

[2 seconds][Customer] : Hello, Craig speaking.

[3 seconds][Agent] : Hi Craig, my name is Joel. I'm calling from Real Insurance. How you going?

[8 seconds][Customer] : Oh, good, good. Thanks, mate. **** now you're good on the mark, aren't ya?

[12 seconds][Agent] : Yeah, if you don't like to get a paper waiting, but uh yeah, that was the reason for the call. Just following up on your online enquiry to get some quotes for income protection cover. Just umm, yeah, I was going to bring up the quotes and of course I'd be happy to answer any questions you might have as well.

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

[26 seconds][Agent] : Now just have to let you know that all our calls are recorded. Any advice provided is general nature may not be suitable to your situation. And just to make sure, I do have your details correct in front of me if you please confirm your name and date of birth.

[41 seconds][Customer] : It's Craig Britain at 12th of the 3rd, 1966.

[42 seconds][Agent] : Yep, that's the one. Thanks very much. And you are, of course, a male Australian residence, correct? OK Yeah, that's fine. No worries.

[52 seconds][Customer] : Well, I'm in English now on a permanent visa.

[57 seconds][Agent] : OK. Right. So sorry, were you on like a permanent residency visa or is that something different?

[1 minutes 1 seconds][Customer] : Yeah, permanent.

[1 minutes 2 seconds][Agent] : Oh yeah, yeah, that's fine.

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

[1 minutes 3 seconds][Agent] : So you're a male and you're a permanent resident living in Australia at the moment. Yeah, that's fine. All good. And, uh, if you don't mind me asking, what's made you look at getting quotes for income protection cover today?

[1 minutes 14 seconds][Customer] : Oh, just tried to get paid off an invoice and it's now telling me that the do you need income protection? But when we first come back, because we was over here for 15 years and obviously I had income protection and what not.

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

[1 minutes 25 seconds][Customer] : And then when we tried to do it, I only, I've only been back about a year and a half and it was so difficult to get it because you're 58 years old.

[1 minutes 30 seconds][Agent] : Oh yeah, OK. We just don't understand.

[1 minutes 43 seconds][Customer] : Well, basically, yeah. And I and I have been interested in getting it for a while.

[1 minutes 38 seconds][Agent] : Was this something that you need to like to show to get support for work or you OK?

[1 minutes 46 seconds][Customer] : That's the, the older you get, the more you think flipping it. What happens if I, you know, pull up lane or something?

[1 minutes 53 seconds][Agent] : Yeah, right. OK, no, that's fair. Look, uh, either way, I'll bring up some quotes. Umm, just, yeah. While I do that, I'll give you a bit of a rundown on how our policy works and what it covers. It's umm, yeah. If you have any questions, please feel free to ask.

[2 minutes 2 seconds][Customer] : Yeah, no worries.

[2 minutes 5 seconds][Agent] : It's sure Let's see the way our cover works. It's very straightforward. So this policy is designed to provide a monthly income benefit that gets paid directly to yourself if you're unable to work due to a disabling sickness or injury and if you did suffer loss of income. So it is designed to help cover your bills and living costs if your salary is interrupted. Now you can apply if you work at least 15 hours per week in paid employment and we do offer an income benefit up to 70% of your monthly pre tax income. So range from \$1000 up to a maximum of \$15,000 a month. Now the application process is very simple, basically just a few health and lifestyle questions over the phone to see if you are approved and if so, on what terms we can offer cover. Once it is in place, it will cover you until your policy anniversary following your 65th birthday. Please keep in mind that there are some exclusions that apply as outlined in the product disclosure statement and also premiums for the income protection are generally tax deductible as well, just to make that a bit more cost effective come tax time. Now to generate a quote, I'll just have to ask you some questions regarding your duties at work. I mean, they're basically just yes or no questions.

[2 minutes 51 seconds][Customer] : Yeah, yeah, yeah.

[3 minutes 17 seconds][Agent] : Just to see. Before answering 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 coverage claims time. First one says, do you work 15 hours or more per week?

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

[3 minutes 35 seconds][Agent] : Is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment?

[3 minutes 47 seconds][Customer] : Well, I spend a lot of my time indoors on the floor layer.

[3 minutes 50 seconds][Agent] : All right. OK. Yeah, got you. All right. Well then just to capture the results, keep no for that one, but I'll just clarify by asking, do you perform heavy physical duties, use heavy machinery or drive a vehicle?

[4 minutes 3 seconds][Customer] : I drive a vehicle. I don't use heavy machinery or anything really.

[4 minutes 8 seconds][Agent] : Sure. Then it just says are you qualified, skilled or semi skilled or hold the required licenses to perform your role?

[4 minutes 15 seconds][Customer] : I'm skilled.

