

[9 seconds][Customer] : Hello.

[10 seconds][Agent] : Hi there, Lynette, it's Kylie calling back from Australian series. How you doing today? It's good. I'm just giving you that call back as we previously spoke regarding your inquiry into life insurance.

[21 seconds][Customer] : Yeah.

[21 seconds][Agent] : Hi Mary, it's Mike calling you. Yeah, so I'm just giving you that call just to touch base with you and answer any questions you may have as long as help you along with the cover. So, so I can get further from here. Can I please get you just confirm your full name and date of birth please? Yep, perfect. And just lastly, can I also just get you to confirm that you are a female Australian president?

[35 seconds][Customer] : Lynette Anne Peters, 6th of the 4th 53 yes.

[47 seconds][Agent] : Perfect. So Please note all calls are recorded. Any advice I provide is general nature and may not be suitable to your situation. Can I just ask what's got you looking into that? That life insurance there again.

[1 minutes 2 seconds][Customer] : Oh, because when I had total death and or, or whatever they call it with my Superfund, but because I turned 70, it's it's expired.

[1 minutes 16 seconds][Agent] : Mm hmm. Oh, OK, yeah, yeah. Well, I can definitely run you through all the main features and benefits that we provide here at Australian Seniors and then I can go through some pricing with you. OK.

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

[1 minutes 28 seconds][Agent] : Yeah, perfect. So with Australian Seniors life insurance, it, it is designed to provide financial protection for your loved ones there through a lump sum payment if you were to pass away before your 85th birthday when the policy ends, OK. You can choose cover between 10,000 up to \$200,000 and nominate up to five beneficiaries to receive their nominated benefit amount. If death is due to an accident, your chosen benefit will triple and we also include an advance payment of 20% of the chosen benefit amounts to help with funeral costs or any other final expenses at the time.

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

[2 minutes 4 seconds][Agent] : OK, so it's easy to apply. We just ask you 8 yes or no questions related to your health over the phone to see if you're approved and if you are accepted. And once you commence the policy, you'll be covered immediately for death due to any cause except suicide in the 1st 13 months. OK. In addition, and I really, really hope you don't claim on this, but there is a terminally ill advanced payment included in the cover. And that just means that if you were diagnosed with 24 months or less to live by a specialized medical practitioner, we can then pay your benefit amounts in full to help you with things like medical costs to ensure you should the best possible care there.

[2 minutes 22 seconds][Customer] : OK, alright.

[2 minutes 42 seconds][Agent] : OK, so did you have any questions for me so far?

[2 minutes 48 seconds][Customer] : Hello. I just want to know how much it would cost.

[2 minutes 50 seconds][Agent] : Of course, of course.

[2 minutes 53 seconds][Customer] : Oh, and do how many questions do you have to ask me?

[2 minutes 52 seconds][Agent] : OK, so let's, let's go to umm, when we go to the health questions, there will be, there'll be 9 questions there because I've got to ask one about COVID-19, umm, but all together and the main questions up there, there's eight.

[3 minutes 8 seconds][Customer] : OK, no worries.

[3 minutes 9 seconds][Agent] : OK, umm, so let's go through that call together. Uh, to begin, have you had a cigarette in the last 12 months? Perfect.

[3 minutes 9 seconds][Customer] : Yep, not in the last 29 years.

[3 minutes 20 seconds][Agent] : Well, very wise decision. Definitely, definitely. OK. So keeping in mind the level of cover ranges from the \$10,000 up to \$200,000 and we can look at different amounts until you find what level of cover. But I wanted to ask what benefit would you like me to look at first? Yeah, perfect.

[3 minutes 36 seconds][Customer] : Well, I was looking at 200,000 but I don't really think I need Oh yeah, 200,000 at this stage because I've, I've got a bit of a mortgage and I want that to be paid out if

I died.

[3 minutes 50 seconds][Agent] : Yes, of course, definitely. Well, would you mind me asking, is there a budget that you're trying to stick to for this at all?

[3 minutes 59 seconds][Customer] : Just just tell me what it is and I'll see how I am situated.

