 13 months. OK, umm, the other three benefits will start straight away too. So the second one I'm gonna leave. You'll advance payment more of a living benefit in the case you were diagnosed with 24 months or less to live by a medical practitioner that is specialized in that field. You can actually claim yourself and be paid out in full while you're living. So that's built in.

[2 minutes 25 seconds][Customer] : Yep, Yep, Yep.

[2 minutes 43 seconds][Agent] : There is an accidental death benefit too. This could be something as simple as a fault or a car accident, for example. So if you pass within 90 days of the accident 1st occurring, your selected benefit of 200,000 will be tripled to 600,000 and paid to your beneficiaries. OK. We also do Chuck in a funeral benefit in the cover. So it's all in the one place for the family. It equals 20% of your benefit amount. Umm, so that they can go and organize the funeral costs and final expenses. OK, Uh, any questions about the benefits?

[2 minutes 58 seconds][Customer] : Yep, Yep, Yep, Yep that. Now they are pretty straightforward.

[3 minutes 16 seconds][Agent] : Yeah, Cool, cool. And have you had a cigarette in the last 12 months? OK, that's good.

[3 minutes 22 seconds][Customer] : No, no, what? Yeah, I can, I can easily say in the last 55 years.

[3 minutes 29 seconds][Agent] : But that's awesome. But but we only checked the last four months, so that's fine. So you haven't had a cigarette at all in the last four months? OK, very good. That'll help us with the price anyway. Safe, umm now 200,000 being the Max we can offer for \$148.21 a fortnight. How does that sound for you? 148 and 21 and 21 cents fortnightly.

[3 minutes 27 seconds][Customer] : But anyway, yeah, no, yeah, I gotta get some like 120, 1:48 that's 300 bucks. So that's.

[3 minutes 56 seconds][Agent] : Yeah, 321 and 13 cents a month if you convert it to a month, please.

[4 minutes 11 seconds][Customer] : Yeah, I work. I work in monthly.

[4 minutes 14 seconds][Agent] : OK.

[4 minutes 15 seconds][Customer] : Yeah, I think OK.

[4 minutes 16 seconds][Agent] : Yep umm, with us as well, because the questions are so simple, there's no loadings or anything. Umm so like when you answer these questions, it doesn't add a price on top of that, uh, it's either you get approval with this one.

[4 minutes 23 seconds][Customer] : Yep, Yep, Yep.

[4 minutes 29 seconds][Agent] : It's very simple, OK, umm, what I'll do, I just wanna explain a little bit more about the premiums and whatnot and then I'll, I'll run you through those nine questions. It takes about a minute and 20 seconds and then I can show you your outcome. Umm with our premium on this coverage steps, which means it will increase each year. I prefer just to give you an example over the phone, you're gonna get a copy of the premium projection with your documents. Umm, but doing it over the phone allows you to ask me questions as we go just a bit easier. So I want to look at a couple of years into the future, if you don't mind the David Smith, please be aware that all of our premium projections are indicative only and assume that you do not make any amendments to your cover. So as an example, uh, the premium payable in your following year of cover will be \$343.61 a month. Now the beauty about our cover is we do not decrease your coverage because you're getting older.

[4 minutes 45 seconds][Customer] : Yep, Yep, Yep.

[5 minutes 18 seconds][Agent] : It's going to stay at the 200,000 unless you specifically call and apply to decrease it yourself, OK? Uh, you can do that at any time. And if you lower your cover, your payment accordingly. So you keep that in mind for the future, OK?

[5 minutes 38 seconds][Customer] : Yep.

[5 minutes 32 seconds][Agent] : Umm, So yeah, as you can say this year per month, 3/21/13 a month for 200 grand and then next year 34361 a month for 200 grand. OK, uh, the third you would go from three 4361 a month to 367 and 66 cents a month, etcetera. Can you see the pattern happening there?

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

[5 minutes 51 seconds][Agent] : Yeah, of course, that's how that works. Again, you'll get a copy of that umm, as an indication for the call. If you make no changes to the policy, you'll be \$343.61 a monthly at 200 grand. And you can also find information about our premium instruction on our website too. Regardless anywhere name. OK, now, uh, what was your post code on suburb please Steve.

[6 minutes 8 seconds][Customer] : Yep, post code is 4570 and the suburb is Southside 35 Ramsey Rd.

[6 minutes 20 seconds][Agent] : Just having a look for you now and street address to South side by Ramsey Rd. Yep Ramsey Yep. Is that your postal address too?

[6 minutes 30 seconds][Customer] : 3535 Yep Yep Yep.

[6 minutes 39 seconds][Agent] : Yep. And I've got forward thinking. Trust allonewordlowercase@gmail.com best e-mail and 0409177199 best contact, which is the one I've got you on, is that right? Yeah. Cool. Umm. Now this message I'm gonna read you just formally and finds how the questions need to be answered. But once we get into them, yes. And those are fine for me. Let me know if you need any help along the way as well.

[6 minutes 44 seconds][Customer] : Yeah, yeah, yeah, yeah.

