

[15 seconds][Agent] : None.

[20 seconds][Customer] : Hello, Thanks, buddy.

[22 seconds][Agent] : Hi Peter, this is Kevin calling from Real Insurance.

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

[25 seconds][Agent] : Peter, I'm calling because I've received a quote request for you for our income protection insurance and was just looking to run through some processing information with you to see if that's suitable.

[34 seconds][Customer] : Yes.

[35 seconds][Agent] : If I could just confirm I do have the right Peter. I've got the your name listed as Peter Kojewski. Kojewski. Sorry, is that how you pronounce it?

[41 seconds][Customer] : TST. Yep.

[43 seconds][Agent] : Help me with the pronunciation. Sorry, Chesky. Thank you.

[46 seconds][Customer] : TST TST.

[49 seconds][Agent] : So, KAJEWSKI, is that correct?

[49 seconds][Customer] : Yeah, that's correct, mate.

[54 seconds][Agent] : Yep.

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

[55 seconds][Agent] : Kieski, I'm probably saying that terribly. I'm sorry. I've got it wrong.

[59 seconds][Customer] : No, no, you're alright. Nah.

[59 seconds][Agent] : Not you.

[1 minutes][Customer] : It's It's the last name I've had to pronounce a lot over my lot.

[1 minutes 4 seconds][Agent] : Yeah, got you.

[1 minutes 9 seconds][Customer] : Yes, correct.

[1 minutes 5 seconds][Agent] : Peter, your date of birth is the 25th of the 10th, 1985 and you're a male Australian resident. Very good. And you have shared an e-mail thatsjustcrp.contracting@outlook.com.

[1 minutes 13 seconds][Customer] : Yes, crp.contracting.com. Yep, that's right.

[1 minutes 24 seconds][Agent] : Beautiful. Peter, just letting you know calls are recorded. Any advice? The providers of general nature may not be suitable to your situation.

[1 minutes 31 seconds][Customer] : Yep.

[1 minutes 32 seconds][Agent] : Just to start with. If you don't mind me asking, what's got you inquiring at the moment? Have you got some cover in place already? Is this the first time you've looked at income protection? What's your situation mean? Yep, Yep. And they and they need you to have cover.

[1 minutes 40 seconds][Customer] : For first time I've ever looked at it and I've actually thought about it a lot, but I'm a oh, just a sole trader contractor and I'm moving into like government work and then they want me to have cover and I'm like, well, I've been thinking about it that long. Here's a perfect opportunity.

[2 minutes][Agent] : Yep, sure.

[2 minutes 2 seconds][Customer] : So yeah, it's pretty much it.

[2 minutes 3 seconds][Agent] : OK, no problems. Look, I, I'm a pretty straight shooter, so I like to be really upfront. So I'm gonna ask you a question that may sound funny, but often when I have people in your situations where they, they're required to have the cover for a contract, they don't really care too much about the terms and conditions. They just want to cover for the sake of the contract.

[2 minutes 23 seconds][Customer] : Yep.

[2 minutes 23 seconds][Agent] : Is that the case with you or you you're actually wanting to cover over and above and you wanna look at the the details and have something in place for that purpose?

[2 minutes 30 seconds][Customer] : I actually wanna cover over and above.

[2 minutes 33 seconds][Agent] : Yep. Yep. Yep.

[2 minutes 32 seconds][Customer] : So like at the moment, my small business is probably for this financial year, he's only going to probably profit like 30-40 grand. And as a sole trader that's classed as you, that's classed as your wage.

[2 minutes 44 seconds][Agent] : Yep.

[2 minutes 44 seconds][Customer] : And I'm like, well, I, I don't want to cover for 3040 grand and I want to cover for like 60 to 80 grand in my plan to get to. And if I do have an accident or anything like that and need that time off work, well, I can't live off the business.

[2 minutes 59 seconds][Agent] : Yeah. Understood. Yep.

[2 minutes 58 seconds][Customer] : So this is running, if that makes sense. Yeah.

[3 minutes 1 seconds][Agent] : That that makes that makes perfect sense.

[3 minutes 1 seconds][Customer] : So yeah.

[3 minutes 3 seconds][Agent] : I don't want to umm, I don't wanna put a, a, a pin in the tire straight away, but I just want to be real really clear that with the amount that we can cover you for is subject to your earnings. So we only, we'll only ever pay up to 70% of your monthly pre tax income, anywhere from \$1000 up to a maximum of \$15,000.

[3 minutes 13 seconds][Customer] : Yes, OK, Yes, Yep.

[3 minutes 22 seconds][Agent] : And in terms of how that's assessed, I'll give you a definition to clarify. So just, I'm just confirming you, you, you've already said that you're, you're a sole trader, but it's confirming you are self-employed, not employed. Is that correct?

[3 minutes 34 seconds][Customer] : Yeah, some employed, Yeah.

[3 minutes 36 seconds][Agent] : Yeah, easy. So 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 the amount that business would otherwise cease earning in the event that you're unable to work due to a disability.

[3 minutes 47 seconds][Customer] : Yep, Yep.

[3 minutes 52 seconds][Agent] : So with that definition held in mind, are you able to figure out what your income would be? Would you have an idea of what that would look like as a an annual pre tax income?

[4 minutes 2 seconds][Customer] : Am I able to go off last year's tax return because I've got like a tax return of about 80 odd grand?

[4 minutes 5 seconds][Agent] : Yep, Yeah, yeah, yeah. And and you're from what you're saying,

you're expecting that to generally speaking rise. Is that the audience?

[4 minutes 8 seconds][Customer] : Yeah, yeah, mate. Yeah, that's yeah, definitely, yeah.

[4 minutes 15 seconds][Agent] : Yep, Yep, Yep. You, you can go off whatever you think is reasonable. Just be mindful that we will not exceed the 70% of your monthly pre tax income.

[4 minutes 26 seconds][Customer] : Yeah, OK.

[4 minutes 23 seconds][Agent] : It'll be assessed against your income at the time of claim over a, a 12 month period, any, any two years prior to your, your claim.

[4 minutes 31 seconds][Customer] : I get you.

[4 minutes 32 seconds][Agent] : So I don't want to be in over insuring you having you pay more money only to come around and try and claim and, and get left in in the lurch.

[4 minutes 32 seconds][Customer] : Yeah, yeah, yes, get less because I'll go for what I'm running at the time. Yeah. So maybe I'm just better off at the moment.

[4 minutes 43 seconds][Agent] : Well, well, not, not at the time. We'll assess against any two year.

[4 minutes 52 seconds][Customer] : Yeah.

[4 minutes 47 seconds][Agent] : 12 the the 12, a 12 month period any two years prior to the date of the injury or illness, umm, that prevents you from working and suffering a loss of income.

[4 minutes 55 seconds][Customer] : Mm. Hmm.

[4 minutes 55 seconds][Agent] : But umm, like so it's not, we're not there to stiff you like we'll, we'll assess it recently.

[5 minutes][Customer] : Oh, Nah, Nah, definitely not.

[5 minutes][Agent] : So if you're, for example, for EXA, for example, Peter, if you, if you, you know you had an injury leading into the claim that lowered your average work for a few months prior to the claim, we, we can, we can ignore those months prior and and assess it against an early period of time. It's more representational of your actual accurate income.

