

[0 seconds][Agent] : Thank you so much for your patience there. And I have Ashton on the line. He'll be able to assist you. Ashton, I'm confirming I've done the client's full name, date of birth, address, contact e-mail and policy tag. Thank you. Thanks for that, Ellen.

[13 seconds][Customer] : Thanks.

[13 seconds][Agent] : Hey, good morning, Jonathan. My name is Ashton. How are you? That's great to hear. So I hope you had a good weekend by the way.

[20 seconds][Customer] : So you said it was hot in Auckland, very hot. But you had a good weekend.

[28 seconds][Agent] : Good to hear, good to hear.

[30 seconds][Customer] : Looking forward for the break. But yeah.

[32 seconds][Agent] : I know, right?

[33 seconds][Customer] : So the life, the life insurance packages, what have you got?

[40 seconds][Agent] : Yeah. So I'll go through that for you here. So I'll just let you know. Calls are recorded and advice that providers limited to the products we offer and assisting you to make a decision about whether suitable for your needs. We do not consider your personal circumstances. And just to confirm as well. One last thing, your title is Mr. and you're a male New Zealand resident currently residing in New Zealand. Fantastic. So the life insurance, Jonathan, what we have here, it'll be as a lump sum payment that'll be paid out in full directly to your beneficiary, OK?

[1 minutes 1 seconds][Customer] : Yes, yes.

[1 minutes 13 seconds][Agent] : So with us, you can nominate up to five loved ones to receive the money. So Peace of Mind for yourself, it's not going to be paid towards any banks. Oregon lawyers, whoever you nominate, they will receive the money directly in the account.

[1 minutes 27 seconds][Customer] : OK.

[1 minutes 27 seconds][Agent] : OK Umm, And is that what you were thinking about? Leaving money behind for your family? Yeah, OK perfect. And was that anybody in particular in your family, like your wife, partner and the kids?

[1 minutes 34 seconds][Customer] : Yes, daughters.

[1 minutes 44 seconds][Agent] : Your daughters are great.

[1 minutes 49 seconds][Customer] : I have four daughters.

[1 minutes 45 seconds][Agent] : How many daughters you, umm, you have four daughters are fantastic. Great to hear. So they can all be a part, umm, on your beneficiary, OK, Now what we provide you with here, umm, Jonathan, is a lump sum payment, umm, Now the benefits that we include, it covers you for death, terminal illness as well as a funeral advance payout, OK? So these three benefits are included under the one premium with us.

[2 minutes 21 seconds][Customer] : OK.

[2 minutes 19 seconds][Agent] : OK, so you have that Peace of Mind. What I'll do for you next is I'll go through and open up some pricing for you so we can work out a level of cover and let me know what you find that's comfortable.

[2 minutes 33 seconds][Customer] : Yes.

[2 minutes 31 seconds][Agent] : OK, now I just want to confirm, firstly, your smoking status said you had a cigarette in the last 12 months. So I did just, I just missed that. Oh, was that a yes or no?

[2 minutes 41 seconds][Customer] : No, no, no. Sorry.

[2 minutes 48 seconds][Agent] : Oh, great. Yeah, no problem at all. All right, now with the level of cover you can select from, I'll just bring this up for you. OK, so let's have a look for you here. All right, so we've got the life insurance. So the level of cover that you can be able to slip from it starts at \$100,000 as the minimum, and it goes up to a maximum for yourself of \$1 million. Jonathan, OK, what would you like me to quote you want first? Yeah, 200,000. Let's have a look at that first. So if you start at the 200,000, so that'll be \$32 and \$0.51 per fortnight.

[3 minutes 27 seconds][Customer] : Quote, quote, quote, quote 200, Yeah, yeah, it's pardon.

[3 minutes 51 seconds][Agent] : So that's for the 200,000, are you? Yep. If we look at 400,000, so that'll be \$58.86 per fortnight and \$0.86 per fortnight. Yeah, if we look in between that at 300,000. All right, so for 300,000, it'll be \$45.68 per fortnight.

