

[2 seconds][Customer] : Hello.

[3 seconds][Agent] : Hi, it's Rachel calling back from One Choice. How's it going?

[7 seconds][Customer] : Hello, Rachel.

[8 seconds][Agent] : Hi.

[8 seconds][Customer] : Sorry I missed your call earlier.

[10 seconds][Agent] : No, that's OK. I thought I'd try again just before I left, but yeah, just to get everything set up for you.

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

[18 seconds][Agent] : So I'll get you to reconfirm your name for me and then your date of birth, please.

[24 seconds][Customer] : Henry Richards 16465.

[28 seconds][Agent] : Amazing. Thank you. And again, can I confirm that you are a male New Zealand resident currently residing in New Zealand?

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

[37 seconds][Agent] : Amazing. OK. And again, calls are recorded. Any advice I 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. OK, so you're still happy with the \$300,000 at \$115.92 a fortnight? Yep. OK Now did you want your to to use your card or your account?

[57 seconds][Customer] : Yes, I'll probably use my card.

[1 minutes 9 seconds][Agent] : Your card. OK. Is that just your full name on the card? Yeah. OK. And were we still taking the payment out on the 30th of January 2025?

[1 minutes 12 seconds][Customer] : Yes, yes.

[1 minutes 21 seconds][Agent] : Yep. OK. So just for security purposes, while attaining your card details, the call recording will stop and I will recommend after this collected your details. So I'm just going to pause that for you now, one second.

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

[2 minutes 25 seconds][Agent] : Oh, so please be advised that the call recording has now resumed

for quality and monitoring purposes. OK? Umm, alrighty. And I've already confirmed that your e-mail, uh, personal address, everything like that. So that's all good to go. Yeah. So all I need to do now is read the terms and conditions for you. Alrighty. So jump in if you have any questions at all. Uh, it'll take me roughly 2-3 minutes to read. Umm and yeah, I'll have just a few yes or no questions throughout.

[2 minutes 44 seconds][Customer] : OK, OK.

[2 minutes 55 seconds][Agent] : Alrighty So Reeves, thank you Henry Richards, it is important you understand the following information. I will ask for your agreement to these terms at the end and your policy will not be enforced unless you agree to these terms in full. One choice life insurance is issued by Pinnacle Life Insurance Limited, whom I will refer to as Pinnacle. Pinnacle have an agreement with Greenstone Financial Services and that Limited, whom I refer to as GFS, to issue and arrange this insurance on its behalf. GFS is licensed by the Financial Markets Authority to provide a financial advice service. The advice we have 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 we have not considered your specific financial needs or goals or considered any other insurers, products or services. We have verified that you understand the cover and that you consider that the premiums are affordable. We will send you a copy of our Financial Advice Disclosure Statement which puts out more information which can assist you to the side whether to act or any advice we provide which is a clear yes or no. Can you please confirm that you understand and agree to this?

[4 minutes 14 seconds][Customer] : Yes.

[4 minutes 16 seconds][Agent] : Thank you. Your answer to the application questions and any related documents from the basis of your contract of insurance and Pinnacle relies upon the information you have provided when assessing your application. I need to remind you of the duty of disclosure that you agreed to. Can you please confirm you have answered all of our questions in accordance with your duty of disclosure?

[4 minutes 39 seconds][Customer] : I'm sorry.

[4 minutes 41 seconds][Agent] : Yep. By agreeing to this declaration, you consent to be contacted by us in relation to other products and services. You cannot data this at any time by contacting us. The accepted cover pays a lump sum. Benefit amount of Henry Richards received \$300,000 in the events of life insurance. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your premium, sorry your total premium for the first year of cover is \$115.92 per fortnight. Your premium is steps which means it will be calculated at each policy anniversary and would generally increase as your age. Your sum insured will also increase automatically by 5% each year and you can opt out of this. Included in your premium is an amount payable to GFS of between 24% and 61% of each premium. Your premium will be deducted in accordance with the authority you have provided to us. AM Best has rated Pinnacle with AB Plus Financial Strength Goods and Triple B Minus issue a credit rating with an outlook of stable. You can read more about these ratings on our website and in your policy documentation. The policy documentation 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 products meets 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. Awesome, thanks for your patience. And that's lengthy. Sorry. I just had two yes or no questions for you now.