[4 minutes 4 seconds][Agent] : Yeah, perfect. OK, So I'll just get this loaded up for you now. So for the \$200,000 for yourself, that will come up to a fortnightly premium of \$282.98 per fortnight. OK. So how's that turning for suitability? Too expensive. Yeah. OK. Let me, what I'll do is I just wanted to show you what that would be if I do drop that down.

[4 minutes 18 seconds][Customer] : Yeah, too expensive a 100,000.

[4 minutes 28 seconds][Agent] : So I've just put that to the yeah, I've just put that down to the 100,000 there actually. So that's cut that fortnightly premium in half. So that would be \$141.49 per fortnight.

[4 minutes 42 seconds][Customer] : 100 and what for fortnight?

[4 minutes 39 seconds][Agent] : Is that sounding a bit closer to your budget there, \$141.49, correct.

[4 minutes 50 seconds][Customer] : So that's \$5070 a week roughly.

[4 minutes 59 seconds][Agent] : Yeah, I can actually find out for you real quick. Give me one moment. So that would be, that would be \$70.74 a week.

[5 minutes 13 seconds][Customer] : Yeah, OK.

[5 minutes 15 seconds][Agent] : OK.

[5 minutes 15 seconds][Customer] : Just just super thought.

[5 minutes 17 seconds][Agent] : Yeah, of course, of course. Or is that sounding suitable to you at all?

[5 minutes 22 seconds][Customer] : It's still a bit expensive, but yeah, I'll just that that that would be the figure I would have to go for.

[5 minutes 32 seconds][Agent] : OK. Yeah, what what I would like to let you know also is that your premium is stepped, which means it will increase each year. So just as an indication, if you make no changes to your policy, your premium next year will be \$151.39 per fortnight, OK.

[5 minutes 49 seconds][Customer] : That's up \$10.

[5 minutes 48 seconds][Agent] : But you can find from what I can see here, yes. OK. But you can find information about our premium structure on our website there. OK. I did also want to ask you, do you by any chance have a willing place?

[5 minutes 55 seconds][Customer] : Yeah, I do.

[6 minutes 6 seconds][Agent] : Yeah, perfect. Well, we do actually do send out a free will kit valid at \$30.00 for each policy. So it's not legally binding to you at all. So if you wanted to, you can leave it and draw for later. You can hand it off to a family friend, whatever you want to do with it there. OK. Umm. So the next step we do have here is to take you through those health questions. So I just need to confirm your home address for me to progress further here. So can I please start with your post code? Yeah, 2548. And what was the suburb? Yeah, perfect. And just the address there, sorry, are you able to just spell that street name for me, Beverley St. Perfect. And is that the same as your postal address?

[6 minutes 33 seconds][Customer] : 2548 NSW 3 Beverly St., Beverley Yep, Yep.

[6 minutes 59 seconds][Agent] : Perfect. Thank you so much. OK, Now I just have a pre underwriting disclosure I do got to read out to you. So it is kind of brief. So please bear with me and there'll be a question at the end.

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

[7 minutes 8 seconds][Agent] : I just need a clear sort of answer to OK so it just says. Please be aware 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 may 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 direct your information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase a life insurance policy and as such, you have a duty to take reasonable care not to make any misrepresentations. This means that you need to ensure that you understand each question I ask you and that you provide honest, accurate and

complete answers. You need to answer each question in full, even if you have provided some information to us in any earlier discussions you have had. If you do not take reasonable care, you may breach your duty. And if this happens, your insurer may be entitled to cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. And it just asks, do you understand and agree to your duty? Yes or no?

[8 minutes 16 seconds][Customer] : Yes.

[8 minutes 17 seconds][Agent] : Perfect. OK, So the first question I have here just in regards to the COVID-19, uh, have you been hospitalized with COVID-19 in the last six months or have you been diagnosed with COVID-19 in the last seven days? Yes or no? Perfect, In the last five years, have you been admitted to hospital as an inpatient because of a heart attack, heart failure or a stroke? Yes or no? Perfect in the last five years have you been admitted to hospital as an inpatient because of a lung disease other than for asthma or pneumonia as the only conditions? Yes or no?