[3 minutes 55 seconds][Customer] : And and then 400, \$58, about 300, yeah, that's a, that's a \$45.

[4 minutes 37 seconds][Agent] : Yeah, OK. Let's keep it at the 300,000 now to let you know in the

future if your circumstances change, you can apply to adjust your cover. So you can apply to increase your policy due to eligibility. You can also apply to reduce your cover down. OK. So you have the flexibility with us moving forward. We understand circumstances change. So that's wanted to obviously inform you of that depending on what works best for you moving forward. OK, now what I'll do for you next here, Jonathan is very simple. We'll go through and double check the eligibility.

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

[5 minutes 16 seconds][Agent] : Now we do this over the phone, very simple process, just answering yes or no to the questions for you. I'll let you know at the end what the outcome is, if there's any changes to the cover or the price. And then we'll go through and get that organized for you and I'll explain how those benefits work in detail. OK, now which firstly, a pre underwriting disclosure. So I'll just bring this up for you here one second. OK, great. So it just reads here. Please beware. 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 may share to other service providers for the purpose of administering your policy or handling claims. A privacy policy tells you more, including how to access and correct your information and lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure before you enter into life insurance contract. You have a legal duty to provide to us any information you know or could reasonably be expected to know, which may affect our decision to ensure you and on what terms. You do not need to tell us things that we already know or should know as an insurer or which reduces the risk we insure you have this beauty until the time you intend to the contract. If you fail to disclose a matter or make a false statement, you answer our questions. We may be able to be kind of claim impose new conditions on your policy. Oh, sorry, my must my policy. Sorry there Joe, I'll just go back to that for you. I just missed the area here.

[6 minutes 59 seconds][Customer] : None.

[6 minutes 57 seconds][Agent] : Just read the last paragraph again. OK, so just confirming here. I also need to inform you about your duty of disclosure. Before you enter a life insurance contract, you have a legal duty to provide to us any information you know what could reasonably be expected

to know which may affect that decision. To ensure you end on what terms you do not need to tell us things that we already know or should know as an insurer or which reduce the risk. We ensure you have this duty until the time you enter into the contract. If you fail to disclose a matter or make a false statement they ask or questions, we may be able to become a claim, impose new conditions on your policy or avoid your policy entirely. Do you understand this? Yes or no? Great. So the first question here is confirming are you a citizen or permanent resident of New Zealand or Australia? Sorry. Or a citizen of Australia currently residing in New Zealand, yes or no?

[7 minutes 36 seconds][Customer] : Yes, say that again.

[7 minutes 51 seconds][Agent] : Yep. So just asking, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand, yes or no?

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

[8 minutes 3 seconds][Agent] : Perfect. Have you ever had symptoms of being diagnosed with a, treated for, or intend to seek medical advice for any of the following stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina? Yes or no? Great to hear. Lung disorder excluding asthma, sleep apnea or pneumonia? Yes or no.

[8 minutes 22 seconds][Customer] : No, no, no, no, no.

[8 minutes 32 seconds][Agent] : Cancer or leukemia, excluding skin cancer, kidney disorder, hepatitis or any disorder of the liver.

[8 minutes 47 seconds][Customer] : That's OK. Yes, Yes.

[8 minutes 48 seconds][Agent] : This one's asking hepatitis or any disorder of the liver, yes or no, And then it's confirming as a drop down. Will you require a transplant in the future? Yes or no? Great to hear. Based on your response, please answer yes or no for each of the following. Hepatitis, yes or no?

[9 minutes 3 seconds][Customer] : No, Yes.

[9 minutes 16 seconds][Agent] : And then for the hepatitis, it's confirming what type of hepatitis have you had or currently suffering from? So we've got the A Oh, sorry, go ahead. B Thank you for that. OK, so we can capture it as B for you. Great. So it's capturing the hepatitis then it's just confirming

again a different area. Cirrhosis or fibrosis, yes or no? Is the liver disorder related to alcohol? Yes or no?

