

[6 seconds][Agent] : Thank you for calling Interreal Insurance. You're speaking with Sharmin. How can I help you today?

[11 seconds][Customer] : Hello. Hello, Charline. Yeah, you do income protection insurance.

[17 seconds][Agent] : Yes, we do.

[16 seconds][Customer] : Yeah, it is.

[17 seconds][Agent] : Is that something that you're after for yourself?

[20 seconds][Customer] : Yeah. I'm just looking for a quote.

[23 seconds][Agent] : Yeah, I'm more than happy to provide you the pricing today. Thank you for the call.

[27 seconds][Customer] : Yep.

[27 seconds][Agent] : So what I'll do, I'll run into some information about your details. Do you mind to confirm me with your full name and date of birth please?

[36 seconds][Customer] : Yeah. My full name is Eric. Eric McKeever, MCK, EE VER. Correct. Yeah. 29th of the 4th, 1975.

[46 seconds][Agent] : MCK EE VER and the date of birth, perfect. And I got you as a male, an Australian resident, correct as well. Perfect. A friendly reminder to you Eric that all of our calls are recorded. Any advice that I do provide, it is generally nature and it may not be suitable to your situation.

[1 minutes][Customer] : Yes, Yeah, That's, that's fine.

[1 minutes 11 seconds][Agent] : OK, So Eric, just in case if the call does get inter disconnected, I'll reach you back to your contact number which is 0424529375.

[1 minutes 13 seconds][Customer] : Yeah, yeah.

[1 minutes 25 seconds][Agent] : Perfect. Thank you. Thank you for the call today. Eric, what I'll do with you, I'll run it through in terms of how the policy will work. I'll explain the features and the benefit of the cover and I'll also bring up the pricing for you. OK.

[1 minutes 38 seconds][Customer] : Thanks, Kevin.

[1 minutes 37 seconds][Agent] : My name is Charlene, if you have any.

[1 minutes 40 seconds][Customer] : I'll just have AI. Just have a one question now.

[1 minutes 40 seconds][Agent] : Yes, yes, please. Sorry, Eric, do you mind to repeat the question again? I missed out?

[1 minutes 44 seconds][Customer] : Is it yourselves that I'll get the policy off or or the insurance off or does it go to another company, sorry. So it'll be yourselves that will be giving me the income protection insurance or will it be another company?

[2 minutes 7 seconds][Agent] : So for example, once I take you through the pro, the information if you're liking that's all of the cover, we can get the policy organized for you today, OK. And the policy, it is underwritten product, it is underwritten by Hanover Life Aria of Australasia.

[2 minutes 22 seconds][Customer] : Right.

[2 minutes 22 seconds][Agent] : Is that what your question is?

[2 minutes 23 seconds][Customer] : Yes, Yes.

[2 minutes 24 seconds][Agent] : OK, perfect. Yeah. So what I'll do. I'll take you through all the information. But before I do that, Eric, I just need to ask you some questions to understand your situation as well. Tell me a little bit about yourself. Have you, have you ever looked into this type of insurance before?

[2 minutes 34 seconds][Customer] : Yeah, No.

[2 minutes 42 seconds][Agent] : That's OK. I'm more than happy to assist you today.

[2 minutes 45 seconds][Customer] : Well, I have I I'm just ringing around to get some quotes.

[2 minutes 49 seconds][Agent] : OK, so you haven't ever had income protection before?

[2 minutes 53 seconds][Customer] : No, no.

[2 minutes 54 seconds][Agent] : No Secure. What has made you to look into the insurance today, if you don't mind me asking? Hmm. Oh, OK. So you're self-employed.

[2 minutes 59 seconds][Customer] : Because it's all trader now and I need the help it for employment, yes.

[3 minutes 10 seconds][Agent] : What type of business do you have?

[3 minutes 12 seconds][Customer] : Carpentry.

[3 minutes 14 seconds][Agent] : Carpentry. That's beautiful.

[3 minutes 21 seconds][Customer] : Yeah.

[3 minutes 16 seconds][Agent] : So you just need to have like one of one sort of like a job requirement, correct. And umm, do you work full time basis or part time basis depending on them? Yeah, you can control since you have your own business.

[3 minutes 22 seconds][Customer] : Yeah, it depends how busy I am, yeah.

[3 minutes 34 seconds][Agent] : Uh, but I feel like working for yourself it, it does require more hour because you're working EV and handling everything, all the admin work and other sort of thing as well. So good on you for doing that. Running your own business is not an easy job, but do you're doing quite well. So Eric, with, in terms of the policy, the minimum requirement with us is that you have to work at least 15 hours per week in a paid employment. OK.