[4 minutes 16 seconds][Agent] : Yeah, perfect. And do you work in any of the following fields? Aviation as a pilot or crew? Entertainment or sporting industry? Air Force, Army, armed forces? Or do you handle explosives? And do you regularly work underground or underwater? Work at heights above 10 meters, Work offshore, carry a firearm or drive long haul? Perfect. And just to confirm, have you had a cigarette in the last 12 months? Yep. Sure. And can I please confirm, are you currently employed or self-employed?

[4 minutes 29 seconds][Customer] : No, no, yes, it's self-employed.

[4 minutes 53 seconds][Agent] : So the definition of pre tax income is your share of annual income earned in the business before tax directly due to your own personal efforts less any business expenses and excluding super contributions. So this is the amount that the business would otherwise cease earning in the event that you are unable to work due to a disability. Just for the sake of the quote, do you know what your annual income before tax would be?

[5 minutes 17 seconds][Customer] : What's me annual income before tax? What was it last year? What was it? I can't remember the account what we had off the top of your head. She's just going to have a look now at what the thing you was in the year.

[5 minutes 37 seconds][Agent] : Yeah, sure. No, that's fine. Sure. Right.

[5 minutes 43 seconds][Customer] : So he's not, like I said, he's not. I work for quite a number of companies, but this is the first time it's happened where they've asked for the income protection.

[5 minutes 50 seconds][Agent] : Mm.

[5 minutes 50 seconds][Customer] : You asked for the insurances and everything else.

[5 minutes 50 seconds][Agent] : Hmm yeah sure.

[5 minutes 53 seconds][Customer] : And I'm like, hang on my subcontracts. So why is it thinking to you that I need income protection?

[5 minutes 53 seconds][Agent] : MMM OK. I, I think because I, I do speak to a lot of guys in that situation. A lot of people I speak to purely need this just to show uh, to get on certain job sites and that sort of thing.

[6 minutes 13 seconds][Customer] : See.

[6 minutes 8 seconds][Agent] : I'm not sure if it has to do with like work cover, umm, like if the like the the owner of that is providing work cover or not. That's why they require people to have income protection, if that makes sense.

[6 minutes 20 seconds][Customer] : Yeah, Yeah, I see what I mean.

[6 minutes 20 seconds][Agent] : Umm, yeah, I'm not not 100% sure. Yeah. Mm hmm. Yeah.

[6 minutes 23 seconds][Customer] : Because normally it's just if if anything happened, you'd just be out of work, wouldn't you, as a subcontractor, you know, because I never even made a claim. I mean, I think I had it last time I was here for about 15 years. Never made one claim.

[6 minutes 30 seconds][Agent] : Well, OK. Yeah, I guess that's good. Yes, yeah.

[6 minutes 37 seconds][Customer] : Yeah. Yeah, yeah. But you're just like, Oh my word. But they'll let me work on site before I put the invoice in.

[6 minutes 45 seconds][Agent] : Right.

[6 minutes 45 seconds][Customer] : And they never asked me for any of this beforehand.

[6 minutes 48 seconds][Agent] : OK. Yeah. Us.

[6 minutes 48 seconds][Customer] : And I'm working in a, in a, in a body where they make big trucks and stuff like that.

[6 minutes 53 seconds][Agent] : Yeah, right.

[6 minutes 53 seconds][Customer] : And I thought, man, I couldn't burn the place down. How do you know I've got insurances?

[6 minutes 56 seconds][Agent] : Oh yeah, exactly. Yeah. Usually the people told me that they have to show it just to get on the job site, not the other way around. So yeah. Yeah. Mm. Hmm.

[7 minutes 2 seconds][Customer] : Yeah, you do normally like say your first thing is when you work for new companies, you throw them all your, all your stuff you need to, you know, and, but this one was completely different. And now I've been waiting about a month and 1/2 for this invoice and I'm like, just just pay it.

[7 minutes 18 seconds][Agent] : Yeah, right.

[7 minutes 23 seconds][Customer] : So I will say what I say.

[7 minutes 19 seconds][Agent] : What a pain Figures crossed.

[7 minutes 27 seconds][Customer] : You got it. That's uh, I think it can work out. That's could you? Well, yeah, because I didn't start. So I started. Was it after the tax year? It was on it. I started about October of 23. So I think I earned about 85 grand off the top.

[7 minutes 58 seconds][Agent] : OK. OK. Well, just for the sake of the quote, if you like, I can base it on the 85,000 just to give you a figure. We can always come back to that if they'd be.

[7 minutes 57 seconds][Customer] : And yeah, yeah, yeah, that'd be cool. I think it was about 85.