[9 minutes 43 seconds][Customer] : No, it's delivered with quality alcohol. No, Yeah, yeah.

[9 minutes 56 seconds][Agent] : Great, great to hear. Is a disorder Gilbert syndrome, yes or no? Thank you. Right, so with capture in that now we can move on to a new question it's asking next anxiety, depression or stress required medical treatment or any other mental health disorder, yes or no. Have you been diagnosed with or currently undergoing testing for or as a doctor advised you to be tested for most a new one disease or any form of dementia including Alzheimer's disease, yes or no?

[9 minutes 57 seconds][Customer] : No, no, no, no.

[10 minutes 33 seconds][Agent] : Great to hear. OK, perfect. Well, that's all the questions that we need to go through for the application there, Jonathan. So thanks a lot for that. Nice and quick and easy. Let's have a look at the results for you here. OK, so the results have come back immediately. Great news for yourself. You have been approved for the life insurance policy, Jonathan. Jonathan, so big congratulations to you. OK, no problem. Now I want to let you know and explain in regards to, umm, the outcome here. Now you mentioned hepatitis, so I just want to make it nice and clear for you. So for the hepatitis, you have that Peace of Mind that that is covered, OK? So we've captured that in the application and you have that support with us for the hepatitis.

[11 minutes 10 seconds][Customer] : Yep, OK.

[11 minutes 21 seconds][Agent] : OK, Just so you're aware now it goes through the benefits for you here and explain how that works. Umm, so you have the understanding of how it supports, as you mentioned, your kids. Now, please be aware that your premium is stepped, which means it'll generally increase each year. In addition, this policy has automatic indexation, which means each year your benefit amount will increase by 2%, associated increases in premium. You can of course opt out of this indexation each year now. The first benefit included for yourself here Jonathan, is the support for death. How this works is for the 1st 12 months you will be covered for accidental death. Only. After 12 months you will be covered for death due to any cause. However, suicide is not

covered in the 1st 13 months of the policy. So providing for you that support for death that'll be paid up in short amount in full and your beneficiary, your kids can receive that full lump sum. OK, now what we also provide you with here is a living benefit. OK, so that works here is it's umm, a terminally in advanced payment, which means after holding your policy for 12 months, if you are first, so if you were diagnosed with 12 months or less delivered by a medical practitioner, we can pay your claim out in full. So with this benefit, Jonathan, you can receive the money yourself whilst alive that can be paid out in full. You can even use that money to support medical expenses, treatment costs, OK? That way you don't have to use your own money.

[11 minutes 58 seconds][Customer] : Yeah, yeah, yeah, yeah.

[13 minutes 5 seconds][Agent] : If let's say you use the money towards medical expenses or treatment and you get better or you live longer than the 12 months, you get to keep that money in full. You don't have to pay anything back. OK, so that's for the term of your list. And then lastly, what we provide here is a, umm, funeral benefit. So when you pass away, your kids can request an advance payout of \$10,000 to help with any funeral costs. So those three benefits, Jonathan, is all included in the cover. Does that all make sense?

[13 minutes 41 seconds][Customer] : Yeah.

[13 minutes 42 seconds][Agent] : Yep, fantastic. Now like I mentioned, you had the great news that the application for the life insurance has been approved subject to the following terms and conditions. So we are able to offer you a benefit amount of \$50,000 to \$100,000 with a policy term of 20 years. So there has been a change, Jonathan, in the level of cover and premium. The reason for the change is based on the hepatitis, OK. But like I mentioned earlier, the hepatitis has not been excluded. You are still covered for that, just so you're aware. OK. So the maximum we can offer for you now is a cover of 100,000. So that's providing you with the three benefits still all included and that's a premium of \$56.47 per fortnight. Are you still comfortable with that, Jonathan? So all up it's \$56.47 per fortnight.