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

[5 minutes 19 seconds][Agent] : But it but it's gonna be assessed against your income is all I'm saying.

[5 minutes 23 seconds][Customer] : Yeah.

[5 minutes 22 seconds][Agent] : So it has to be real, real, real or accurate figures to the best of your knowledge. And if you go to estimate, you should be estimating on the conservative side, not on the higher side because you'll get caught out otherwise.

[5 minutes 32 seconds][Customer] : Your zip code. Yeah. Yeah.

[5 minutes 36 seconds][Agent] : Yeah, no, you're very welcome.

[5 minutes 34 seconds][Customer] : No, I fully understand what you're saying and I do appreciate that, Yeah.

[5 minutes 38 seconds][Agent] : So with all that in mind, I, I mean, I guess at the end of the day, what you're saying to me is you still need it for contracts anyway, so we might as well.

[5 minutes 45 seconds][Customer] : Let's get that happening.

[5 minutes 44 seconds][Agent] : Yep, that's right.

[5 minutes 46 seconds][Customer] : And then when I got more things in place that are more concrete, I can then I can up my claim, up my premium and stuff like that or something.

[5 minutes 53 seconds][Agent] : Yeah, you, you can. You're welcome to reapply at any stage in the future if you're going upwards, but because it because it's an increased risk, we'll still reassess your eligibility at the time. If you want to go the other way down at any stage you can reduce or cancel it out.

[5 minutes 58 seconds][Customer] : Yeah, yes, Yep, right there.

[6 minutes 7 seconds][Agent] : OK, so just to start that process, I need to firstly run you through a quick duty space assessment. It's just relation to your work duties. And as it says, before answering any of our questions, it's important that you're aware of your duty to answer all of our questions accurately and honestly. And the failure to do so could impact your coverage claims time. First one. Oh, then just yes or no's please. Yeah.

[6 minutes 16 seconds][Customer] : Yep, Yep, Yep.

[6 minutes 26 seconds][Agent] : So the first one just says do you work 15 hours or more per week?

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

[6 minutes 30 seconds][Agent] : That's a joke. Question for sole traders is your role of the administrative, managerial or professional nature? We spend a majority of your time indoors in an office or clinical environment.

[6 minutes 43 seconds][Customer] : Do I work indoors? Pretty much is what you're asking.

[6 minutes 46 seconds][Agent] : It's it's asking if you're you're in a Prof like a white collar profession. So what's what's your what's what's your line of work, man? I don't I didn't ask you, sorry.

[6 minutes 51 seconds][Customer] : Nah, Nah, Oh, sorry, sorry. Sort of, yeah. I float between sort of like handyman stuff, just doing general contracting work, but I also do machinery operating, truck driving, everything.

[7 minutes 1 seconds][Agent] : OK, Yeah, OK, OK.

[7 minutes 6 seconds][Customer] : Yeah, sort of just do all the chip jobs that no one else has.

[7 minutes 8 seconds][Agent] : So check checkable trades.

[7 minutes 10 seconds][Customer] : But yeah, mate, Yeah, no.

[7 minutes 10 seconds][Agent] : OK, so it's going to be a note going to be a note for that one because you're not administrative manager of a profe professional in nature where you spend the majority of your time indoors. OK. Do you perform heavy physical duties, use heavy machinery or drive a vehicle? This is in context with your job. So do you drive the vehicle to get around in your job?

[7 minutes 26 seconds][Customer] : Yes, Yes I do. Yes.

[7 minutes 28 seconds][Agent] : Yep. So answer yes. And it asks are you qualified skilled or semi skilled or hold the required licenses to perform your role?

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

[7 minutes 34 seconds][Agent] : And Yep, easy. And do you work in any of the following fields? Aviation. Is a pilot of a crew entertainment, sporting industry, Air Force, Army, armed forces, or do you handle explosives?

[7 minutes 44 seconds][Customer] : Yes.

[7 minutes 43 seconds][Agent] : And lastly, do you regularly work underground or underwater, work

at heights above 10 meters, work offshore, carry a firearm or drive long haul? And now your smoking status. Peter, have you had a cigarette in the last 12 months?

[7 minutes 44 seconds][Customer] : No, No, no.

[8 minutes][Agent] : Good. OK. Now do you, do you want to give a shot at giving me an estimate of your annual income before tax or do you want me to?

[8 minutes 8 seconds][Customer] : I'm just on the on the thing I hear now that will before tax annual income at this present stage is 36,172. So yeah. And that that's truthfully the number. Yeah.

[8 minutes 20 seconds][Agent] : OK, Yeah, OK, easy. So we'll we'll use that as a baseline to get something in place. So with that amount put in, we still are able to offer you a range of cover from \$1000 up to \$2109.00 as a monthly benefit amount.

[8 minutes 33 seconds][Customer] : Yep, Yep.

[8 minutes 34 seconds][Agent] : And so that that's paid monthly directly to you if you are unable to work due to a saving sickness or injury and you suffer a loss of income.

[8 minutes 48 seconds][Customer] : Yep.

[8 minutes 42 seconds][Agent] : And with the cover, once we've confirmed you're eligibility through the health and lifestyle questions that I'm going to take you through in a moment, we'll be able to give you exactly what terms we can provide to you.

[8 minutes 52 seconds][Customer] : OK.

[8 minutes 51 seconds][Agent] : Once it's in place better it'll cover you until your policy anniversary following your 65th birthday. Just keep in mind that there are some exclusions that apply as outlined in the PDS. But also a lot of people don't realise this but the the premiums you pay for income protection generally tax deductible which can make it even more cost effective for you. So umm, OK, so do you want me to load up the 2109 or any other amounts between that and \$1000?

[9 minutes 8 seconds][Customer] : Oh, 100% yeah, no, that, that that'll be fine. Yep.

[9 minutes 18 seconds][Agent] : That easy. OK, now you also can choose your waiting period and your benefit. So the waiting period is a non payment period that you must wait before the income benefit is payable after the insured event. You can choose 30 days or 90 days. Just keep in mind

that the income benefit is paid monthly in a RE. So this means if you choose a 30 day waiting period, your first payment will be 60 days after your first eligible to claim. Having said that, a 90 day waiting period is approximately 40% cheaper than a 30 day waiting period. So if you're looking to make it budget friendly then and you can afford to go the 90 days as a waiting period, that's a viable option. Otherwise a 30 day waiting period is certainly a choice as well. Up to you mate. Which one would you like that's 30 or 90 days?

[9 minutes 53 seconds][Customer] : Yep, si si si 60 day O30. Sorry, 30.

[10 minutes 2 seconds][Agent] : Yep, all good. And then the benefit. Is the maximum amount of time that will pay the income benefit for anyone injury or illness. You can choose six months, one year, two years or five years.

[10 minutes 15 seconds][Customer] : Say that one again, please, mate.

[10 minutes 17 seconds][Agent] : Sure. The benefit. Is the maximum amount of time that will pay the income benefit for anyone injury or illness. So there's a fixed time that will pay the claim on a single injury or illness before that benefit will expire. If you haven't already recovered and returned to work.

[10 minutes 23 seconds][Customer] : Oh, and Yep. And what are they?

[10 minutes 33 seconds][Agent] : And that that, that, that the choices are six months, one year, two years or five years.