[6 minutes 18 seconds][Customer] : Oh, OK.

[6 minutes 18 seconds][Agent] : Henry, you there? You still with me?

[6 minutes 21 seconds][Customer] : Yep, Yep. I'm still here.

[6 minutes 22 seconds][Agent] : OK. Do you understand and agree with the declaration?

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

[6 minutes 28 seconds][Agent] : Would you like any other information now, or would you like me to read any part of the policy document to you?

[6 minutes 37 seconds][Customer] : You're going to send me the policy?

[6 minutes 39 seconds][Agent] : Yeah, I will. Yeah.

[6 minutes 38 seconds][Customer] : Actually, yeah.

[6 minutes 40 seconds][Agent] : So I'll send you the policy documents to your e-mail and post.

[6 minutes 42 seconds][Customer] : Yes, I'll, I'll, I'll just read it for myself.

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

[6 minutes 49 seconds][Customer] : Oh, yes.

[6 minutes 47 seconds][Agent] : So just confirming, was that a yes or a no to that last question? Yes. OK. I just want to read it again, just to clarify. So would you like any other information now or would you like me to read any part of the policy document to you?

[7 minutes][Customer] : Oh, no, no, sorry.

[6 minutes 59 seconds][Agent] : OK, That's all right, All righty. So that's processing that. OK, sorry it's taking a while to load. OK, gone through now. OK, awesome. So, yeah, you'll get your policy document shortly. Have a good read through it, make sure you're happy. Umm, if you have any questions, you can give us a call. But actually, while I have you here as well, umm, that's your life insurance sorted. Do you have funeral insurance in place?

[7 minutes 34 seconds][Customer] : Do I have what? Yes, I do, Yeah.

[7 minutes 35 seconds][Agent] : Uh, funeral insurance You do? OK, they're all good.

[7 minutes 40 seconds][Customer] : Yes.

[7 minutes 40 seconds][Agent] : That's good that you have it. Then I'm just going to offer to go through a quote. Would you be interested in getting a quote with our cover casino?

[7 minutes 48 seconds][Customer] : Oh, wouldn't it?

[7 minutes 50 seconds][Agent] : OK, let's have a look. So it's the same content. I guess it's similar. It's designed for the same reasons, you know, just to keep you that Peace of Mind. If something was to happen to you, then your family would get that money. You can nominate up to five beneficiaries to receive the benefit amount.

[8 minutes 14 seconds][Customer] : OK.

[8 minutes 8 seconds][Agent] : Uh, you can choose anywhere from \$3000 up to \$30,000 will cover umm, And then there's actually a couple of ways where we would be able to triple your benefit amount. So if that was due to an accident, your choice and benefit will triple and for the living benefit

too. So if you would have suffer an accidental serious injury such as quadriplegia or paraplegia before the policy anniversary following your 75th birthday, then the benefit amount will also triple. OK. So yeah, obviously hoping you don't have to ever claim in any of that. That's just, you know, worst case situations. Now with this one, there's no medical checks and acceptance is guaranteed. And then for the 1st 12 months, you will be covered for accidental death and accidental serious injury only. And then after the first 12 months, you will be covered for death due to any cause. OK.

[9 minutes 5 seconds][Customer] : OK.

[9 minutes 6 seconds][Agent] : And then in addition, there is a terminal illness benefit, which means after holding your policy for 12 months, if you were first diagnosed with a terminal illness with 12 months or less to live by medical practitioner, then we pay the benefit amount to you in full again, just really there is worst case scenario. So hopefully that doesn't happen. Now, is there a certain amount that you'd like to look at being covered for for the funeral insurance?

[9 minutes 35 seconds][Customer] : Not sure what a funeral cost is these days.

[9 minutes 38 seconds][Agent] : That's OK.

[9 minutes 37 seconds][Customer] : We'd probably want food.