[14 minutes 39 seconds][Customer] : So that's all I thought now, yes.

[14 minutes 49 seconds][Agent] : Now what was that order? So we can go ahead now and get that

organized for you. Now I'll just did you know the process you can nominate the preferred payment date or whatever you're comfortable with that'll be paid, that'll be deducted on that particular date only. OK, all the documentation will be sent out to your e-mail that you will receive today and also a hard copy document sent out to your post.

[15 minutes 7 seconds][Customer] : Yeah, it's good.

[15 minutes 15 seconds][Agent] : OK, now your contact number I've got is 02108930577 and your home address and postal address, are they the same?

[15 minutes 31 seconds][Customer] : Yeah.

[15 minutes 33 seconds][Agent] : And that's in Slapbush.

[15 minutes 31 seconds][Customer] : 2 Hollymoor Drive, Letridge.

[15 minutes 36 seconds][Agent] : Fantastic. Your e-mail I've got here is your last name, so is it pronounced as Mickey?

[15 minutes 45 seconds][Customer] : Yes, right.

[15 minutes 46 seconds][Agent] : Jonathan1974@gmail.com OK, fantastic. Now with the payment date here, Jonathan, what day works best for you?

[15 minutes 59 seconds][Customer] : We have to read that for Friday, maybe Friday, maybe, yeah.

[15 minutes 57 seconds][Agent] : So you said Friday, did you say yeah, we can do it Friday for you? So the earliest we can do is this Friday coming up the 20th. Does that work for you or different? Friday?

[16 minutes 16 seconds][Customer] : This Friday. What's this Friday? What's your date say?

[16 minutes 17 seconds][Agent] : Yeah, that's the 20th.

[16 minutes 22 seconds][Customer] : No, it has to be this Friday.

[16 minutes 23 seconds][Agent] : Yeah, we can do next Friday, the 27th, no problem.

[16 minutes 26 seconds][Customer] : Yeah.

[16 minutes 27 seconds][Agent] : And then for the payment method, we can note down using direct debit with an account number or we can use your Visa or MasterCard. What would you prefer?

[16 minutes 37 seconds][Customer] : For today.

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

[16 minutes 41 seconds][Customer] : For today. What can I do? What did you say the options are?

[16 minutes 47 seconds][Agent] : So we can either do a direct debit with your account number, or we can use your Visa or MasterCard, whatever you prefer, no problem. And now I'll just grab the account number there. If you've got to bring that up on your phone. Let me know when you're ready.

[17 minutes 8 seconds][Customer] : OK.

[17 minutes 11 seconds][Agent] : You take your time. Yep, Yep, Yep, Yep. And I've got that as Bank of New Zealand, and that's just under your full name.

[17 minutes 24 seconds][Customer] : OK 02 010108 0641 364 000 both of these are increased, yes.

[17 minutes 54 seconds][Agent] : Now when using the account number, just to confirm, do you have authority to operate this bank account alone and do not need to jointly authorize debits? Is that all correct?

[18 minutes 5 seconds][Customer] : Correct.

[18 minutes 6 seconds][Agent] : Happy to set up a direct Debit authority without signing a form, is that correct?

[18 minutes 12 seconds][Customer] : Correct.

[18 minutes 13 seconds][Agent] : Have you canceled a direct debit authority for one choice with Panico Life as the initiator in the last nine months on the account you are providing?

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

[18 minutes 23 seconds][Agent] : Yes or no, Thank you. You agree. This authority is subject to the terms and conditions relating to the bank account provided and the specific direct debit terms and conditions that relate to this authority. You authorize your bank to allow clinical life to ease, initiate a four one choice to direct debit this account in accordance with these terms and conditions. You agree to this.

[18 minutes 46 seconds][Customer] : Yes, yes.