[10 minutes 38 seconds][Customer] : One year, please.

[10 minutes 39 seconds][Agent] : I see.

[10 minutes 46 seconds][Customer] : Sorry.

[10 minutes 41 seconds][Agent] : OK, so now I'm gonna run you through those questions to confirm your circumstances now.

[10 minutes 46 seconds][Customer] : Go, go. Six months. Six months. Yeah, Sorry mate.

[10 minutes 49 seconds][Agent] : No, All good.

[10 minutes 49 seconds][Customer] : Just here. Keep the cover here.

[10 minutes 50 seconds][Agent] : Six months. Yeah, it's too easy. So six months. And by the way, I'm not committing you to any of those numbers. We can play around within months. We've

confirmed your eligibility.

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

[10 minutes 59 seconds][Agent] : It's just a starting point. Now, before I turn to the into the questions, it's just confirming your postal address to send documents out.

[11 minutes][Customer] : Yep, Yep.

[11 minutes 6 seconds][Agent] : So is your postal address the same as your home address? OK, easy.

[11 minutes 11 seconds][Customer] : I I run my business out of one Pennsylvania one address and and I got a rental in another place that just to suit the job that I'm doing at the moment.

[11 minutes 21 seconds][Agent] : Yeah, No, no dramas. Yeah, no, no dramas. Just starting with your home address. In that case. Peter, the post code please.

[11 minutes 21 seconds][Customer] : So I'll get it sent to where I got the business registered to is 40. Hang on, I'm gonna find that.

[11 minutes 32 seconds][Agent] : Or you can name the suburb 4 621 in suburb.

[11 minutes 33 seconds][Customer] : 464621 is Yep. Yep.

[11 minutes 40 seconds][Agent] : Yep, found it.

[11 minutes 38 seconds][Customer] : De Gilbo DE Yep, that's him. Number is 698.

[11 minutes 41 seconds][Agent] : GILDO and the street name and number 618. Yep, you SA it. Did you say D or G?

[11 minutes 51 seconds][Customer] : Guruba G Double OR double OLB AG? Yep. Double OLBA Guruba. Yep.

[11 minutes 57 seconds][Agent] : Sorry G double OR it's not It's not showing. Is it definitely in that suburb?

[12 minutes 11 seconds][Customer] : Yes.

[12 minutes 13 seconds][Agent] : Is it sometimes not show up when people look search for OK, easy, no problems. So I'll just confirm that spelling.

[12 minutes 13 seconds][Customer] : It's just Yeah, Yep, I'll be a Yep. Biggin BI.

[12 minutes 19 seconds][Agent] : I've got G double OR double O lba sorry, is that so a second word?

[12 minutes 30 seconds][Customer] : Yeah mate. Yep, it's a Mango BI double Gen.

[12 minutes 31 seconds][Agent] : Yep OK, yeah, so go ahead bi bi Yep. And is it a street in it?

[12 minutes 40 seconds][Customer] : DDEN.

[12 minutes 42 seconds][Agent] : Oh, yeah, DEN, so big, big begin then. Oh my God.

[12 minutes 46 seconds][Customer] : Yep, bigger than Rd.

[12 minutes 50 seconds][Agent] : Right, thanks.

[12 minutes 50 seconds][Customer] : Grew up a bigger than Rd.

[12 minutes 52 seconds][Agent] : All right, got it.

[12 minutes 53 seconds][Customer] : You're the wild one, aren't I?

[12 minutes 54 seconds][Agent] : And that that's 698. OK, and and your postal address.

[12 minutes 56 seconds][Customer] : Yep, same.

[12 minutes 59 seconds][Agent] : So is it the same post code or a different post code?

[13 minutes 3 seconds][Customer] : Same post code. Yeah, in same post. Same for postal address. Send it out there.

[13 minutes 2 seconds][Agent] : OK, S Oh, so send it to the same place.

[13 minutes 9 seconds][Customer] : Yeah mate. Yep.

[13 minutes 10 seconds][Agent] : OK, so 698 Kuruba beginning Rd.

[13 minutes 19 seconds][Customer] : Big Gilbert.

[13 minutes 18 seconds][Agent] : in the day.

[13 minutes 21 seconds][Customer] : Big Gilbert. Yeah.

[13 minutes 22 seconds][Agent] : Where are where are you? I have no idea where that is.

[13 minutes 25 seconds][Customer] : I mean, do you know where Maryborough is?

[13 minutes 28 seconds][Agent] : No, I'm sorry.

[13 minutes 34 seconds][Customer] : Yeah.

[13 minutes 29 seconds][Agent] : Like I'm, I'm, I'm based in NSW, I'm familiar with the Sunshine

Coast and yeah.

[13 minutes 35 seconds][Customer] : So yeah. North of the Sunny Coast, about an hour or two, and then you go West about an hour. Yeah. From Maryborough, Yeah.

[13 minutes 38 seconds][Agent] : OK, OK, OK, got you. OK, cool.

[13 minutes 43 seconds][Customer] : Yep.

[13 minutes 44 seconds][Agent] : Uh, so you're on, uh, acreage out there or like where is it built up? I don't know.

[13 minutes 49 seconds][Customer] : No, no, it's, it's more more farm and community and stuff. It's my mother's place. I've got a couple T shipping containers and stuff out there and that's where I originally started the business out of them.

[13 minutes 48 seconds][Agent] : Uh, you're in a like, uh, got you, got you.

[13 minutes 59 seconds][Customer] : Yeah, it would come into town a bit because we picked up six months work and just out of town of Maryborough.

[14 minutes 6 seconds][Agent] : OK.

[14 minutes 5 seconds][Customer] : Yeah, I got **** to spend all over Queensland and all those
*****.

[14 minutes 11 seconds][Agent] : Very good OK so quickly I've got to disclose a statement to reach you. It's just a good just reminded you it says. Please be aware our calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance quotes. You should cover it in elevated services. We'll 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 reaches of privacy.

[14 minutes 36 seconds][Customer] : Mm hmm.

[14 minutes 35 seconds][Agent] : By proceeding, you understand that you're planning to purchase an 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 and you provide honest, accurate and complete answers. You need to answer each question in full. Even if you provided some information to us in any early 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. Peter, just confirming. Do you understand and agree to your duty?

[15 minutes 6 seconds][Customer] : Yes.

[15 minutes 6 seconds][Agent] : Thanks so much. Now with the questions, they're almost entirely yes or no questions. This goes really fast if you just give me a simple yes or no for each of them at any stage. If you're not sure or if you need a definition, just let me know. OK?

[15 minutes 19 seconds][Customer] : Yep.

[15 minutes 20 seconds][Agent] : Too easy. So the first one just says, have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with the COVID-19 infection in the last 30 days?

[15 minutes 30 seconds][Customer] : No.

[15 minutes 32 seconds][Agent] : Are you a citizen or permanent residence of Australia or New Zealand?

[15 minutes 38 seconds][Customer] : Am I a permanent resident of Australia. Yes.

[15 minutes 34 seconds][Agent] : Currently residing in Australia and currently residing in Australia.

[15 minutes 41 seconds][Customer] : Yes.

[15 minutes 42 seconds][Agent] : Thank you. Does your work require you to use explosives, travel to the areas experiencing war or civil unrest or work offshore?