[8 minutes 7 seconds][Agent] : Yeah, sure, OK, sure. Umm, based on your duties and your incomes are based on 85,000 a year, it means I can quote you on the monthly and short amount anywhere from \$1000 a month up to a maximum of \$4958 a month, which is 70% of your income. Umm, what amount did you want me to start the quote on?

[8 minutes 26 seconds][Customer] : Yeah, well, that's, that's what I was looking at about 4000 a

month or something.

[8 minutes 34 seconds][Agent] : OK, sure. Well based on the 4000.

[8 minutes 34 seconds][Customer] : You know, 1000 a week is to cover the, you know, the rent.

[8 minutes 38 seconds][Agent] : OK, fair enough. Now there's a couple of components to the income protection. So there is a waiting period and a benefit.

[8 minutes 46 seconds][Customer] : Yeah.

[8 minutes 45 seconds][Agent] : So just clarify, the waiting period is the non payment period that you must wait before the income benefit is payable after the insured event. So you can choose from either 30 days or 90 days. Please keep in mind that the income benefit is paid monthly in arrears. So this means if you chose a 30 day waiting period, your first payment would be 60 days after you were first eligible to claim. Which waiting period would you like me to start the quote on? 30 or the 90 days? Sure. And the benefit. Umm, so this is the maximum amount of time that we will pay the income benefits for anyone, injury or illness. So basically you can choose the length of time you'd like to be covered each time you're unable to work. Umm, so there are four options you can choose from. Why that Six months, one year, two years or five years? Umm, which benefit. Would you like me to start the quote on?

[9 minutes 11 seconds][Customer] : Ah, the 30 day one that's *****. It's longer than six months. Shoot me.

[9 minutes 39 seconds][Agent] : Alright, OK, fair. You wanted to start on the six months?

[9 minutes 42 seconds][Customer] : Yeah, please.

[9 minutes 43 seconds][Agent] : Yeah, sure, no problem. OK, let's say just to give you an example of the figures, if you're looking at a cover of \$4000 a month with a waiting period of 30 days and a benefit period of six months, it works out to be a fortnightly premium of \$196.42. So that's yeah.

[10 minutes 1 seconds][Customer] : 196 so that's yeah, yeah. I mean that that would have to do. Yeah. That'll be sweet.

[10 minutes 10 seconds][Agent] : OK, OK, so would that be something that would be suitable at this stage?

[10 minutes 15 seconds][Customer] : Yeah. That'd be cool. That'd be cool.

[10 minutes 16 seconds][Agent] : Yeah, again, sure.

[10 minutes 17 seconds][Customer] : 196 a fortnight. Yeah.

[10 minutes 20 seconds][Agent] : 49 yeah, that's right.

[10 minutes 24 seconds][Customer] : Yeah. 05 grand a year.

[10 minutes 21 seconds][Agent] : So 196 and \$0.42, just a bit of A5 grand for the year for that one, yeah.

[10 minutes 39 seconds][Customer] : Yeah. And that's all tax deductible.

[10 minutes 29 seconds][Agent] : Umm, so the exact yearly figure, umm, so would work out to be exactly, yeah, \$5106.85 for the year, yeah. So what happens is that each policy anniversary we do send you out. Oh, sorry to be. No, not the policy anniversary, My apologies.

[10 minutes 51 seconds][Customer] : Yeah.

[10 minutes 47 seconds][Agent] : Uh, when the end of financial year rolls around, so mid-july, umm, we'll send out a yearly statement, umm, so that you can claim it back on tax.

[10 minutes 55 seconds][Customer] : Sorry.

[10 minutes 54 seconds][Agent] : So if you take it to your accountant or if you do yourself, you can just, uh, follow the steps. Yeah, we'll definitely send out a statement each year.

[11 minutes 1 seconds][Customer] : Yeah, Yeah, that's girl.

[11 minutes 2 seconds][Agent] : OK, sure. Look, in this situation, if you're liking the sound of that so far, what would you like to do is just quickly go through those health and lifestyle questions just so that we can let you know if you are eligible or if there'd be any changes to those terms and conditions. And that way if you are approved and if you're happy to, I'll organize to send you out all the documentation so that you can take some time to read through it in your own time.

[11 minutes 16 seconds][Customer] : Yeah, yeah.

[11 minutes 23 seconds][Agent] : Umm, just make sure you're happy with it. Just in case I misspoke earlier. So the premiums, they are generally tax deductible. Umm, so I can't say for certain, like everybody's situation that they would 100% be tax deductible. It is obviously dependent on your

personal circumstances. But yeah, with income protection, it is generally tax deductible now. I'm sorry.

[11 minutes 41 seconds][Customer] : Yeah, I find that I live in Australia, everyone says, oh, you can claim it back and every time you put it in you don't get the right percentage back.

[11 minutes 43 seconds][Agent] : Uh, yeah, right. OK, yeah, sorry about that.