[3 minutes 43 seconds][Customer] : Yeah, yeah. Yeah.

[4 minutes 2 seconds][Agent] : Do you work at least 15 hours per week in a paid employment?

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

[4 minutes 7 seconds][Agent] : OK, Perfect, perfect. So for example, if you get sick or if you get injured and if you can't work, what is your main concern? What is like, is there any expenses that you're worrying about to cover? So you just totally need for the job requirement only.

[4 minutes 22 seconds][Customer] : No, yes.

[4 minutes 28 seconds][Agent] : OK, perfect. Well, you'll run it through the information. So with the policy, Eric, it is designed to provide a monthly income benefit. It is gonna pay directly to you if you are unable to work due to anticipating sickness or injury and you suffer a loss of income. OK. The policy is designed for you to cover your bills and other living costs if your salary does get interrupted and it can work. You can apply for this insurance if you work at least 15 hours per week in a paid employment. OK, we do offer you Eric, an income benefit of up to 70% of your monthly pre taxed income. You can apply for \$1000 up to a maximum of \$15,000, right? It is quite easy to apply. We just ask you some duty, best assessment.

[4 minutes 46 seconds][Customer] : Yep, Yep, Yep.

[5 minutes 22 seconds][Agent] : For example, I'm going to ask you some question about your job duties, plus I'm going to ask you some question about your health and lifestyle over the phone to see if you are eligible for the insurance. OK.

[5 minutes 35 seconds][Customer] : OK, OK.

[5 minutes 36 seconds][Agent] : And if you decide to take the policy out, Eric, it will cover you until your policy anniversary following your 65th birthday.

[5 minutes 46 seconds][Customer] : OK.

[5 minutes 47 seconds][Agent] : Keep that in mind that there are some exclusions that apply as outlined in the PDS as well. Alright, so Eric, have you understood me clearly so far in terms of the policy, how it's gonna cover you? OK, perfect. So what I'm going to do now, I'm going to ask you some questions regarding your duties at work, OK? I'm G All I need from you is just a yes or no confirmation. So before answering any of our questions, it is important that you are ever of your duty to answer all our questions accurately and honestly. Failure to do so, it could impact your cover at claims time. Alright, Sir. Eric, do you work 15 hours or more power week, yes or no?

[6 minutes][Customer] : Yes, Yeah, yes.

[6 minutes 34 seconds][Agent] : Thank you. And is your role of an administrative, managerial or professional nature where you spend the majority of your time indoors in an office or clinical environment, yes or no? Do you apart from heavy physical duties use heavy machinery or drive a vehicle, Yes or no?

[6 minutes 47 seconds][Customer] : No, Yes.

[6 minutes 56 seconds][Agent] : Are you qualified, skilled or semi skilled or hold the required licenses to perform your role? Yes or no?

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

[7 minutes 5 seconds][Agent] : Thank you. Do you work in any of the following fields? Aviation as a pilot or crew, entertainment or sporting industry, Air Force, Army, armed forces or do you handle explosives, yes or no? Do you regularly work underground or underwater, work at heights about 10 meters, work offshore, carry a firearm or drive long haul? Yes or no?

[7 minutes 21 seconds][Customer] : No, no.

[7 minutes 35 seconds][Agent] : Wonderful. Eric, your duty best assistance is now completed. This is the question I needed to ask you, so thank you for answering. Let's take you through the pricing now to go through with the pricing there. Eric, I'm going to ask you one question that is in relation to your smoking. OK? So have you had a cigarette in the last 12 months? Yes or no? Perfect. If you don't smoke Eric, your premium tend to be cheaper. OK, so saving you some long some money in the long run. Alright, you did mention to me about your employment status, but I just need to ask you again for the compliance checklist. So are you currently employed or self-employed, Eric?

[7 minutes 52 seconds][Customer] : Yeah, no self-employed.

[8 minutes 16 seconds][Agent] : Perfect. Thank you for letting me know what I'll do. I'll, I'll provide you with a definition of a pre tax income that will help you to determine and calculate your annual pre tax income as well.

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

[8 minutes 27 seconds][Agent] : OK, So the 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. This is the amount that the business would otherwise sees earning in the event you were unable to work due to a disability. So Eric, may I know what is your annual pre tax income please? That is before tax. Did you say \$72,000? Sorry, I missed that. Do you mind to repeat that figure again for me, 100, Yep, that was before tax, right?