[15 minutes 48 seconds][Customer] : No.

[15 minutes 49 seconds][Agent] : Are you A employed or B self-employed?

[15 minutes 52 seconds][Customer] : self-employed. Yeah.

[15 minutes 51 seconds][Agent] : So confirming self-employed And do you own a business or are you a contractor? So business owner or contractor Thank you. And have you been in your current business for at least 12 months? And has your business been profitable?

[15 minutes 59 seconds][Customer] : Business owner, Yes, yes, yes.

[16 minutes 9 seconds][Agent] : Yep. And if you were to become disabled or and unable to work, would your business continue to to generate income for more than 60 days?

[16 minutes 8 seconds][Customer] : So far, yes, yes. Does does have potential to it? Yes. Uh, I get you.

[16 minutes 22 seconds][Agent] : OK, so yes and it just says the income protection benefit will be reduced by any term you receive or are entitled to receive from any business you have an interest in subsequent to the disabled, subsequent to the disablement date. So this adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your monthly Oh sorry of your pre disability income.

[16 minutes 31 seconds][Customer] : Yeah, yeah, yeah, yeah. Decline. That's fair enough. Yeah, no, fair enough.

[16 minutes 44 seconds][Agent] : So in other words, if you get someone in to replace you and, and they do the job and you're still driving an income that's going to impact your claiming ability or the I am Yep, Yep, Yep, Yep, Yep. OK, so next one is do you have a second occupation that generates a taxable income? And have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration?

[17 minutes][Customer] : No, Yes.

[17 minutes 9 seconds][Agent] : OK. And was your answer yes in relation to bankruptcy and have you has your bank sorry, has your bankruptcy been discharged?

[17 minutes 13 seconds][Customer] : Yes, yes.

[17 minutes 20 seconds][Agent] : And now we're gonna have to with with bankruptcy. We can still get you approved. It'll it'll will ask us to refer some additional details through to the insurer to have a one so far.

[17 minutes 31 seconds][Customer] : Yep.

[17 minutes 31 seconds][Agent] : So it just says please provide the date you were declared bankrupt. Best of your recollection, please.

[17 minutes 37 seconds][Customer] : P Oh, just hang on a minute, ma'am.

[17 minutes 39 seconds][Agent] : Mm hmm. Yep.

[17 minutes 39 seconds][Customer] : I'll see if I can't actually find that.

[17 minutes 46 seconds][Agent] : Like if if you've got a year and even a month, that's like plenty of information we don't need.

[17 minutes 51 seconds][Customer] : Yeah, well, it was three years. I I I was discharged start of March or end of February. Sorry. So let's what is it, 24/23/22? What's 3 years from now? Yeah, 21. My. Oh, no.

[17 minutes 52 seconds][Agent] : Yep, 21, so 22.

[18 minutes 13 seconds][Customer] : 22222324. Yeah. 21. Sorry. You're right.

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

[18 minutes 18 seconds][Customer] : February 21. Yep.

[18 minutes 19 seconds][Agent] : So step 21, 2H1 and was the bankruptcy voluntary or forced? And were you an employee or self-employed at the time?

[18 minutes 26 seconds][Customer] : Voluntary, self important.

[18 minutes 34 seconds][Agent] : And it asks, please provide full details of your bankruptcy including the circumstances surrounding the bankruptcy. So in your own words, Peter, what happened there?

[18 minutes 43 seconds][Customer] : I had my own transport business and just the a the age-old thing went too big too quick.

[18 minutes 54 seconds][Agent] : OK. Expanded too quickly and obviously cost out outstripped earnings.

[18 minutes 57 seconds][Customer] : Yeah, yeah.

[19 minutes 2 seconds][Agent] : Is that the idea?

[19 minutes 3 seconds][Customer] : Y pretty much, yeah.

[19 minutes 3 seconds][Agent] : And so and so as a result, did you, I mean, I again, I'm not you in your own words, Peter, did you fall into debt and then to manage that debt you declared bankruptcy. Is that the idea or?

[19 minutes 21 seconds][Customer] : Well, what I actually did is I, I continued to work the business. I sold off all assets and then continued to work the business and continued to try and pay debts. And yeah, near buried myself out doing it. But one of the major creditors that I had owing money to, they, they're the ones that sort of, it was my decision, but yeah, they helped force me into it, into bankruptcy.

[19 minutes 50 seconds][Agent] : OK, so they they implied or suggested that was a course of action and you chose to do that?

[19 minutes 50 seconds][Customer] : So yeah, No, no, no, no, no. So like I say, they, they didn't actually go. This is what you do. But they did not give me any help whatsoever. And I owed them a lot of money. I owe \$220,000. I owe them, yeah.

[20 minutes 6 seconds][Agent] : OK, OK, OK.

[20 minutes 10 seconds][Customer] : And then I had a a Hou house rocking land everything I got that I'd sell that far behind with and yeah, it just yeah, got me proud at this moment.

[20 minutes 20 seconds][Agent] : No, that's OK. Please don't feel any shame.

[20 minutes 19 seconds][Customer] : But yeah, no, probably understand, mate.

[20 minutes 21 seconds][Agent] : I'm just trying to get the the clearest picture and we'll refer that through so the insurer can give it one saver. As I said, I've actually had other people like yourself go through a bankruptcy being approved.

[20 minutes 25 seconds][Customer] : Yeah, Yep. A 100%.

[20 minutes 34 seconds][Agent] : So it doesn't prevent you from taking cover, but they just need to understand your circumstances to, to know how how to treat it.

[20 minutes 39 seconds][Customer] : Yeah, Yep.

[20 minutes 42 seconds][Agent] : So I'm, I'm just, I'll, I'll write a sentence to you and then I'll read it back to you to make sure I've got the right gist of it. And so with the with the transport bus business W did this sort of was this a period of time it it you fell into debt?

[21 minutes 9 seconds][Customer] : I, I had the trucks for four or five years or something like that.

[21 minutes 6 seconds][Agent] : Like was it, are we talking OK?

[21 minutes 12 seconds][Customer] : I, I started, I actually started out at handyman around Brisbane, my first friend in Brisbane and bought my first truck not long after doing that because I did pretty well with the handyman stuff. And then, yeah, I think I built it up from, well, the first truck, I built it up to like four or five trucks or something like that.

[21 minutes 28 seconds][Agent] : Yep, Yep.

[21 minutes 28 seconds][Customer] : And, and I had subbies and did a lot of extra work and, and stuff like that.

[21 minutes 34 seconds][Agent] : OK.

[21 minutes 33 seconds][Customer] : So, yeah. And what happened is I took on, I bought a truck that was meant to come with work and it was sort of a thing I've ever done, but it was very much a handshake deal. And the, the day I took the truck over, I realised very quickly that I was very much on my own with that one.

[21 minutes 48 seconds][Agent] : Right, OK, OK.

[21 minutes 55 seconds][Customer] : And it was the biggest expense of the business, that truck that I bought, and I bought a brand new trailer with the two.

[22 minutes 4 seconds][Agent] : Right.

[22 minutes 1 seconds][Customer] : So it was well over 300,000 worth of equipment. And yeah, the work wasn't there.

[22 minutes 8 seconds][Agent] : Got you.

[22 minutes 8 seconds][Customer] : Nowhere near what I thought I'd done.