[11 minutes 47 seconds][Customer] : It's like, hang on, I'm paying out 100%, why am I only getting 27% even on calls and stuff like that?

[11 minutes 55 seconds][Agent] : Oh really? Oh, wow. OK, yeah, I don't know much about tax. I'll be honest. I just do the E tax every year and it pretty much just automatically calculate, calculate it for me because yeah, numbers do my head and it's uh yeah.

[11 minutes 56 seconds][Customer] : Yeah, yeah, I hear you mate.

[12 minutes 8 seconds][Agent] : Alrighty, OK, alright. Well, uh, the other part to keep in mind is that the premium is stepped, which means it will generally increase each year as you age. Uh, but I've got a premium projection here, so just give an indication of what that looks like. Just to see as an indication. If you make no changes to the policy next year, the fortnightly premium would be \$215.24. And you can also find information about our pre.

[12 minutes 34 seconds][Customer] : It's going up like, yeah, it's going up like \$6 a week or something.

[12 minutes 36 seconds][Agent] : I'm sorry, uh, let me give you the exact figure. Yes, it's \$215.24 a fortnight so it'd be roughly, uh, yes, say about 9 odd dollars a week. Just wanna increase by next year. Umm, yeah. Basically what happens is roughly 30 days before each policy anniversary, umm, we do send out an updated schedule notifying you of any changes before they happen. So you'll have roughly about a month each year to reevaluate, work out what you want to do.

[12 minutes 50 seconds][Customer] : Yeah, yeah.

[13 minutes 5 seconds][Agent] : Of course, you can also find information about our premium structure on our website as well. Also including the policy is a rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you would have passed away just to

help out with funeral costs or any other final expenses. Now, Craig, just before I do jump into the questions, I just want to make sure I'm doing the right thing by you. Is that all making sense for you so far?

[13 minutes 23 seconds][Customer] : Yeah, yeah, yeah, yeah, definitely.

[13 minutes 30 seconds][Agent] : Yeah, easy. Alrighty, I'll just quickly update your profile, then I'll get straight into the questions. Can I please get your post code? Thanks very much. And is that Cleveland QLD?

[13 minutes 40 seconds][Customer] : It's 4163, yes.

[13 minutes 46 seconds][Agent] : Yep. And what's your address there please? Shaw St.

[13 minutes 49 seconds][Customer] : 135 Shaw St., West Cleveland.

[13 minutes 53 seconds][Agent] : W OK, I wouldn't believe it. I've got Shaw St. North and no Shaw St. W. That's alright. I'll just type it in manually. OK. And is that also your postal address? Yeah, perfect. And just to make sure I've got that correct, So it was 135 Shore St. West in Cleveland, UH-4163.

[14 minutes 13 seconds][Customer] : Yes, yeah, it's unit 22.

[14 minutes 21 seconds][Agent] : Is that the 10 unit 22? OK yeah, I'll put that in there as well. So it's unit 22 #135?

[14 minutes 24 seconds][Customer] : So in the in the unit, yeah, yeah.

[14 minutes 30 seconds][Agent] : Yep. There we go. I think I've found it now. Thanks so much. Perfect OK now I just have to read a pre underwriting disclosure. So this basically explains why we ask these questions. It just is here. Uh, please be aware all that calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes, issue cover and other related services. We will share this with your insurer and they 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 and correct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying the Purchase and Income Protection Policy and as such, you have a 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 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. And just to confirm, do you understand and agree to your duty? Thanks very much. OK, just one question I have to ask in regards to COVID-19. So it says, have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with your COVID-19 infection in the last 30 days? Perfect. Alright, jumping into the questions, first one says are you a citizen or permanent resident of Australia or New Zealand currently residing in Australia, yes or no? Yep. Perfect. Uh, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore?

[15 minutes 42 seconds][Customer] : Yes, no, yes, no.

[16 minutes 23 seconds][Agent] : And you've already answered the next one. Are you employed or self-employed or self-employed? And it says, uh, do you own a business or are you a contractor?

[16 minutes 34 seconds][Customer] : I'm a contractor, but I'm a company as well.

[16 minutes 37 seconds][Agent] : Right. OK. Uh, that's fine. I'll, uh, capture that under contract. I was just gonna ask, are you currently contracted or subcontracting? Yeah, perfect. And you are. So you are currently subcontracting at the moment, is that right?

[16 minutes 46 seconds][Customer] : I'm a subcontractor, yeah.

[16 minutes 52 seconds][Agent] : Yeah, that's fine. And do you expect your income to reduce in the next 12 months? And if you were to become disabled and unable to work, would your business continue to generate income for more than 60 days? So yes, no or don't?

[16 minutes 57 seconds][Customer] : No, no, not if I was disabled.