[9 minutes 40 seconds][Agent] : We can have a look for you. Look at it depends on the type of funeral you wish to have. I mean, research has shown that the average cost of a standard burial funeral service in New Zealand is \$11,000, while the average cost of standard cremation in New Zealand is \$7500.

[9 minutes 58 seconds][Customer] : Oh OK.

[9 minutes 59 seconds][Agent] : Yeah.

[10 minutes][Customer] : No, probably. Yeah. 2020 grand, I suppose.

[10 minutes 1 seconds][Agent] : So, yeah, we can go through a few different amounts just to give you a rough idea. But yeah, look, I'll start at \$20,000 for you. And then with the funeral insurance, your premium is level, which means they're designed to stay consistent. You're on. Yeah. And then, Henry, when you've reached the age of 85, your premiums will stay. So you'll actually stop paying premiums all together at that point?

[10 minutes 22 seconds][Customer] : OK, OK.

[10 minutes 32 seconds][Agent] : Yeah. And you'll also get a 25% bonus cover automatically be added to your benefit about when you're age 85. You have another option there because anytime after your 85th birthday, you can end your cover if you'd like. So you can choose to end your cover and then we will pay you 75% of the funeral insurance benefit. So if you. Yeah, if you needed any immediate money at that time, OK. But if we look at \$20,000 of cover, the accidental serious injury component would triple to \$60,000 and you'd be looking at \$53.17 a fortnight and that's \$26.58 give or take a week.

[11 minutes 13 seconds][Customer] : Oh, OK.

[11 minutes 13 seconds][Agent] : How does that sound? Yeah, Yeah.

[11 minutes 16 seconds][Customer] : Yeah, it sounds alright, but I'll just, I'll just go with the other one, the one I've got already, Yeah.

[11 minutes 22 seconds][Agent] : Just the the life insurance, Yeah, Yeah, that's OK. Well, yeah, you've got that ready to borrow. If you don't mind me asking, just with your funeral insurance that you already have in place, do you have \$20,000 there as well?

[11 minutes 35 seconds][Customer] : Yeah, the other one's, I think it's 30.

[11 minutes 38 seconds][Agent] : 30, OK.

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

[11 minutes 40 seconds][Agent] : Yeah. And is it working out to be cheaper or is it more expensive?

[11 minutes 45 seconds][Customer] : And it's probably about a couple of dollars a year.

[11 minutes 50 seconds][Agent] : They're all OK. Yeah, OK.

[11 minutes 51 seconds][Customer] : Yes, more expensive, but yeah, that's right.

[11 minutes 55 seconds][Agent] : Yeah, you wouldn't be interested in in, you know, having it all under the same roof, I guess, or what? What? One choice.

[12 minutes 2 seconds][Customer] : Oh, yes. Oh, yeah. I don't know. No, I'll just, I'll just stay with, stay with you before.

[12 minutes 6 seconds][Agent] : OK, Yeah, that's OK. It's something for you to think about anyway.

But yeah, your life insurance is good to go. And if you change your mind about the funeral, feel free to give us a call back. And we also do income protection if you're interested in that later down the track.

[12 minutes 22 seconds][Customer] : Oh, OK, alright. It's kind of weird just talking about.

[12 minutes 24 seconds][Agent] : Alrighty, I know it's not something that we talk about every day. Umm, yeah. But look, you're, you're still very young. Umm, you have plenty of years to live. It's just, you know, something that we do put on the back burner like it's not going to happen anytime soon, but well, hopefully it doesn't it of course, but yeah, you just let them know.

[12 minutes 33 seconds][Customer] : Yeah, yeah, it's wrong.

[12 minutes 48 seconds][Agent] : Yeah, Alright. OK. Well, well, thank you so much for your time today. Enjoy the rest of your night. And yeah, like I said, feel free to give us a call if you do have any questions or change of heart.

[13 minutes][Customer] : Yep. No worries.

[13 minutes 2 seconds][Agent] : Cool. All right. Thanks, Henry.

[13 minutes 1 seconds][Customer] : I will you have a good night. Thank you.

[13 minutes 6 seconds][Agent] : You too. Thank you. Bye.