[22 minutes 11 seconds][Agent] : You got a lemon?

[22 minutes 11 seconds][Customer] : Ford predictions with accountants, everything off of these figures that I got given off, this bloke that I was buying it off that I was meant to be working for.

[22 minutes 12 seconds][Agent] : Yeah, Yeah, right.

[22 minutes 18 seconds][Customer] : And yeah, it was fully what I worked out was probably half.

[22 minutes 23 seconds][Agent] : I'm sorry to hear that. So he he he cooked the books a bit. OK.

[22 minutes 23 seconds][Customer] : Yeah, yeah, yeah.

[22 minutes 27 seconds][Agent] : So if so, I'll, I'll, I'll read what I've written here. Peter, it says H had a transport business expanded too quickly over a period of years, cost outstripped earnings, sold off all assets, continued to work the business to pay off debts owed large debts that couldn't be serviced. So declared bankruptcy.

[22 minutes 44 seconds][Customer] : Yep.

[22 minutes 43 seconds][Agent] : Is that have I got the right of it?

[22 minutes 44 seconds][Customer] : Perfect.

[22 minutes 45 seconds][Agent] : OK.

[22 minutes 45 seconds][Customer] : Yeah. Perfect.

[22 minutes 45 seconds][Agent] : And and it says I if the bankruptcy was work related, was it in the same field of work you currently perform? OK, because you're a handyman now, is that correct?

[22 minutes 54 seconds][Customer] : No, pretty much mate.

[23 minutes][Agent] : Yeah. OK. Sure. Yep.

[22 minutes 59 seconds][Customer] : Yeah, So the bloke I'm working for at the moment and and where I'm pushing the business to is more full time handyman like plastered a lot of plastic, order repair, repairs, stuff like that. But at the moment I'm just driving his tip truck on site.

[23 minutes 14 seconds][Agent] : OK, Sure.

[23 minutes 14 seconds][Customer] : He's doing a big development so I'm not even on the highway or anything. Yeah.

[23 minutes 16 seconds][Agent] : OK, Yeah, no problems. That's fine. I'm. I'm taking you on good faith here, Peter. It's all, all the calls are recorded. So as long as you're telling me the truth, that's totally fine. You don't need to explain yourself. Not a problem. It says were legal proceedings instigated against you arising from this matter?

[23 minutes 32 seconds][Customer] : You there?

[23 minutes 34 seconds][Agent] : Yep. Did you hear me?

[23 minutes 35 seconds][Customer] : Sorry, No, you just broke up there for a minute, mate.

[23 minutes 37 seconds][Agent] : Oh, sorry, Peter, I was just saying you don't, you don't need to

justify yourself. This is all recorded. As long as you're telling me the truth, that's fine, mate.

[23 minutes 44 seconds][Customer] : Oh yeah, 100% mate. That's how she went down. Yeah.

[23 minutes 44 seconds][Agent] : We've, we've got the, we're doing the right thing by you and it just as it says, uh, were legal proceedings instigated against you arising from this matter? OK, easy. Yep.

[23 minutes 52 seconds][Customer] : No, no, no, it was all all very much.

[23 minutes 56 seconds][Agent] : Beautiful. Yep.

[23 minutes 55 seconds][Customer] : I put my hand up to everything and and sorted out correctly. Yeah.

[23 minutes 57 seconds][Agent] : OK, Thanks Peter. And it says, have you been declared bankrupt more than once? If yes, how many times? No, only the once. And what is your current employment status, IE full time employee, contract employee, casual employment employee. So you're sole trader, right? Is that what that's what you said to me before?

[24 minutes 3 seconds][Customer] : I, I, no, I need the ones correct.

[24 minutes 21 seconds][Agent] : So I'm writing sole trader, self-employed.

[24 minutes 18 seconds][Customer] : Yes, Yep.

[24 minutes 24 seconds][Agent] : And how long have you been in this occupation? Yeah. Well, yeah, yeah.

[24 minutes 30 seconds][Customer] : How long have I the business running for that I'm doing that or yeah, it's I started it started last year. OK, what's that?

[24 minutes 33 seconds][Agent] : I mean the so beginning of 2023 and before that were you in the same occupation or a different occupation?

[24 minutes 41 seconds][Customer] : Yeah, No, I was, I was running around in transport, mate. Yeah.

[24 minutes 52 seconds][Agent] : OK, Yeah, OK, different occupation, easy.

[24 minutes 52 seconds][Customer] : So I yeah, Yeah.

[24 minutes 54 seconds][Agent] : How may and it then asks how are you currently remunerated IE

salary, Commission etcetera. So are you just paying yourself a wage or how? How do you get remunerated?

[25 minutes 5 seconds][Customer] : Well, see. So Friday, YY, you pretty much take up, you take out all your business deductions and everything like that. You you get left with whatever's leftover, pretty much. That's your wage.

[25 minutes 20 seconds][Agent] : Yep, but when? But when?

[25 minutes 17 seconds][Customer] : So that's why I was saying for like at the moment, my wage at the moment is \$36.

[25 minutes 23 seconds][Agent] : But when you declare that in tax, are you declaring it as a salary or or a wage or like, how are you?

[25 minutes 29 seconds][Customer] : Yeah.

[25 minutes 28 seconds][Agent] : I don't, I don't.

[25 minutes 29 seconds][Customer] : Well, yeah, it's your wage. Yeah. Sorry. Yeah.

[25 minutes 31 seconds][Agent] : A wage. Yep.

[25 minutes 31 seconds][Customer] : That's how some traders work. Yeah.

[25 minutes 33 seconds][Agent] : Yep, a wage. Thank you.

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

[25 minutes 36 seconds][Agent] : OK, so so it was written wage slash salary and it says so. The next section is in relation to your height and weight. Please be aware that I'm required to obtain a confidence equal frequent measurement for each in order to continue the application. The system does not allow me to enter any proximate figs, words or height, height and weight ranges. I can note it down as feet and inches or centimeters, whatever you're more confident with Peter. So what's your exact height? 194 centimeters and what's your exact weight please?

[25 minutes 58 seconds][Customer] : 194 centimeters, 106 kilograms.

[26 minutes 5 seconds][Agent] : 106 kilograms. Thank you. And have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months?

[26 minutes 12 seconds][Customer] : A wish?

[26 minutes 13 seconds][Agent] : Yeah, me too to the best of it. To the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS?

[26 minutes 21 seconds][Customer] : No.

[26 minutes 23 seconds][Agent] : Do you have definite plans to travel or reside outside of Australia IE booked or will be booked and travel within the next 12 months?

[26 minutes 29 seconds][Customer] : No.

[26 minutes 30 seconds][Agent] : Do you have existing income protection cover with hold on, sorry, I'm just waiting for that question, right. Yeah. Do you have existing in terms of protection cover? And now on to your medical history. And it just has an overarching question for this one. It just says have you ever had symptoms of being diagnosed with or treated for or intend to segment the device for any of the following? And the first question is cancer, tumor, molar cyst, including skin cancer from spots, Melanoma or leukemia. OK, we'll, we'll still, we'll still answer yes for that and just disclose the sunspot. So it just says based on your response, please answer yes or no for each of the following. So it's just going to go EA each part of those questions and and confirm your situation. So Melanoma yes or no?