[17 minutes 6 seconds][Agent] : No, no, sure, that's fine. All good. And then it says, do you have a second occupation that generates a taxable income? Have you ever been declared bankrupt or placed in receivership, in voluntary liquidation or under administration?

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

[17 minutes 26 seconds][Agent] : Uh, the next section is in relation to your height and your weight. Please be aware that I'm sorry. Please be aware that I'm required to obtain a confidence single figure measurement for each in order to continue with the application. The system does not allow me to enter in any approximate figures, words or height and weight ranges. Uh, what is your exact height, please? Yeah, sure. And that was in feet and inches. Is that right? 5 foot 9, Yep.

[17 minutes 45 seconds][Customer] : I'd say about 5-9, yeah, 5 foot 9.

[17 minutes 51 seconds][Agent] : Yeah, it's fine. And what is your exact weight, please? Sure.

[17 minutes 56 seconds][Customer] : I think I'm around about 78 kilos, I think.

[17 minutes 59 seconds][Agent] : Yeah, that's fine. That question is basically just about establishing a healthy height to weight ratio, which you're definitely in. Just confirm. So I've got your height as 5 foot 9 and your weight as 78 kilograms. Would you be confident with those numbers? Yep. OK.

[18 minutes 5 seconds][Customer] : Yeah, yeah, yeah, yeah, that's about right.

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

[18 minutes 12 seconds][Customer] : Yeah, I think.

[18 minutes 14 seconds][Agent] : And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months to the best of your knowledge? Are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Do you have definite plans to travel or reside outside of Australia for example, booked or will be booking travel within the next 12 months?

[18 minutes 20 seconds][Customer] : No, no, I probably will be going before we call it abroad in England. Yeah, I probably will go overseas for the holiday.

[18 minutes 47 seconds][Agent] : Yeah sure, no problem. It is a worldwide cover, so used to be covered overseas. We're just going to ask which countries do you intend to travel to or reside in?

[18 minutes 51 seconds][Customer] : Yeah, in town.

[19 minutes][Agent] : Yeah, sure.

[18 minutes 57 seconds][Customer] : I'd probably be going to Thailand next year because the sun

going, it's been seen it's Highgirl for the last couple of years.

[19 minutes 5 seconds][Agent] : OK. Yeah, no problem. Yeah, that's fine. So, yeah, you should be covered entirely. And if you do an upgoing, but I'll capture it just to be safe. Umm, maybe I'm just going to ask, will you be overseas for longer than three consecutive months? No, that's fine. All good. And it just says, do you have existing income protection cover?

[19 minutes 4 seconds][Customer] : So yeah, no, no.

[19 minutes 24 seconds][Agent] : No problem. And the next section is in relation to your medical history. So it says, have you ever had symptoms of being diagnosed with or treated for or intend to seek medical advice for any of the following #1 cancer, tumor, mole or cyst, including skin cancer, sunspots, Melanoma, or leukemia? Yes or no? Have you ever had an abnormal PSA test or an enlarged prostate? There's #2 any stroke, chest pain, palpitations, or heart conditions such as been unlimited to heart attack and angina or high blood pressure #3 High cholesterol, thyroid condition, or neurological symptoms such as dizziness or fainting #4 Diabetes, raise blood sugar, impaired glucose tolerance, or impaired fasting glucose. #5 Hepatitis or any disorder of the liver, stomach, bowel, gallbladder or pancreas.

[19 minutes 45 seconds][Customer] : No, no, no, no, no, no, no, no, no, no.

[20 minutes 23 seconds][Agent] : Number six, epilepsy, motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease, or paralysis #7 Anxiety, depression, or stress requiring medical treatment or any other mental health disorder #8 Any illegal drug use, abuse of prescription medication, or receive medical advice or counselling for alcohol consumption #9 Any disorder of the kidney or bladder #10 Blood disorder or disease #11 Asthma or other respiratory disorder, excluding childhood asthma #12 Back or neck pain or disorder #13 Arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome, or fibromyalgia #14 Joint or muscle pain.

[20 minutes 46 seconds][Customer] : No, no, no, no, no, no, no, no, no, no.

[21 minutes 14 seconds][Agent] : Ligament injuries including replacement or reconstructive surgery #15 Osteoporosis or osteopenia and #16 Any defect of hearing or sight other than which is corrected by glasses or contact lenses of ex. And it says other than what you have already told me

about. In the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Or are you awaiting results for any medical tests or investigations such as not limited to any surgeries, X-rays, scans, blood tests or biopsy? And 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? And other than what you have already told me about, have you ever during your working career, required more than two consecutive weeks of work due to illness or injury? And last three questions, 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 polycolosis?

[21 minutes 30 seconds][Customer] : No, no, no, no, no. How do you say that foot in it That's good.

