

[2 seconds][Customer] : Hello.

[4 seconds][Agent] : Hi, Lena, it's Jack calling from Montrose Insurance. How are you today?

[2 seconds][Customer] : From from where? Sorry. Oh, alright.

[10 seconds][Agent] : I'm calling from One Choice Insurance without the inquiry you put through for your life insurance. Yep. Well, just so we can do this call here. Lena. I'll confirm your full name was Lena Corene. Yeah, I just need your first name and surname. Was that your first and surname?

[15 seconds][Customer] : Yep, Yep, that's not my full name, but Yep, Yep, that's my first and surname, yeah.

[31 seconds][Agent] : Yep, all good. And your date of birth? That was the 11th of the 4th 1969. Sorry, was that a yes? Yes, I can also just confirm that you are a female New Zealander and currently residing in New Zealand.

[39 seconds][Customer] : Yes, yes, I am.

[47 seconds][Agent] : Yes. And you know what was your preferred title like? Missus Miss Doctor Miss.

[52 seconds][Customer] : No, no.

[53 seconds][Agent] : All good. And just Please note all calls are recorded. Any advice that provide is limited to the products we offer and assisting you to make a decision about whether they are suitable for your needs. We do not consider your personal circumstances. Umm, they'd also just confirm your e-mail was TALULUGAL gmail.com. Yep, so that was correct. Yep, all good. So I'll get this one noted out for you now.

[1 minutes 18 seconds][Customer] : Yes, I just want to quote. I don't, I don't need anything loaded. I don't want you to hold my details. I would just like a quote.

[1 minutes 24 seconds][Agent] : Alright, well, look, Yep. So to give you a final quote, I do actually have to take you through a series of health and lifestyle questions because that does determine the final premium and terms of the policy. Umm, I'll, I'll take you through a bit of an indicative quote before we go through those questions, but just before we go through that later, just so I can have a better understanding of what sort of sparked interest. Are you new to life insurance? Are you new to

life? Are you new to life insurance or do you have something in place at the moment?

[1 minutes 56 seconds][Customer] : That's sort of sorry I do something in place, but that's work. Work wise.

[2 minutes 6 seconds][Agent] : Well, it says work cover at the moment. Umm, so you're wanting to get your, your own sort of cover. Yeah, right. OK. Umm, is this, is this something you've been thinking about for a while now or has it more recently popped up?

[2 minutes 9 seconds][Customer] : Yeah, no, it's OK. Thank you for a while. So I'm just having that sometimes.

[2 minutes 25 seconds][Agent] : Yeah, not fair enough. I'm sorry. If you've been thinking about it for a while now, let's talk to the sudden interest. You inquire now.

[2 minutes 33 seconds][Customer] : Because I've just checked so I didn't know I had to go until I need the explanation of why I was doing it.

[2 minutes 40 seconds][Agent] : OK, all good. I was just asking so I could have a better understanding. All good. Lena. I'll quickly run you through some main features and benefits of our cover. Then I'll take you through pricing. If you have any questions for me along the way, just stop me and let me know, OK? Alright, so our life insurance, it's designed to provide financial protection for your family, do a lump sum payment if you were to pass away. Uh, this benefit could be used to help maintain their lifestyle by helping them pay off, uh, mortgages, loans, bills, uh, basically any costs involved in raising a family. Basically, it's just there to give you that Peace of Mind that if something happened to you, your family has that financial security. Now, you know, you can nominate up to five beneficiaries to receive this amount and they can also request an advance payout of \$10,000. And that's to help with funeral costs, but also any other final expenses at the time as well, like unpaid bills, for example. So we're not going to dictate how they'd spend that money. And there is also a terminally ill advanced payout included in the cover as well.

[3 minutes 51 seconds][Customer] : So what was it? Sorry.

[3 minutes 51 seconds][Agent] : Now there is also a terminally ill advanced payer included in the cover as well. So Lena, would you keep that nice and simple for you? Everything is done over the

phone. There's no forms to fill in medical checks or blood tests to complete. Again, I just have to take you through a series of health and lifestyle questions and determine the final pricing and terms of the policy. So before we go through those questions to get that final pricing to yourself, we'll go through a bit of a indicative quote first.