[18 minutes 48 seconds][Agent] : I'll reach out now the declaration for you here, Jonathan, that just reads here. Thank you, Jonathan.

[18 minutes 57 seconds][Customer] : *****.

[18 minutes 54 seconds][Agent] : And is it your middle name, Horn, Horn or Horn? There we are.

[18 minutes 59 seconds][Customer] : *****.

[19 minutes][Agent] : Thank you, Jonathan Horn.

[19 minutes 3 seconds][Customer] : Yeah.

[19 minutes 1 seconds][Agent] : Mickey, it is important you understand the following information. I will ask your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One Choice life insurance is issued by Political Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle has an agreement with Intern Financial Services in the Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. GFX is licensed by the Financial Markets Authority to provide a financial advice service. The advice you provided to you is limited to assisting you to make a decision about whether One Choice Life Insurance is suitable for your needs on the basis of the information you provided to us about your general circumstances. When providing this advice, you've not considered your specific financial needs or goals, or considered any other insurance products or services. We'll verify that you understand the cover and that you consider that the premiums are affordable. We'll send you a copy of our Financial Advice Disclosure Statement which sets out more information which can assist you to decide whether to act on any advice we provide. Can you please confirm that you understand and agree to this yes or no?

[20 minutes 5 seconds][Customer] : This one, yes.

[20 minutes 6 seconds][Agent] : Thank you. Your answer to the application questions of any related documents from the basis of your contract of insurance and Pinnacle relies upon the information you're provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you've answered all of our questions in accordance with your duty of disclosure, Yes or no?

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

[20 minutes 29 seconds][Agent] : We may from time to time provide offers to you via the

communication methods you're provided to us in relation to other products and services. By going to this declaration, you consent to be contacted by us in relation to other products and services. You can opt out of this at any time by contacting us. The accepted cover pays a lump sum benefit amount of the following. Jonathan Honey Mickey receives \$100,000 in the event of life insurance. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. In the 1st 12 months, your policy is in force. A death benefit is paid only in the event of accidental death. Your cover ends on December 2020. Sixth 2040 four 12:00 AM. Your premium for the first day of cover is \$56.47 per fortnight. Your premium is that, which means it'll be calculated each policy and the first win term annual generally increase each year. The sum insured also increase automatically by 2% each year and you can opt out of this. Included in your premium is an amount payable to GFS of between 12% and 53% of each premium. Your premium will be deducted in accordance with the authority provided to us. AM Best is weighted Pinnacle with AB plus financial strength good and triple B minus issue of credit rating with an outlook cost table. You can read more about these ratings on the website and in your policy documentation. The policy documentation, Jonathan will be mailed to you and if you have provided us with an e-mail address, will also be emailed to you today. You should carefully consider these documents to ensure the product which you needs. You have a 30 day cooling off. During which you may cancel your policy and any premium you may have paid will be refunded in full unless you have lodged the claim. And the last two questions, do you understand and agree with the declaration, yes or no? Would you like any other information now or would you like me to read any part of the policy document to you? Yes or no? No problem at all, Jonathan. So big congratulations to you. That's all done for the life insurance. OK. Now, just to let you know as well, so we do also have another policy here, which is a funeral insurance policy. OK?

[22 minutes 14 seconds][Customer] : It's no OK insurance company.

[22 minutes 41 seconds][Agent] : Umm, Oh no, I was saying we have another insurance that we offer, which is a funeral cover. OK, umm, the funeral insurance that we provide here, umm, there's no medical checks required, acceptance is guaranteed. Umm, what I can do as well as I can bring up, umm, a quick price for you to show you what that'll look like as well if you like.

[23 minutes 3 seconds][Customer] : Can I, can I come back to you? I just got a phone call online.

[23 minutes 6 seconds][Agent] : Yeah, no, that's fine. You let us know and then we can always touch base with the funeral.

[23 minutes 10 seconds][Customer] : Yeah, OK.