[22 minutes 25 seconds][Agent] : Yeah, I'm not gonna lie. It took me about a month to learn how to say that. It's a familial adenomatous polyposters.

[22 minutes 25 seconds][Customer] : In hello. What is it?

[22 minutes 31 seconds][Agent] : Yeah, tough one. No, that's alright.

[22 minutes 34 seconds][Customer] : I don't want it anyway. Sounds nasty.

[22 minutes 35 seconds][Agent] : No, I don't want that one. I'll tell you it's, umm, did. Did you want me to bring up the medical definition or are you happy with no for that one?

[22 minutes 40 seconds][Customer] : No, no, I'll not do that.

[22 minutes 42 seconds][Agent] : I'm all good. And then it says to the best of your knowledge, have any of your immediate family meaning father, mother, brother or sister suffered from cancer, heart condition, stroke or other hereditary disease prior to age 60.

[22 minutes 56 seconds][Customer] : No.

[22 minutes 58 seconds][Agent] : And the last question reads, other than one off events like a gift certificate or a voucher, do you engage in or intend to engage in any of the following aviation other than as a fair paying passenger on a recognized airline, Motor racing, parachuting, mountaineering, AB sailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity. Perfect.

[23 minutes 21 seconds][Customer] : No, not N No.

[23 minutes 22 seconds][Agent] : Awesome. Thanks very much. Alrighty. Well, that's it for all the questions. Yeah, just before I close that off, I just wanna jump back because I forgot to ask half of one of the questions just in regards to your height of weight. So just confirm I've got your height is 5 foot 9 and your weight is 78 kilograms. Forgot to confirm. Just confirm that's based on the last time you measured yourself. And you are confident with those numbers? You're right. Yep.

[23 minutes 35 seconds][Customer] : Yeah, yeah, definitely.

[23 minutes 41 seconds][Agent] : OK. Yeah, thanks very much. And uh, yeah, thanks for all those answers. Are you satisfied with the answers you provided?

[23 minutes 41 seconds][Customer] : Yeah, I am. Yeah. Yeah.

[23 minutes 47 seconds][Agent] : Yep. Awesome. Look, no surprises.

[23 minutes 49 seconds][Customer] : Oh, hang on a minute.

[23 minutes 50 seconds][Agent] : Yep.

[23 minutes 50 seconds][Customer] : Thinking about it. Me dad did have prostate can. Was it prostate cancer? Bob? How old was it?

[23 minutes 55 seconds][Agent] : Oh, sorry to hear that.

[23 minutes 55 seconds][Customer] : He was over 60, wasn't he?

[23 minutes 57 seconds][Agent] : Yeah.

[23 minutes 57 seconds][Customer] : He was over 60.

[23 minutes 57 seconds][Agent] : We only have to do it was over 60. OK, sure. Yeah, we are actually. Are you?

[24 minutes][Customer] : But he did, he did have, I think it was half his bowel removed.

[24 minutes 5 seconds][Agent] : Oh, wow.

[24 minutes 5 seconds][Customer] : But then he got it. He got it tinged again.

[24 minutes 11 seconds][Agent] : Right.

[24 minutes 10 seconds][Customer] : What do you call it, Jay?

[24 minutes 14 seconds][Agent] : Oh, right.

[24 minutes 12 seconds][Customer] : He got it reversed so it could come to Australia.

[24 minutes 15 seconds][Agent] : OK. Yeah, right.

[24 minutes 16 seconds][Customer] : But that's that's not what what he died of.

[24 minutes 17 seconds][Agent] : Yeah, no. OK. Sure. Sorry to hear that. Umm, yeah, that that's OK.

For this question, I only need to disclose it if it was before the age of 60.

[24 minutes 27 seconds][Customer] : Yeah, No.

[24 minutes 27 seconds][Agent] : Umm, so you told me. No. OK.

[24 minutes 28 seconds][Customer] : Oh, he was sick.

[24 minutes 29 seconds][Agent] : It was over 60. OK, that's fine.

[24 minutes 29 seconds][Customer] : The odd Yeah.

[24 minutes 31 seconds][Agent] : All good. No worries. Well, thanks much for all those answers.

Look, no surprises. Obviously you are very healthy, so you have been fully approved. And yeah, there were no changes either. Everything stayed exactly the same as what we spoke about earlier, which is great. Now what? Let me What?

[24 minutes 45 seconds][Customer] : Two, 12196 a fortnight.

[24 minutes 48 seconds][Agent] : That's correct. Yep. So \$196.42 per fortnight. Yep. Sure.

[24 minutes 52 seconds][Customer] : Brilliant.

[24 minutes 54 seconds][Agent] : Now, I'll just give you the full picture.

[24 minutes 54 seconds][Customer] : So you're going to be sending us some stuff out now?