[4 minutes 18 seconds][Customer] : OK, no.

[4 minutes 26 seconds][Agent] : So just starting off, have you had a cigarette in the last 12 months ready? Alright. Uh, so just keeping in mind you can choose cover from \$100,000 up to \$750,000. Uh, what benefit and that did you want to look at first? Yes.

[4 minutes 49 seconds][Customer] : And what was it, Sir? Sorry, I'm I'm working from home at the same time. So what was that you could do?

[4 minutes 54 seconds][Agent] : OK, so you can choose cover from \$100,000 up to \$750,000. So what benefit and that did you want to look at first?

[5 minutes 5 seconds][Customer] : Can I have a look at it? Let's have a look at the top.

[5 minutes 17 seconds][Agent] : Yep. Alright, so for \$750,000 of cover, you're looking at an indicative payment of \$155.10 per fortnight. How is that sounding for yourself? Yeah, so in terms of coverage and affordability, how is that one sounding for yourself so far? Let me know.

[5 minutes 40 seconds][Customer] : Yeah, not bad.

[5 minutes 42 seconds][Agent] : Yeah, cool.

[5 minutes 42 seconds][Customer] : So, so that covers for.

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

[5 minutes 46 seconds][Customer] : So that covers for sure.

[5 minutes 50 seconds][Agent] : So we'll we'll get into what so we'll get into what that covers. But again, we do have to take you through those health and lifestyle questions such as just to determine the final premium and terms of the policy.

[6 minutes 2 seconds][Customer] : Sure.

[6 minutes 2 seconds][Agent] : So we'll go through those questions. Now just before I do that I do need to read you out a pre underwriting disclosure and I'll need a yes or no for that one. So every

please be on. All 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 with other service providers for the purpose of administering your policy or handling claims. Our privacy policy tells you more, including how to access and collect your information and lodge complaints about breaches of privacy. I also need to inform you about your duty of disclosure before you enter into a 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 end 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 duty until the time we enter into the contract. If you fail to disclose a matter or you make a false statement in answer to our questions, we may be able to decline a claim, impose new conditions on your policy, or avoid your policy entirely. Do you understand yes or no? It's all good. All right. And then now just for these health and lifestyle questions, I do need clear yeses and Nos as well. So just starting off, are you a citizen or permanent resident of New Zealand or a citizen of Australia currently residing in New Zealand? Yes or no?

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

[7 minutes 37 seconds][Agent] : Yes. Have you ever had symptoms of, been diagnosed with or treated for, or intend to seek many advice for any of the following stroke or heart conditions such as been unlimited 2 palpitations, heart murmur, heart attack and angina. Lung disorder excluding asthma, sleep apnea or pneumonia, Cancer or leukemia excluding skin cancer, kidney disorder, hepatitis or any disorder on the liver. Anxiety, depression or stress requiring medical treatment, or any other mental health disorder.

[7 minutes 55 seconds][Customer] : No, no, no, no, no, no.

[8 minutes 22 seconds][Agent] : Have you been diagnosed with or currently undergoing testing for or has a doctor advised you to be tested for motor neuron disease or any form of dementia including Alzheimer's disease?

[8 minutes 35 seconds][Customer] : No.

[8 minutes 36 seconds][Agent] : All right, well, the next section is in relation to your height and weight. Please be aware that I am required to obtain a confident single figure measurement for each in order to continue with the application. The system does not allow me to enter any approximate figures, words or height and weight ranges. So just starting off, what is your exact height? So we can either do centimeters or feet and inches. Yep. So 5 feet, 3 inches, Yep, all good. And what was your, what is your weight? Mm Hmm.

[8 minutes 57 seconds][Customer] : Oh, it's in centimetres or OK 5/3 yeah, right.

[9 minutes 17 seconds][Agent] : Umm.