[26 minutes 39 seconds][Customer] : No, I had a sunspot cut out when I was like 21, so no, yeah, yeah, yeah.

[27 minutes 14 seconds][Agent] : Oh, so was it a Melanoma or was it a sunspot? Sorry.

[27 minutes 16 seconds][Customer] : Oh, sorry. Sunspot. Yeah.

[27 minutes 18 seconds][Agent] : OK, so that's not necessarily the same thing. So we just confirming, was it diagnosed as a Melanoma, as a cancer or was it just a spot that they removed because it was potentially cancerous?

[27 minutes 27 seconds][Customer] : Oh, no, it we would have been here because they cut it out. Yeah, it was potentially, yeah. So yeah, they just want to get it out.

[27 minutes 32 seconds][Agent] : Because they're they're two very, 2 very different things. So did the doctor ever disclose that it was a Melanoma or did they say you had a sunspot? Yep.

[27 minutes 39 seconds][Customer] : They had a sunspot and and it was the start of something that

could potentially turn into a Melanoma. So they want to get it out before it's got to that. Yeah.

[27 minutes 45 seconds][Agent] : Yeah, yeah. OK. But it wasn't actually a Melanoma, is that correct?

[27 minutes 49 seconds][Customer] : Not at the time, no.

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

[27 minutes 50 seconds][Customer] : No.

[27 minutes 50 seconds][Agent] : OK, no problems. So I'm just confirming I'm answering no for Melanoma. Is that correct?

[27 minutes 55 seconds][Customer] : Yes.

[27 minutes 56 seconds][Agent] : Thank you. And then any other form of skin cancer and or sunspots will answer yes. And it says was your skin cancer and or sunspot cut out?

[28 minutes 5 seconds][Customer] : Yes.

[28 minutes 5 seconds][Agent] : And it asks was it a basal cell carcinoma also known as BCC or a squamous cell carcinoma, also known as an SCC. So they're usually benign or non cancerous versions that they they cut out. Yep. So was it either of those two? Yep. And so I'm answering yes for it was either a basal cell carcinoma or a squamous cell carcinoma. And I'm saying yes for that one.

[28 minutes 16 seconds][Customer] : The non cancels one year, yeah, yeah.

[28 minutes 32 seconds][Agent] : OK. And then just confirming the other parts of that initial question. So mole or syst yes or no and tumor yes or no and leukemia yes or no and other form of cancer yes or no. On to the next question for you Peter. Have you ever had an abnormal PSA test or an enlarged prostate?

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

[28 minutes 56 seconds][Agent] : Stroke, chest pain, palpitations or heart conditions such as but not limited to heart attack and angina or high blood pressure, high cholesterol, salvage condition or neurological symptoms such as dizziness or tainting. Diabetes raise blood sugar and pet glucose tolerance. Repaired fasting glucose. Hepatitis or any disorder of the liver, stomach, alcohol, bladder or pancreas. Epilepsy, Motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's

disease or paralysis. Anxiety, depression or stress requiring medical treatment or any other mental health disorder.

[29 minutes 2 seconds][Customer] : No, no, no, no, no, no, no.

[29 minutes 33 seconds][Agent] : Any illegal drug use, abusive prescription medication, or receive medical advice or counselling for alcohol consumption.

[29 minutes 39 seconds][Customer] : I was reading this on the bloody one of the websites, so obviously we've all got a pass, but it's definitely not what I've done in the present day. How do you answer that?

[29 minutes 52 seconds][Agent] : Oh, it's just truthfully me. If you, if you need to answer yes for that, just give me a simple yes. I don't need.

[29 minutes 50 seconds][Customer] : Like, oh **** no. Yeah, I've had a fat time, Yeah.

[29 minutes 58 seconds][Agent] : Yeah, Yep. OK. And it just, it just asks illegal drugs, abuse of prescription medication or treat or treatment for a drug addition, IE methadone or supoxone. And then have you sought medical advice or counseling to alcohol consumption within the past 10 years?

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

[30 minutes 17 seconds][Agent] : And then next question is disorder of the kidney or bladder and blood disorder or disease and asthma or the respiratory disorder, excluding childhood asthma, back or neck pain or disorder, arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome or fibromyalgia, joint or muscle pain, ligament injuries, including replacement or a constructive surgery, osteoporosis or osteopenia, any defect of hearing or sight other than which is corrected by glasses or contact lenses.

[30 minutes 41 seconds][Customer] : No, no, no, no.

[30 minutes 57 seconds][Agent] : And still medical history. This more recently it says other than what you've already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or specialist? Why are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-ray scans, but test or biopsy?

[31 minutes 14 seconds][Customer] : I've had medicals and whatnot to work, but that's about it. So would you say yes to that or?

[31 minutes 19 seconds][Agent] : We're still we'll close it. Yeah. So with medicals, I do have a so we've got a big old checklist of common conditions that we can just disclose without having to refer one of them is annual check UPS where no presenting symptoms and results came back normal.

[31 minutes 35 seconds][Customer] : Yep.

[31 minutes 35 seconds][Agent] : Would that be consistent with your situation?

[31 minutes 39 seconds][Customer] : The only thing he said is me cholesterol was a little bit high, not not that the beer intake, but that's he said other than that I'm healthy at all.

[31 minutes 47 seconds][Agent] : OK. That's good.

[31 minutes 48 seconds][Customer] : So I literally did that.

[31 minutes 50 seconds][Agent] : Good to hear.

[31 minutes 49 seconds][Customer] : Yeah, yeah.

[31 minutes 50 seconds][Agent] : But just confirming that was from an annual check out where there was no presenting symptoms. The result came back normal with the the exception of the cholesterol, is that correct?

[31 minutes 58 seconds][Customer] : Yeah, yeah, I suppose. Yeah, yeah.

[31 minutes 59 seconds][Agent] : So we'll still need to, so we'll still need to disclose the cholesterol that was actually asked in an earlier section. So I'll jump back to that other question which was back in the last section, high cholesterol, thyroid condition or neurological symptoms such as dizziness or fainting. So we'll add yes to that one for the cholesterol. And it just says based on your response, please enter yes or no for each of the following high cholesterol, yes or no.

[32 minutes 22 seconds][Customer] : Uh, yes.

[32 minutes 25 seconds][Agent] : Yep. And have you ever had a cholesterol blood test with a result greater than or equal to 7.0 millimols per liter?

[32 minutes 31 seconds][Customer] : No, no, no.

[32 minutes 33 seconds][Agent] : And then just for the other parts of that question, so thyroid

condition, yes or no and urological symptoms such as dizziness or fainting, yes or no, Very good. That's no problems. Peter, just going back to the question we were on. So that was other than what you already told me about. In the past three years, have you saw medical advice or treatment by a medical practitioner specialist or are you awaiting results for any medical tests or investigations such as that? Not limited to any surgery, X-ray scans, blood test or biopsy. So I'll put in annual check UPS where there is we're not presenting symptoms and results came back normal.

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

[33 minutes 9 seconds][Agent] : Was there any other conditions that require medical examination or advice based on that question?

[33 minutes 15 seconds][Customer] : No, no, that was it. Yep.