[24 minutes 57 seconds][Agent] : That's correct, yes. I'm gonna post you out a hard copy, which you should receive in about two to five, uh, business days. But I'll also send you an e-mail copy which will come through in about 10 to 15 minutes as well. Umm, I believe I've got your e-mail address, heresotheonethatcamethroughthisjanebrerton@gmail.com. Good one.

[25 minutes 8 seconds][Customer] : Yeah, yeah, that's correct.

[25 minutes 18 seconds][Agent] : Yeah, perfect.

[25 minutes 19 seconds][Customer] : Yeah, most of the wives.

[25 minutes 19 seconds][Agent] : And before I forget, so I don't make any mistakes, I know we

couldn't quite land on the exact, umm, total annual income before tax. Can I just confirm is the total annual income before tax at least \$68,600 a year Yeah, that's fine. All good then no problem. Alright, so you should receive that hard copy in the mail in about two to five business days via the e-mail will come through shortly so you can read through it straight away. Now the process is because you have been fully approved that we do start covering you straight away just in case we don't actually take any payments at this stage.

[25 minutes 32 seconds][Customer] : Yeah, yeah, yeah.

[25 minutes 50 seconds][Agent] : What we do for now just to get the policy started is just set up your preferred method of payment, but you can choose a start date in the future anywhere up to 30 days away. However, of course once you do review the policy, if there is anything you don't like or even if you just decide you don't wish to proceed with it, of course that's fine, you're not obligated to keep it.

[25 minutes 51 seconds][Customer] : MMM MMM MMM.

[26 minutes 10 seconds][Agent] : Policy does come with a full 30 day cooling off period from that first payment date as well, so you bit of extra time. So organise it for the \$4000 a month with the waiting period of 30 days and the benefit period of six months. Did you want to set that up using a bank account or are these or MasterCard? Sure.

[26 minutes 27 seconds][Customer] : A big bank account.

[26 minutes 30 seconds][Agent] : Yeah, easy. Was yours a savings account or a cheque account?

[26 minutes 28 seconds][Customer] : I can put it through the business savings account.

[26 minutes 35 seconds][Agent] : Sure. Is that just your name on the account?

[26 minutes 38 seconds][Customer] : It's bet is what names on the account are business account. Is it mine and yours or just mine? Yeah, just my account.

[26 minutes 47 seconds][Agent] : Sure, sure.

[26 minutes 47 seconds][Customer] : Is it is it savings account, isn't it? Yeah.

[26 minutes 48 seconds][Agent] : OK, that's fine. And just go to the business account. I just have to confirm you are authorized to debit from this account, correct? Yeah. Perfect. And all we need, Craig, just the biggest B in the account number, please.

[26 minutes 56 seconds][Customer] : Yeah, BSB, that's an account number. I know you're trying to work. She works for all this, right?

[27 minutes 12 seconds][Agent] : OK, sorry to be on the spot.

[27 minutes 19 seconds][Customer] : I've got it here. I've not got it on this one yet. Yeah, the BSB is 638060 and the account number is 16416120.

[27 minutes 32 seconds][Agent] : Yep, Yep, Yep, too easy. Thanks very much. As I mentioned, you can choose whatever day you'd like the payments to start. It's anywhere up from now to 30 days away. Like you've got a specific like cycle or a payday you want to line it up, which I can work around that. What date would suit you best at this stage?

[27 minutes 52 seconds][Customer] : Yeah, what date would what we on now? We're on the 18th today, aren't we?

[28 minutes 2 seconds][Agent] : Yep, today's the 18th. Yep.

[28 minutes 6 seconds][Customer] : Pardon. She's just said started from today.

[28 minutes 11 seconds][Agent] : OK, well, we're still going to cover you straight away, but this is just purely in regards to when you'd like the first payment to come out, so I'm happy to schedule it for today or if you had a preferred day, whatever.

[28 minutes 17 seconds][Customer] : Well, I think probably if you did it the first.

[28 minutes 22 seconds][Agent] : Yeah, sure.

[28 minutes 22 seconds][Customer] : It's easy to remember then.

[28 minutes 25 seconds][Agent] : Actually, I just realized the 1st is actually a Sunday. I could do the 2nd, 2nd of December, would that be all right?

[28 minutes 30 seconds][Customer] : Yeah, the second's cool. Yeah.

[28 minutes 31 seconds][Agent] : Yeah, perfect. That's two weeks from today. So you'll still be covered straight away, but you won't pay anything until the 2nd of December. Umm. So you basically have two weeks worth of cover, which we're not going to back charge you for. That'll give you a bit of time to review the policy as well. Just make sure you're happy with it all.

[28 minutes 37 seconds][Customer] : Yeah, that's the first 3 cover.