[9 minutes 16 seconds][Customer] : Can I just ask why does weight matter?

[9 minutes 20 seconds][Agent] : So it really it's just one of the questions we do have to ask for the, uh, for the health and lifestyle questions here. Really not too sure why, but it is just one of the questions we do have to ask.

[9 minutes 33 seconds][Customer] : You know what I mean by it's a like, OK, 106 KGS.

[9 minutes 42 seconds][Agent] : Oh good. 106 KGS. Alrighty. And have you experienced any unexplained weight loss of more than 10 KG in the last 12 months? No, don't we all wish we had so unexplained weight loss?

[9 minutes 54 seconds][Customer] : Oh, that's but no, yeah, Christmas just been so yeah.

[10 minutes 4 seconds][Agent] : All righty. All right. Next question. Does your work require you to go underground? Work at heights above 20 meters, dive to depths below 40 meters, use explosives or travel to areas experiencing war or civil unrest, or work offshore.

[10 minutes 24 seconds][Customer] : I'm gonna say no to that one.

[10 minutes 26 seconds][Agent] : No, to the best of your knowledge. Are you infected with or are you in a high risk category 4 contracting HIV which causes AIDS. Do you have definite plans to travel or reside outside New Zealand for example, booked or will be booking travel within the next 12 months? Yes, all good. And that was definite plans.

[10 minutes 27 seconds][Customer] : Yeah, no, yes, yeah, I'm just fine. 2 days.

[10 minutes 56 seconds][Agent] : Oh, you're fine. Two days, where are you going?

[10 minutes 59 seconds][Customer] : I'm going to Surrey Garland.

[11 minutes 2 seconds][Agent] : Oh, yeah, OK, all good. So I just have a follow up questions. Which country or countries do you intend to travel or to or reside in?

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

[11 minutes 15 seconds][Agent] : So could you repeat that?

[11 minutes 16 seconds][Customer] : Fiji.

[11 minutes 17 seconds][Agent] : Fiji. Yeah, all good already. And will you be overseas for longer than three consecutive months? OK, all good that we always she had a three month holiday.

[11 minutes 28 seconds][Customer] : No, Yeah.

[11 minutes 35 seconds][Agent] : All right, next question, Do you have existing life insurance policies with other life insurance companies with a combined total sum of short of more than \$5 million?

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

[11 minutes 46 seconds][Agent] : No, All right. Have you ever had symptoms of, been diagnosed with or treated for or intend to seek medical advice for any of the following diabetes raised blood sugar, impaired glucose tolerance or impaired fasting glucose?

[12 minutes 3 seconds][Customer] : What was the second one?

[12 minutes 5 seconds][Agent] : Diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose.

[12 minutes 4 seconds][Customer] : Sorry, no.

[12 minutes 15 seconds][Agent] : Does it know?

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

[12 minutes 17 seconds][Agent] : OK, so chest pain, high cholesterol or high blood pressure? Yep, all good.

[12 minutes 23 seconds][Customer] : Cholesterol and high blood pressure, no.

[12 minutes 27 seconds][Agent] : So based on your response, please answer yes or no for each of the following chest pain, no high cholesterol, we'll pop that down as a yes. Have you ever had a cholesterol blood test with a result greater than or equal to 7.0 millibles per liter? No.

[12 minutes 46 seconds][Customer] : Oh no, no, I'm talking, I'm talking 5.1.

[12 minutes 52 seconds][Agent] : Yeah. Oh, good. Next question. The high blood pressure that excludes during pregnant pregnancy where the blood pressure returns to normal after the birth.

[13 minutes 4 seconds][Customer] : Sorry.

[13 minutes 5 seconds][Agent] : So the next one is a high blood pressure, but that excludes during pregnancy where the blood pressure returns to normal after the after birth. Is that a yes?

[13 minutes 14 seconds][Customer] : So are you saying if I had high blood pressure I'm gonna say yes?

[13 minutes 18 seconds][Agent] : Yes. OK, Well good. Is your high blood pressure caused by heart disease or kidney disease? Have you been prescribed medication to treat this condition?