[7 minutes 9 seconds][Agent] : OK, so it says. Please be aware all calls are recorded for quality and

monitoring purposes. We'll collect your personal information to provide insurance quotes, issued cover and other related services. We will share this with your insurer and make sure it with other Australian service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and correct your information and which complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase a life insurance policy and as such, you have a due duty to take reasonable care to not make any misrepresentations. This means that you need to ensure that you understand each question I ask you and that you provide honest, accurate and complete answers. You need to answer each question in full, even if you have provided some information to us in any earlier discussions you have had. If you do not take reasonable care, you may breach your duty 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. Do you understand and agree to your duty space?

[7 minutes 40 seconds][Customer] : Yep, yes.

[8 minutes 5 seconds][Agent] : Thanks, man. First one's pretty simple. It's just the COVID, umm, so it says. Have you been hospitalized for COVID-19 in the last six months, or have you been diagnosed with COVID-19 in the last seven days? Oh, very good. One of the lucky ones for sure. So you're happy to put a clean note to that whole question?

[8 minutes 16 seconds][Customer] : I've never had COVID so very clear.

[8 minutes 26 seconds][Agent] : Yeah, perfect. All good. So I just need you to say yes or no, right for that one.

[8 minutes 30 seconds][Customer] : Yep, no.

[8 minutes 31 seconds][Agent] : Easy mate. Thank you. Steve. In the last five years, mate, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke? In the last five years, have you been admitted to hospital as an inpatient because of a lung disease other than for asthma or pneumonia as the only conditions in the last five years, have you been diagnosed with or treated for any of the following cancers? I'll list them all out first. Lung cancer, cancer of the assault stomach or pancreas cancer, brain cancer, multiple myeloma or any other cancer that has

spread to other organs. Or are you currently or soon to be treated with chemotherapy? Do you have a renal, which is a kidney condition that currently requires dialysis or transplant or a doctor has advised will be required in the future? Do you have a liver condition that will require a transplant in the future? Uh, have you been diagnosed with or currently undergoing testing for, or has a doctor advised you to be tested for disease or any form of dementia, including Alzheimer's disease? In the last five years?

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

[9 minutes 35 seconds][Agent] : Have you attempted suicide or been hospitalized for a mental health condition and are you experiencing any unexplained symptoms or are you currently undergoing or waiting for the results of any health related tests or investigations or being diagnosed as having 12 months or less to live?

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

[9 minutes 52 seconds][Agent] : Yeah, very good mate. Thank you for helping me through those. Uh, in that regards, no surprise you have been approved for the 200, which is our Max we can offer. Umm, very well done through the questions, but as you can see, they're pretty simple. Now we do send out a free online legal will from SAFO valued at \$160.00 with your policy. Umm, if you do not need that, please feel free to give it away to someone.

[10 minutes 1 seconds][Customer] : Yep, Yep, Yep.

[10 minutes 15 seconds][Agent] : Umm, but if you do want to organize or update a wheel, jump in and and get that done for yourself. Uh, we do send a complimentary subscription of our training 10 Newsday magazine every two months in the post with your policy too. And we are more than happy to have you immediately covered for the 200,000. Uh, for what we've discussed, we will send you all your complete documents to review in your own time. e-mail will come within 24 hours, but just check it in the next two to 15 minutes and hard copy two to five business days. Now we're going to give you a 30 day calling off. With this as well. So after you read everything, if you decide it's not suitable, please call us back. If you cancel within those 30 days, we will give you a full refund of your premium, unless you may make a claim in that timeframe of course. And on top of that, we don't

request upfront payment either. So we're going to cover you now for spoken about and give you that Peace of Mind. But we're also happy to let you choose your first payment there yourself. Today is the 7th of Jan. What day did you want the first payment to occur for yourself, mate?

[11 minutes 4 seconds][Customer] : OK, probably towards the end of the month is my easiest time.

[11 minutes 18 seconds][Agent] : Yeah, I can do whatever day you want really, as long as it's within the next 30 days and your 20th. Yeah, 28. Yeah, that's cool. That's a, that'll be a Tuesday. Is that alright with you?

[11 minutes 22 seconds][Customer] : 20 8 Yep.

[11 minutes 32 seconds][Agent] : Yep. Alright, so I'll put the first collection 28th of January 25 and then every month after on the 28th unless you tell us otherwise. Uh, if you ever need to change your payment frequency or payment day, it's nice and simply done over the phone with us. Just give us 2 minutes for, uh, phone call and apply to change it. OK. Umm, do you usually use savings or check account for payments days?

[11 minutes 56 seconds][Customer] : I don't have this savings account.

[12 minutes 1 seconds][Agent] : Sorry you cut out there mate.

[12 minutes 3 seconds][Customer] : Savings account?

[12 minutes 4 seconds][Agent] : Savings. Yep, and Steven Smith will be the account name.

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

[12 minutes 9 seconds][Agent] : Yep.

[12 minutes 12 seconds][Customer] : Yeah, I knew. You can ask that. I've no need of wallet. I don't think we'll have to get a hold of it.

[12 minutes 9 seconds][Agent] : And can I please confirm the BSP when you're ready if you, I'm not sure what bank you with, but usually you can get the base pay on your your app if you have it.