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

[8 minutes 52 seconds][Agent] : Perfect in the last five years, have you been diagnosed with or treated for any of the following cancers? Lung cancer, cancer of the esophagus, stomach or pancreas cancer, brain cancer, multiple myeloma, or any other cancer that has spread to other organs. Or are you currently or seem to be treated with chemotherapy, yes or no? Perfect. Do you have a renal kidney condition that currently requires dialysis or?

[9 minutes 12 seconds][Customer] : No, no.

[9 minutes 20 seconds][Agent] : OK, I do need to read out the full question to you there, so please bear with me.

[9 minutes 24 seconds][Customer] : OK.

[9 minutes 24 seconds][Agent] : Umm, so do you have a renal kidney condition that currently requires dialysis or transplant or a doctor has advised to be required in the future, yes or no? Perfect. Do you have a liver condition that will require a transplant in the future? Yes or no? Have you been diagnosed with or currently undergoing testing for, or has a doctor advised you to be tested for motor neurone disease or any form of dementia including Alzheimer's disease? Yes or

no? Perfect. In the last five years, have you attempted suicide or been hospitalised for a mental health condition? Yes or no?

[9 minutes 34 seconds][Customer] : No, no, no, no.

[10 minutes 3 seconds][Agent] : And lastly, are you experiencing any unexplained symptoms or are you currently undergoing or waiting for the results of any health related tests or investigations or been diagnosed as having 12 months or they still live? Yes or no?

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

[10 minutes 16 seconds][Agent] : Perfect, we'll accept that for you now. So a big congratulations. It's all come back approved for yourself there so many people can get through that. So once again, a big congratulations. Umm, what I can do for you now is I can get you immediately covered over the phone today and I'll send you all the policy documents to review. Uh, this policy gives you a 30 day call off. So if you decide this policy is not suitable for you and cancel within the 30 days, then you will receive a full refund of your premium unless a claim has been made. So what we do now is we enter your DSP and account number, but you're not required to make it payment today. We generally collect payment in the next 7 days, but I can push that back to the next 14 for you.

[11 minutes][Customer] : So what did we decide that the the amount was?

[10 minutes 55 seconds][Agent] : But I just wanted to ask when is most, when is most suitable for you to be \$100,000 for the fortnightly premium of \$141.49?

[11 minutes 16 seconds][Customer] : Can I think about it?

[11 minutes 18 seconds][Agent] : Yeah, of course. You would you like to have a look at any other levels of cover there?

[11 minutes 18 seconds][Customer] : Please say that again.

[11 minutes 24 seconds][Agent] : I said would you like to have a look at any other levels of cover there? Yeah, certainly. So at the \$80,000, that would come up to \$113.19 per forward.

[11 minutes 32 seconds][Customer] : 80,000 just leave it as it is and I'll think about it. I'm not going to pay, I'm not going to give you any credit. Any details today, so.

[11 minutes 56 seconds][Agent] : Yeah, yeah, Yeah, that's perfectly fine. What I can do is I can send

you off some generic, generic information about what I've gone over today as well as the quote that I did provide. But did you want me to provide you that quote at the \$80,000 there? Yeah, Perfect. OK. I can do that for you also. Yes.

[12 minutes 15 seconds][Customer] : As well as as well as the 100 and just send it to my e-mail address bertie.peters@bin.com. Yes.

[12 minutes 22 seconds][Agent] : So I'll just confirm that e-mail that I have there, is that just bird birdie.peters@bigpond.com Perfect. OK. So I'll get that information set off to you there. I would also just like to set a call back for either sometime next week just to touch base with you just so I can answer any questions or and because further with the cover if you'd like to do with that. OK.

[12 minutes 46 seconds][Customer] : Yeah, well, Fridays are good for me because I'm, umm, I don't work on Fridays.

[12 minutes 53 seconds][Agent] : OK. Yeah. So I set a call back on Friday the 8th. And what time works best for you there, 11?

[13 minutes][Customer] : 11 companies today.

[13 minutes 3 seconds][Agent] : Yeah. OK. So that's been set up for you there now. So I'll send off that information to you and I will speak to you next Friday. OK.

[13 minutes 10 seconds][Customer] : OK, Thanks Cody. See you.

[13 minutes 11 seconds][Agent] : Thank you so much. Have a good one.

[13 minutes 13 seconds][Customer] : Bye.

[13 minutes 13 seconds][Agent] : Bye.