[13 minutes 26 seconds][Customer] : No, yes.

[13 minutes 34 seconds][Agent] : Yes. Well good. Did treatment commence within the last three months? Have you had your blood pressure checked in the past six months by your GP? Yes. Were you told by your doctor that your blood pressure has returned to within normal range the last time you had it checked?

[13 minutes 40 seconds][Customer] : No, yes, no, they just take it to monitor it.

[13 minutes 55 seconds][Agent] : OK, all good. Do you know what your blood pressure rating was when it was last checked? Yep, all good.

[14 minutes 12 seconds][Customer] : I actually can't recall, so I know.

[14 minutes 19 seconds][Agent] : So you're not too sure on that one?

[14 minutes 17 seconds][Customer] : Yeah, no.

[14 minutes 22 seconds][Agent] : OK, all good. Did you happen to have any emails from the doctor or paperwork that would that you'd be able to see it on? OK, all good.

[14 minutes 31 seconds][Customer] : No, no, not Yeah, I, I not that I can access or any well, I can access emails, but I don't, yeah, they don't send you emails or anything.

[14 minutes 43 seconds][Agent] : OK, no, all good. All good then. Alrighty, sorry, one second. My system's just processing on me. All right, Lena, well, I've got some good news for yourself. You have

been approved for cover, but it is subject to the following terms and conditions. We are able to offer you a benefit amount of \$50,000 to \$100,000 with a policy term of 20 years. Now just to give you an indication, the \$400,000 of life cover, that's a premium of \$62.09 per fortnight. Now with this cover for the 1st 12 months you will be covered for accidental death. Only after 12 months you'll be covered for death due to any cause. However, suicide is not covered in the 1st 13 months of the policy and there is a terminally ill advanced payment included in the cover as well. So after holding your policy for 12 months, if you were diagnosed with 12 months or less to live by a medical practitioner, Lena would also pay your cover in full to help with medical costs and things like that as well. Now, your beneficiaries that will still be able to request a funeral advance payout of \$10,000 to help with those immediate final costs like funeral expenses, unpaid bills, things like that. Now, Lena, just please be aware that your premium is stepped, which means it will generally increase each year. In addition, this policy has automatic indexation, which means each year your benefit amount will increase by 2% with associated increases in premium. But you can opt out of this indexation each year as well. So Lena, the newcomer we've got for yourself, that was \$100,000 of cover for a premium of \$62.09 per fortnight. And in terms of coverage and affordability, how is this new cover sounding for yourself?

[16 minutes 48 seconds][Customer] : So, so how much did you say this would be for?

[16 minutes 51 seconds][Agent] : For \$100,000 of cover.

[16 minutes 57 seconds][Customer] : And when you say after 12 months I'd be entitled to increase it by 2%, what does that then go up to?

[17 minutes 6 seconds][Agent] : So that's your automatic indexation. So your benefit amount will increase by 2% with associated increases of premium. You can opt out of that as well. So after that 12 month period, it would go up to \$102,000. Yeah. And then from there, year on year, it will increase by 2%. Yep. So it's let me just get it back \$62.00 and cents per fortnight. So in terms of coverage and affordability there, Lena, how is that sounding?

[17 minutes 24 seconds][Customer] : 102,000 and you said that that's \$62.00 a fortnight. Yeah, I'm still as you can appreciate, I'm still shopping around policy. So yeah, that that would be affordable, right.

[18 minutes 5 seconds][Agent] : Good.

[18 minutes 2 seconds][Customer] : Wasn't aware that 100,000 words, there's gonna be the limit on it and then sort of stuff.

[18 minutes 10 seconds][Agent] : Yeah. No, that's understandable there. So the coverage amount, was that still sounding like a suitable amount for yourself?

[18 minutes 18 seconds][Customer] : Yep. Well, I thought I'd, yeah, I sort of thought that you could actually ask for it and then it'd be assessed based on saying, I didn't realise that it was something that you guys would dictate what that looked like in terms of coverage.