[8 minutes 56 seconds][Customer] : Say 100,000 yeah, 100, sorry, 100,000 a year, yeah.

[9 minutes 15 seconds][Agent] : Lovely. Thank you so much. So I've noted down your annual income before tax. So based on your duties and the income that you mentioned area, you can select a monthly benefit amount. It starts from \$1000. That is the minimum and the maximum you can go up to 5833 dollars. What figure did you want me to leave you? I'll give you the pricing on today \$4000 a month. Sure, we can do that, not a problem. So Eric, you also have the option now to select the different waiting periods and and the benefit. Depending on your circumstances. So let me explain to you the waiting period first. So the waiting period is the non payment period that you

must wait before the income benefit is payable. After the short event you can select 30 days or 90 days. You got two different optionary.

[9 minutes 39 seconds][Customer] : 4000, yeah, yeah. 30 days.

[10 minutes 12 seconds][Agent] : OK, Yep, Yep. Perfect. So please keep that in mind. The income benefit is paid monthly in areas. This means if you selected 30 day waiting period your first payment, it would be 60 days after you were first eligible to claim.

[10 minutes 28 seconds][Customer] : OK, OK.

[10 minutes 27 seconds][Agent] : OK, so you asked me to have a look at 30 days for you.

[10 minutes 32 seconds][Customer] : Yeah.

[10 minutes 31 seconds][Agent] : I'm looking at that one. Perfect. And the next one is the benefit. So the benefit. Is the maximum amount of time that we will pay the income benefit for anyone injury or illness. OK, alright, I'll let you know.

[10 minutes 54 seconds][Customer] : That's six, six months.

[10 minutes 46 seconds][Agent] : Your options are so you, you can select from six months or one year or two years or five years, which figure 6 months. Perfect.

[11 minutes 6 seconds][Customer] : Yeah.

[10 minutes 59 seconds][Agent] : So Eric, the next step for me now is to take you through the health and lifestyle questions, OK, to check if you're eligible for the cover and, and those questions will also tell us the final price as well.

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

[11 minutes 11 seconds][Agent] : Alright, I'm just gonna open up the application form and load up with those questions. Now Eric, I do need to obtain your residential address in my system. Before I proceed to the next page. Do you mind to confirm me with your post code please? Wonderful. And your home and your city of the town name please walk over. Let me and the home and the home address please. Thank you. Yep, Yep.

[11 minutes 26 seconds][Customer] : 2650 Wagga Wagga, 56 Veale St., VEALE Street, Ashmont.

[11 minutes 52 seconds][Agent] : Perfect. This is number 56 Philly St. Wagga Wagga, NSW 2650. Is

that correct? And the postal address area is the same as the home address as well.

[12 minutes 1 seconds][Customer] : Yeah, it is. Yes.

[12 minutes 7 seconds][Agent] : Lovely. Thank you. Eric, you do have a piece of mind that our call center is based in Sydney, so you're located exactly the same state as you are and you'll always be dealing with an Australian based agent in the future. So our sales department, the support department and the and the claims department, they're all based in our Sydney office.

[12 minutes 27 seconds][Customer] : OK. Thank you.

[12 minutes 26 seconds][Agent] : OK, beautiful. So what I'm going to do now, I'm going to take you through those questions now to to confirm your eligibility and and let you know the final price as well. I'm going to read you a pre underwriting disclosure first, just outlining you that you have a duty. You need to be truthful and honest before answering those questions.

[12 minutes 46 seconds][Customer] : OK.

[12 minutes 45 seconds][Agent] : OK, so it says that case B error. All calls are recorded for quality and monitoring purposes. We collect your personal information to provide insurance cards, issue cover and other related services. We will share this with you 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 character information and lodge complaints about breaches of privacy. By proceeding, you understand that you are applying to purchase an Income Protection policy and as such, you have a duty to take reasonable care. Do not 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 reach your duty. And if you have, your insurer may be entitled to cancel your policy, decline a claim or make adjustments to the terms and conditions of your policy. Harry, do you understand and agree to your duty, yes or no?

[14 minutes 1 seconds][Customer] : Yes.

[14 minutes 2 seconds][Agent] : Lovely. Thank you so much. The first question I'm going to ask you

now that is in relation to COVID-19 before I take you to the main application, OK?

[14 minutes 10 seconds][Customer] : Yep.

[14 minutes 12 seconds][Agent] : So have you been hospitalized for COVID-19 in the last 12 months or have you experienced any ongoing symptoms or complications associated with your COVID-19 infection in the last 30 days? Yes or no?