[28 minutes 45 seconds][Agent] : Now all I have, all I have to do, just get that finalized for you, uh, just read out a final declaration and then just ask for your agreement to it at the end. Then you'll be covered and I'll get that sent straight out.

[28 minutes 55 seconds][Customer] : Yeah.

[28 minutes 55 seconds][Agent] : Now while I read this out, if there's any part of it you need me to clarify or if you have any questions, please feel free just to stop being asked just for I generate this just to make sure I've captured your details correctly. So I have Craig Burton, date of birth 12th of March 1966 and you are a male Australian residents, is that all correct?

[29 minutes 12 seconds][Customer] : Yes.

[29 minutes 13 seconds][Agent] : Yep, perfect just to see. Thank you Craig Burton. Just a reminder, all our calls are recorded. It is important you understand the following information. I'll 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 Reeve Australasia Limited and we were referred to as Hanover. Hanover has an arrangement with Greenstone Financial Services and are referred to as GFS trading as real Insurance. To issue and arrange this insurance on its behalf. Hanover relies upon the information you're provided when assessing your application. That includes the information we initially collected from you to provide a quote. 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. I need to remind you of the duty to take reasonable care that you agreed to. Can you please confirm that you have answered all of our questions in accordance with your duty, yes or no?

[30 minutes 10 seconds][Customer] : Yes.

[30 minutes 10 seconds][Agent] : Thanks very much. We may from time to time provide offers to you by the communication method 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 or Craig Burton, a monthly amount insured of \$4000 with a waiting period of 30

days and the benefit period of six months. The monthly income benefit payable in the event of a claim may be less than the monthly amount insured as your income benefit isn't to 70% of your 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. By agreeing to this declaration, you agree to the non standard exclusions or loadings placed on your policy and you understand they will remain in place for the life of the policy. You may request for any of these alternative terms to be reviewed at any time by calling us. Your cover expires on December 2nd, 2031 at 12:00 AM. Your premium for your first year of cover is \$196.42 per fortnight. Your premium is a STEPS 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 by Hanover to GFS of between 37% and 51% to cover costs. Your premium will be debited from your nominated bank account in the name of Craig Burton which you'll authorise. The debit form and that provided to us the policy documentation. PDS and FSG 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. We 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 your 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 are sending you. OK, just two questions and I'll get that sent straight out for you. So it says do you understand and agree with the declaration, yes or no? Thanks very much. And before I send that out, would you like any other information about the insurance now or would you like me to read any part of the PDS to you, yes or no? Sure, Let's make sure that goes.

[32 minutes 32 seconds][Customer] : Yes, no, the on the only question is the 4000 a month, is that

taxed?

[32 minutes 49 seconds][Agent] : I believe it is subject to tax. So let me quickly double check that. So I only give you the wrong information because I believe it's viewed as part of your income. So maybe subject income taxes or just quickly double check that. I'll be one SEC Thanks.

[32 minutes 55 seconds][Customer] : Yeah, yeah. No worries.

[33 minutes 33 seconds][Agent] : Thank you so much for holding. Sorry for the delay. Just quickly double check with my manager. So yeah, he did say yes, the income protection, because it is replacing your income, it can be subject to tax. We actually don't take it out ourselves like when we pay out the claim. But when it comes to tax time, you may, yeah, you may be required to pay income tax on that, if that makes sense.

[33 minutes 34 seconds][Customer] : Yeah, yeah, yeah, he does. He does.

[33 minutes 54 seconds][Agent] : Yeah, yeah, yeah. OK, yeah, OK, sure. No worries. All good. All right, great. And I'll just make sure that goes through. So just to confirm the number I'm speaking to you on now ending in 783, Uh, that was your number.

[33 minutes 55 seconds][Customer] : He does enough daily, definitely, yeah.

[34 minutes 8 seconds][Agent] : Yep, that makes no worries. OK, well that has all been completed for you. So you are now covered with real income protection and that documentation will be with you shortly.

[34 minutes 17 seconds][Customer] : Brilliant.

[34 minutes 17 seconds][Agent] : Umm, is there anything else I can do for you while I've got you?

[34 minutes 19 seconds][Customer] : No, no, that's all sweet. All good.

[34 minutes 22 seconds][Agent] : Awesome. Too easy.

[34 minutes 23 seconds][Customer] : Happy date.

[34 minutes 23 seconds][Agent] : Look, uh, thanks so much for your time.

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

[34 minutes 24 seconds][Agent] : It's uh, yeah, you look after yourself. Have a good day.

[34 minutes 28 seconds][Customer] : I will do all. Thank you very much.

[34 minutes 29 seconds][Agent] : My pleasure. Cheers. Bye.

[34 minutes 30 seconds][Customer] : Bye. Bye.