[18 minutes 20 seconds][Agent] : OK, Yeah, yeah, yeah, no, that's understandable. But Lena, if so, if the coverage and affordability were still sounding pretty good to yourself, what's holding you back at the moment?

[18 minutes 50 seconds][Customer] : Well, because I'm still flipping around, mate.

[18 minutes 53 seconds][Agent] : OK, no, that's understandable.

[18 minutes 55 seconds][Customer] : Yeah. I mean, it's like, it's like a car, right? You go to a car, yet you go to one car, yet you might, you know? So yeah, I'm actually looking around. So it's not a, to me. There's a question there. It's almost like, yeah. Yep.

[18 minutes 56 seconds][Agent] : Well, OK, well, you know what I'll do for now is I'll send you through a quote to your e-mail. I do have another option as well if you are liking the sound of our cover. Another option is to set up the policy with cover commencing today. That way what I can actually do for you is send you out all of your tailored policy documents to your e-mail. So you can kind of go through the policy in a bit more detail, see if everything is the way you want it to be. Now, if you find something you don't like, there's no locking contracts. You just call us back and I'll have it canceled. Now, Lena, to get that organized for you, I would need to collect payment details, but no money gets taken from you today. You can select a date that's suited for yourself to give you that time to make that decision. But this way you have access to those tailored policy documents and you're actually covered while you're making your decision. Does that sound like a suitable option for yourself?

[20 minutes 6 seconds][Customer] : No, I appreciate, I do apologise, appreciate your offer.

[20 minutes 19 seconds][Agent] : Yeah. Now that's understandable.

[20 minutes 10 seconds][Customer] : However, on this on this occasion, I will be so as you can appreciate something around to to see what I yeah.

[20 minutes 21 seconds][Agent] : That's understandable. And well, as your cover has been approved, what I'll do is I'll e-mail you your policy schedule for the \$100,000 of cover. So that one is actually pending activation. So with this e-mail, you'll receive the health and lifestyle application questions and your responses. So you can go to this e-mail and review everything we've discussed today. And after you've done your bit of shopping around, if you find this is a suitable one for yourself, you can activate the policy yourself by clicking the Buy Now button. Your post code.

[20 minutes 57 seconds][Customer] : Sorry you're you're actually breaking up.

[21 minutes 2 seconds][Agent] : Yep. So I'll send you out your yeah.

[21 minutes 4 seconds][Customer] : I I totally missed that last part Cos it actually breaks it up.

[21 minutes 9 seconds][Agent] : Oh, good. So what I'll do is I'll send you out your policy schedule, \$100,000 of cover. So that's pending activation. With this policy schedule, you'll receive the health and lifestyle application questions and your responses to them. So you can go into this e-mail, I review everything we've discussed today and after you've done your bit of shopping around, you can activate the policy yourself by clicking the Buy Now button. Just to send you out this e-mail though, I would have to send you, I would have to note down your address. So starting off with your post code 5, 622. And what was the suburb of that one? Bayswater. Yep. And what was your street address?

[21 minutes 47 seconds][Customer] : So 0622 Bayswater, Kristen Ave.

[22 minutes 2 seconds][Agent] : Yep. What number was it? One Preston Ave. Yeah. So that's one Preston Ave. Belmont Auckland, 0622. Yep. So was that was that a yes? Yep. And was that the same as your postal address as well? You get your mail. All right. No worries. All right, So what I'll do is I'll send you out that policy schedule.

[22 minutes 4 seconds][Customer] : number #1 yes, yes, yeah. So I've got, I've got, Yeah, sorry. I've got a call that I need to take.

[22 minutes 31 seconds][Agent] : Now, you know that that e-mail, I Yeah.

[22 minutes 39 seconds][Customer] : Sorry. Yep.

[22 minutes 39 seconds][Agent] : OK, well, I'll let you know that e-mail is password protected and that password is your date of birth.

[22 minutes 45 seconds][Customer] : OK, cool.

[22 minutes 46 seconds][Agent] : All right, no worries. Bye.

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