[33 minutes 16 seconds][Agent] : OK, OK, easy. So that's fine to proceed. And it's just the next question is, other than what you've already told me about, are you contemplating seeking medical advice for any symptoms you're currently experiencing within the next two weeks? All of them what you've already told me about, have you ever during your working career required more than two consecutive weeks off due to illness or injury?

[33 minutes 27 seconds][Customer] : No, no.

[33 minutes 36 seconds][Agent] : OK, we're just a few questions away from the MP. You're doing really well, mate.

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

[33 minutes 41 seconds][Agent] : Next one is family history, immediate family, so father, mother, brother or sister. So 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 polyposis? To the best of your knowledge, have any of your immediate family suffered from cancer, heart condition, stroke or other hereditary disease? Tried age 60? And then last question, hazardous pursuits other than one off events, gifts, certificates or vouchers to 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, ad sailing, scuba diving deeper than

40 meters, cable wreck diving or any other hazardous activity.

[33 minutes 54 seconds][Customer] : No, no, no.

[34 minutes 25 seconds][Agent] : Alrighty Peter, that was the last question. Just give me a second to confirm your circumstances and then I'll go through them with you.

[34 minutes 32 seconds][Customer] : Yep.

[34 minutes 33 seconds][Agent] : Thanks for your patience mate.

[34 minutes 35 seconds][Customer] : No. That's all good mate. Thank you.

[34 minutes 37 seconds][Agent] : No dramas. OK, So with the terms at this stage, as as I've already mentioned with the bankruptcy, we have to refer that through directly to the under order for an assessment.

[34 minutes 52 seconds][Customer] : Yep.

[34 minutes 54 seconds][Agent] : They are usually pretty good. So I should get a response before the end of business tomorrow.

[34 minutes 57 seconds][Customer] : OK.

[34 minutes 58 seconds][Agent] : Umm, On top of that, there was the exclusion that I've already discussed with you, which was in relation to yourself, employment and business continuity. So we're umm, other than that, there's been no changes. So you, you at this stage or otherwise, umm, looking good.

[35 minutes 5 seconds][Customer] : Yeah, Yep, yeah.

[35 minutes 14 seconds][Agent] : We just need to confirm that the bankruptcy is fine and and if that comes back without any concerns, we'll be able to provide you with colour.

[35 minutes 29 seconds][Customer] : Hang on. Let me just write that down. How much?

[35 minutes 20 seconds][Agent] : So to let you know where we currently stand based on your current circumstances, the costs are \$20.76 a fortnight for Yep, sure, Yep, \$20.76 per fortnight.

[35 minutes 36 seconds][Customer] : Yep, that's right.

[35 minutes 35 seconds][Agent] : So just over \$10 a week for for a monthly benefit amount of 2109. So 2109 dollars a waiting period of of 30 days and a benefit period of six months.

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

[35 minutes 46 seconds][Agent] : Now just just to give you a quick heads up, if you chose a 90 day waiting period instead, that would change the cost to \$10.72 a fortnight.

[35 minutes 58 seconds][Customer] : Oh, will do. Can we do that?

[35 minutes 58 seconds][Agent] : So it'd almost, yeah, of course. And then on top of that, you can also reduce the monthly benefit amount if you want to make it further cheaper.

[36 minutes 7 seconds][Customer] : Yep.

[36 minutes 6 seconds][Agent] : So if you went for the absolute minimum monthly benefit amount of \$1000, that would be fortnightly premium of \$5.08. OK.

[36 minutes 15 seconds][Customer] : Oh, wow. Yeah, alright. And then later on, once I got more St.

[36 minutes 18 seconds][Agent] : So you got you.

[36 minutes 20 seconds][Customer] : stable figures and stuff like that, I can get back on to you and we can bump that up and get a bit more of a bloody thing. They're going out again.

[36 minutes 26 seconds][Agent] : You can, but just you can. But just remember, Pete, it's subject to your eligibility.

[36 minutes 35 seconds][Customer] : Oh, yeah.

[36 minutes 31 seconds][Agent] : So just like we did, now you'd have to reconfirm your circumstances and make sure you're still eligible.

[36 minutes 35 seconds][Customer] : No, I haven't seen.

[36 minutes 36 seconds][Agent] : Yeah, Yeah.

[36 minutes 36 seconds][Customer] : Yeah, yeah.

[36 minutes 37 seconds][Agent] : And then the last thing that I haven't told you that I want you to be aware of is, well, it's actually a couple of things. We provide a rehabilitation benefit with a final expenses benefit that's included in our policy. So we, the rehabilitation benefit helps you with recovery costs while you're recovering.

[36 minutes 37 seconds][Customer] : Yep, Yep, Yep.

[36 minutes 55 seconds][Agent] : The final expenses benefit is like holding a funeral insurance. So

we pay out \$10,000 to your loved ones in the event that you were to pass away while you call while you're holding the policy with us.

[37 minutes 3 seconds][Customer] : OK.

[37 minutes 3 seconds][Agent] : And then and then secondly, Peter, the premium for the policy is stepped which means it'll generally increase it to your age indicatively based on the the 30 days in the six month benefit. And the \$2109.00 a month benefit amount, that's \$20.63 in the following year as an indication if you make no changes to the policy. So that would be your premium in the following year indicatively, OK.

[37 minutes 26 seconds][Customer] : OK, yeah, OK.

[37 minutes 27 seconds][Agent] : So just bear in mind that it is a step premium, even though that's going down the following year indicatively, it could go up and it generally will. OK.

[37 minutes 37 seconds][Customer] : Yep. Hmm. Mm.

[37 minutes 38 seconds][Agent] : Now you can find further information about a premium section on a website at any stage, but just keep that in mind, OK?

[37 minutes 43 seconds][Customer] : Yep.

[37 minutes 43 seconds][Agent] : So from here, I'm gonna refer it through to the underwriter for assessment.

[37 minutes 51 seconds][Customer] : Yep.

[37 minutes 47 seconds][Agent] : Now, if, if it comes back favorably and you're happy with the terms, would you be happy for me to provide that cover with you?

[37 minutes 52 seconds][Customer] : Oh yeah, definitely, mate. Yeah.

[37 minutes 58 seconds][Agent] : So our usual process in that case, Peter, is that we confirm a first payment date in the future you're happy with. I know it's down your, your method of payment.

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

[38 minutes 5 seconds][Agent] : So you can choose either direct debit or a card and I'll read a declaration statement to you, send that off to the insurer. If they're happy with the terms as is and they don't make any amendments, I'll immediately accept that once it returns back and we'll have

you covered.

[38 minutes 19 seconds][Customer] : Right.

[38 minutes 19 seconds][Agent] : If it comes back with any changes, I'll call you and let you know of the changed circumstances. Happy new.

[38 minutes 19 seconds][Customer] : OK, I do that. Yeah, yes.

[38 minutes 24 seconds][Agent] : Have you submitted that? Great.

[38 minutes 26 seconds][Customer] : Yep.

[38 minutes 26 seconds][Agent] : So when do you want the first payment date to be made?

[38 minutes 35 seconds][Customer] : Oh, I suppose. Yeah, probably. I do most of my pays either Thursdays or Fridays. Most of my stuff comes out.

[38 minutes 43 seconds][Agent] : Yep.

[38 minutes 42 seconds][Customer] : So maybe next Thursday or next Friday or something I could kick it off.