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

[14 minutes 28 seconds][Agent] : Lovely. Thank you. OK, I'm now taking you to to the main application. At the end of each question, all I need is just a yes or no confirmation. But as I said before, if you need any assistance from me, I'm here for you today.

[14 minutes 40 seconds][Customer] : No thank you.

[14 minutes 39 seconds][Agent] : OK, You're welcome. So first question, are you a citizen or permanent resident of Australia or New Zealand currently residing in Australia, yes or no?

[14 minutes 49 seconds][Customer] : Yes.

[14 minutes 51 seconds][Agent] : The next couple of questions, those are in regards to your occupation. OK, So does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? Yes or no?

[15 minutes 7 seconds][Customer] : No.

[15 minutes 9 seconds][Agent] : Are you employed or self-employed? Thank you And next couple of questions. So do you own a business or are you a contractor? So you got two options, business owner or contractor, which one do you is applicable for you contractor? Thank you. Are you currently contracted or subcontracting? Are you currently contracted or subcontracting? Yes or no? Thank you. Do you expect your income to reduce in the next 12 months? Yes or no?

[15 minutes 12 seconds][Customer] : Self-employed contractor Yes No.

[15 minutes 46 seconds][Agent] : Thank you. If you were to become disabled and unable to work, would your business continue to generate income for more than 60 days? Yes or no? That's good. Thank you so much for letting me know. And do you have a second occupation that generates, do you have a second occupation that generates a taxable income, yes or no? Have you ever been

declared bankrupt or placed in receivership, in voluntary liquidation or under administration? Yes or no?

[15 minutes 58 seconds][Customer] : Yes No, No.

[16 minutes 28 seconds][Agent] : Thank you. So Eric, based on your disclosure off, you mentioned that if you are to become disable and unable to work, would your business continue to generate income for more than 60 days? You said as a yes confirmation.

[16 minutes 42 seconds][Customer] : Yeah.

[16 minutes 43 seconds][Agent] : So for that reason, the following exclusion has been added for your policy. So I'll read that out to you. So the income protection benefit will be reduced by any income you receive or are entitled to receive from any business you have an interest in subsequent to the disable mandate. The adjust. This adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your pre disability income. OK. 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 worse or height and weight ranges. So, Eric, may I know what is your exact weight? Exact height, please? 5 foot 9 inches. Thank you. And what is your exact weight, please?

[17 minutes 15 seconds][Customer] : OK, 5 + 9, yeah, 94 kilos.

[17 minutes 52 seconds][Agent] : Perfect. Thank you for letting me know. So I'll read it that back. So I kept it. The height was all right. Just give me one second. Yep. So I've kept it. The height was the reading was 5 foot 9 inches and the weight reading was 94 kilograms, correct?

[18 minutes 9 seconds][Customer] : No, Correct.

[18 minutes 14 seconds][Agent] : Thank you. Have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? Yes or no? Thank you. To the best of your knowledge, are you infected with or are you in a high risk category for contracting HIV which causes AIDS? Yes or no thank you. Do you have definite plans to travel or reside outside of Australia IE booked or will be booking travel within the next 12 months? Yes or no?

[18 minutes 23 seconds][Customer] : No, no, no.

[18 minutes 48 seconds][Agent] : Thank you. Loading up with the next question are sorry it's just taking a bit longer to process. Thank you. Alright, perfect. The next question are for you is do you have existing income protection cover, yes or no?

[18 minutes 56 seconds][Customer] : OK, no.

[19 minutes 6 seconds][Agent] : Thank you. The next section for you now is in regards to your medical history. All I need from you is the yes and yes confirmation again. So, have you ever had symptoms of being diagnosed with or treated for, or intend to seek medical advice for any of the following cancer, tumor, mole or cyst, including the skin cancer, sunspots, Melanoma or leukemia? Yes or no? Thank you. Have you ever had an abnormal PSA test or an enlarged prostate? Yes or no. Stroke, chest pain, palpitations, or heart conditions such as but not limited to heart attack and angina or high blood pressure? Yes or no. High cholesterol, thyroid condition, or neurological symptoms such as dizziness or fainting? Yes or no? Diabetes, raised blood sugar, impaired glucose tolerance, or impaired fasting glucose. Yes or no.