[12 minutes 31 seconds][Customer] : Yeah, hold on. Alright, so this is oh, I see. It says it's a business cheque account. So it's coming out of the business account, but you ready?

[12 minutes 54 seconds][Agent] : Yeah, yeah, that's fine.

[12 minutes 56 seconds][Customer] : Yeah, it's it's 638060.

[12 minutes 55 seconds][Agent] : So check account, yeah, 6-8. Well, did you say 638?

[13 minutes][Customer] : It's 38060.

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

[13 minutes 11 seconds][Customer] : Yep.

[13 minutes 9 seconds][Agent] : Heritage building society, Yep.

[13 minutes 15 seconds][Customer] : Come on up. It's 136 31012.

[13 minutes 12 seconds][Agent] : And the account, OK. And is it still just saving Smith as the account name or is it under the business?

[13 minutes 26 seconds][Customer] : I'll be under the business which is forward thinking trust.

[13 minutes 29 seconds][Agent] : OK, uh, so I do it just put forward thinking trust. OK, Uh, and just to confirm, you do have the authority to debit from this account as you are the owner operator of the business.

[13 minutes 37 seconds][Customer] : Trust, correct.

[13 minutes 46 seconds][Agent] : OK, thank you mate. Umm, now I know you uh, I'm unsure of what you're going to do with your older policy, but we don't have a say what you do elsewhere.

[13 minutes 54 seconds][Customer] : Yeah, yeah, yeah.

[13 minutes 54 seconds][Agent] : We do recommend though if you are replacing an existing policy, that you don't cancel that until your application has been approved, which we now know, but until you've also reviewed this policy in full as it may not be identical to existing cover. So just please have a good read through the docks before you do cancel anything else.

[14 minutes 9 seconds][Customer] : Yep.

[14 minutes 10 seconds][Agent] : Umm, you should also consider the benefits that may not apply the wedding crews that may start again, of course. OK, umm, now the last thing I need to do is redo a declaration, uh, Steve, and then this will all be in place and good to go for you, uh, let me know if you want me to repair anything. It only takes 3 minutes or so and I'll need a yes or no for questions throughout.

[14 minutes 15 seconds][Customer] : Yep, Yep, Yep.

[14 minutes 29 seconds][Agent] : OK cool. So it says thank you Stephen Smith. It is important you understand the following information. I'll last your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full same here's life insurance is issued by Hanover live RA of Australasia Limited. Hanover has an arrangement for the grandstand financial services training as Australians insurance agency the issue and arrange this insurance on it's behalf. Hanover relies upon the accuracy of the information you have provided when assessing your application. That includes the information we initially collected from you took a quote and it has had 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 attend a copy on our website. 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 space? Yes or no? Now we may from time to time provider offers to you be the communication methods you have provided to us in relation to other products and services. By granted this declaration, you consent to allow us to contact you for this purpose. Until you worked out they said they cover payments. Some benefit amount of the following statements receives \$200,000 in the event of death. If that is as a result of an accident, the benefit payment will include an accidental death benefit which will equate to a total payment of triple the benefit amount.

[15 minutes 17 seconds][Customer] : Yes, yes.

[15 minutes 43 seconds][Agent] : That benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your cover expires on the 6th of March 2054 at 12:00 AM. Your premium for your first year of cover is \$321.13 per month. Your premium is stepped, which means it will be calculated at each policy anniversary. Generally increase each year included in your premiums and amount payable to Australian seniors between 14% and 46% of each premium calculated on a level basis over the life of the policy. Your premium will be debited from your nominated bank account at the name of Forward Thinking Trust, which were authorized the debit from and have provided to us. We may provide rent communications to you via the e-mail address you have provided to us. This will include any legal notices we are required to provide to you. If you would prefer to receive this only

via mail, you can update your communication preference at any time. The policy documentation PDS will be mailed to 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 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 have lodged a claim. There are risks associated with replacing policies as a new policy might not be identical to your 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 on and in the documentation we're sending you just to confirm this. They do understand and agree with the declaration. Yes or no? Sorry mate, you cut out a bit there.

[17 minutes 5 seconds][Customer] : Yes, yes.

[17 minutes 10 seconds][Agent] : Yep, cheers. And Steve, would you like any other information or would you like me to read any part of the PDS you while I'm on this page still no worries mate. Umm, when you get the documents and you have a read once everything is all good, please have a look for the beneficiary form as well and have that filled out and signed and sent back. You can take your time with it. There's a digital and a hard copy, so just pick the one you prefer, OK? Uh, is there any other questions for me at all or anything else I could do today? All right, man. I'm a sales specialist, mate. I've been here for six years. If you've got any other questions or need any help, call back and ask the guy. I'm happy to help you anytime.

[17 minutes 46 seconds][Customer] : Appreciate that. Go ahead. Thank you.

[17 minutes 45 seconds][Agent] : OK, easy mate. I wish you all the best. Have a good day.

[17 minutes 50 seconds][Customer] : Bye.

[17 minutes 51 seconds][Agent] : Thank you.