[38 minutes 46 seconds][Agent] : Yeah. Easy. So next Thursday being the 9th or Friday being the 10th, Which, which would you prefer? You tell me.

[38 minutes 53 seconds][Customer] : 10th, do it on the 10th.

[38 minutes 54 seconds][Agent] : Yep, easy. And then in terms of the the terms and conditions, sorry, I'm just reloading the application because I've knocked around with it.

[38 minutes 54 seconds][Customer] : Yep, Yep.

[39 minutes 4 seconds][Agent] : Just give me one second Pete, in terms of what amounts we're going to set up for you. So did you want the 30 day waiting period and the six month benefit. Or you want me to knock it down to the 90 days, reminding you that the cost for the 30 days was \$20.76, The cost for the 90 days was \$10 and 72272 cents.

[39 minutes 19 seconds][Customer] : Yeah, yeah. Do it to the 90 days, mate. Yeah, please.

[39 minutes 27 seconds][Agent] : OK, Easy. Yep. Done. OK, so it's \$10.72 a fortnight. The first payment's gonna be on the 10th.

[39 minutes 36 seconds][Customer] : Yeah.

[39 minutes 34 seconds][Agent] : Assuming that we get full approval and I accept the policy, it'll kick off as soon as I accept that for you. OK, so let me just pop that in Now. In terms of how we set this up, do you want it done as a direct debit or would you prefer to nominate a card?

[39 minutes 49 seconds][Customer] : I'll just not not my big business card.

[39 minutes 52 seconds][Agent] : Yep, no worries if you've got that card handy.

[39 minutes 51 seconds][Customer] : Yeah, yes.

[39 minutes 58 seconds][Agent] : OK, just hold on for me.

[39 minutes 59 seconds][Customer] : Mm, hmm. Yep.

[40 minutes][Agent] : I'm just reapplying your application to the changed amount and then I'll jump into that payment screen for you. OK, so it's sorry Peter, hold on computers, they're great when they work. It's I'm I'm blaming the computer that it's recent. It's probably me, I'm a dinosaur and I'm a computer mate.

[40 minutes 20 seconds][Customer] : Yeah, man, you don't. You don't want to see me on the computer, man.

[40 minutes 32 seconds][Agent] : OK. So Peter, for security purposes, while obtaining your card details, the call recording will stop and will commence after. None. None. None. None. None. None. I don't know why this is so slow tonight. I'm sorry, Peter, it won't be a minute longer.

[44 minutes 6 seconds][Customer] : That over.

[44 minutes 10 seconds][Agent] : Once, once this loads up, I'm going to then confirm everything we've just discussed in a declaration statement. And at the end there's two questions I'll ask you, assuming you're happy to go forward and you answer yes to those questions, we'll kick it off with sending it through to your own driver.

[44 minutes 27 seconds][Customer] : Right mate.

[44 minutes 26 seconds][Agent] : OK, so it says please, please be advised the call recording has now resumed for quality and monitoring purposes. So just jumping into that declaration statement for you, Peter, it says thank you, Peter. Oh sorry, help me with your surname again.

[44 minutes 39 seconds][Customer] : Kiyeski.

[44 minutes 38 seconds][Agent] : OK Kayeski. Thank you.

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

[44 minutes 41 seconds][Agent] : So thank you Kayeski. It is important you understand the following information. I'll ask for your agreement to these terms that the Indian policy will not be enforced unless you agree to these terms in full. Real income protection is issued by Hanover Life free of Australasia Lt. who Ltd, whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services whom I will refer to as TFs trading as real insurance. We should arrange this insurance on its behalf. Hanover has relied upon the information you are provided when assessing your application. That includes the information we initially collected from you via quote. Hanover has said 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. Peter, can you please confirm you've answered all our questions?

[45 minutes 28 seconds][Customer] : Yes.

[45 minutes 25 seconds][Agent] : In accordance with your duty, we may from time to time provide offers to you via the communication methods you provided to us in relation to other products and services. By agreeing to this declaration, you consent. Allow us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us. You. The accepted cover provides the following insurance cover for Peter. I'm so sorry, ma'am. I've forgotten how to say it again.

[45 minutes 50 seconds][Customer] : PS Key PS Key PS Key Yep.

[45 minutes 47 seconds][Agent] : California Kow Kowski Kowski for For Peter Kowski, a monthly insured amount of \$2109.00, with a waiting period of 90 days and a benefit period of six months. The monthly income benefit payable in the event of a claim may be less than the monthly insured amount as your income benefit is limited to 70% of your average monthly income over any 12 consecutive months during two years before you suffered at your disabling sickness. 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's a final expenses benefit of \$10,000 paid to your beneficiaries if you pass away while your policy is in place. In addition to the standard exclusions contained within the PTS, the following exclusions apply for Peter Kioski Income Ben Protection benefit. The Income Protection Benefit will be reduced by any income you receive or are entitled to receive from any business you are you you have an interest in subsequent to the disablement date. This this adjustment will only apply with the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. Your cover expires on April the 30th 2051 at 12:00 AM. Your premium for your first year of cover is \$10.72 per fortnight. Your premium is a stepped 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 handover to GFS between 37% to 51751% to cover costs.

[47 minutes 18 seconds][Customer] : Hmm.

[47 minutes 14 seconds][Agent] : Your premium will be debited from your credit card, which you'll authorize to debit from and provide to us the policy documentation. PDS and FSG will be sent to you within 5 working days and if you've provided us with an e-mail address, your policy documentation and will also be mailed to you today. You should carefully consider these documents to control the product be to your 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 a claim. If you are replacing an existing policy with this cover, we recommend that you do not cancel that policy until you have received and reviewed our policy in full. There are risks associated with replacing policies, as your new policy may not be identical to your existing cover, and there may be other risks you should consider depending on your circumstances. Finally, 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're sending you. That's the full statement and it's the two questions at the end it says do you understand and agree with the declaration?

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

[48 minutes 6 seconds][Agent] : I've just read you and would you like any other information about

interest now or would you like me to read any part of the PDS to you?

[48 minutes 13 seconds][Customer] : No mate, no. Very much helpful.

[48 minutes 15 seconds][Agent] : Excellent. No problems at all. So I'm accepting that on your behalf, referring it through to the underwriter for assessment.

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

[48 minutes 22 seconds][Agent] : Fingers crossed together we'll get the best possible outcome. And I'll accept that on behalf tomorrow sometime when I I get notified. If not, if there's any changes, then I'm gonna give you a call back tomorrow and see if you're available and I'll talk you through the changes. OK.

[48 minutes 28 seconds][Customer] : Yep, well that no worries.

[48 minutes 37 seconds][Agent] : Otherwise, if I don't get back to you, that means good news. So hopefully in, in a funny way, I, I, I don't speak to you again. Thanks so much for your time tonight, Peter. Is any, anything else I can help you with this evening?

[48 minutes 48 seconds][Customer] : No mate, no really myself. I appreciate it.

[48 minutes 51 seconds][Agent] : Absolute pleasure, mate. All the best to you. Take care and be well, won't you mate?

[48 minutes 55 seconds][Customer] : You too mate.

[48 minutes 56 seconds][Agent] : Cheers. Bye for now. Bye. Bye.

[48 minutes 57 seconds][Customer] : Alright TA that.