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

[20 minutes 9 seconds][Agent] : Hepatitis or any disorder of the liver, stomach, bowel, gallbladder, or pancreas. Yes or no. Epilepsy, motor neuron disease, multiple sclerosis, muscular dystrophy, Parkinson's disease or paralysis. Yes or no Anxiety, depression or stress requiring medical treatment or any other mental health disorder? Yes or no. Any illegal drug use, abuse or prescription medication or received medical advice or counseling for alcohol consumption. Yes or no Disorder of the kidney or bladder. Yes or no. Blood disorder or disease? Yes or no.

[20 minutes 16 seconds][Customer] : No, no, no, no, no, no, no.

[20 minutes 57 seconds][Agent] : Asthma or other respiratory disorder, excluding childhood asthma. Yes or no. Back or neck pain or disorder. Yes or no arthritis, Chronic pain, gout, repeated strain injury, chronic static syndrome or fibromyalgia. Yes or no. Joint or muscle pain. Ligament injuries, including replacement or reconstructive surgery. Yes or no, Osteoporosis or osteopenia, yes or no.

[21 minutes 3 seconds][Customer] : No, no, no, no, no, no.

[21 minutes 31 seconds][Agent] : Any defect of hearing or sight other than which is corrected by glasses or contact lenses? Yes or no? Thank you. One other question I just have to repeat back because for some reason my system didn't expect that for you, Eric, so I already asked that question. So joint or muscle pain, ligament injuries, including replacement or reconstructive surgery, yes or no? Thank you. Other than what you have already told me about in the past three years, have you sought medical advice or treatment by a medical practitioner or a specialist? Or are you awaiting results for any medical test or investigation such as but not limited to any surgeries, X-rays, scans, blood test or biopsy? Yes or no? Wonderful. Other than what you have already told me about. Are you contemplating seeking medical advice for any symptoms you are currently experiencing within the next two weeks? Yes or no?

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

[22 minutes 34 seconds][Agent] : Thank you. Other than what you have already told me about, have you ever during your working career required more than two consecutive weeks of work due to illness or injury? Yes or no? Perfect. So next two questionnaires I'm going to ask you now that is in regards to your family history. What I'll be saying your immediate family, I will be referring to your mom, dad, brother and sister only. OK, To the best of your knowledge, have any of your immediate family living or deceased ever been diagnosed with polycystic kidney disease, hunting stones, disease or family abnormalities or family are as or family are as no matter as polyprosis? Yes, I know. Thank you. To the best of your knowledge, have any of your immediate family suffer from cancer, heart condition, stroke or other headachary disease prior to age 60? Yes, I know.

[22 minutes 46 seconds][Customer] : No, OK, no, no.

[23 minutes 34 seconds][Agent] : Thank you. One last question to ask you Arie, other than one of your first do you engage in or intend to engage in any of the following aviation other than as a fare paying passenger on a recognized airline, motor racing, motor racing, parachuting, mountaineering, AB ceiling scuba diving deeper than 14 meters, cave or rig diving or any other hazardous activity? Yes or no. Wonderful. Alright, thank you so much for your patience in answering all the questions with me today. Are you satisfied with those answers that you provided? Oh, wonderful. What I'm

going to do now, I'm going to lock your application in and send your application's answers to the underwriter. OK. And they will ask this. It takes about 3 seconds to load up with an outcome. Since you're quite healthy, most most of the question you have answered as a as a no. So it seems like you're a very healthy person.

[24 minutes 3 seconds][Customer] : No, yes, yes.

[24 minutes 30 seconds][Agent] : So that's good. Alright, let me quickly check on the applications and just resend back. Perfect. So Eric, your applications outcome has come back from down the right. Alrighty. So congratulations to you. The application is approved with the below term. That was the only exclusions that you got for the business continuity that I have already mentioned to you. OK. So I'll let you know the pricing now in regards to the pricing for the \$4000 four, for the \$4000 worth of income protection with the waiting period of 30 days and a benefit period of six months, Eric, you are looking at a payment of \$62.38 per fortnight.

[24 minutes 54 seconds][Customer] : Yeah, OK.

[25 minutes 19 seconds][Agent] : Yeah.

[25 minutes 18 seconds][Customer] : Yeah, we'll go ahead with that.

[25 minutes 21 seconds][Agent] : How does that sound in terms of affordability, Eric, is that coming manageable for you?

[25 minutes 25 seconds][Customer] : So that's \$62.38 and 48.

[25 minutes 28 seconds][Agent] : Correct, 62.38, so roughly that you can save \$31.19 a week. OK. Would that be manageable and affordable to yourself?

[25 minutes 28 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah. Very horrible. Yeah.

[25 minutes 39 seconds][Agent] : Perfect. I'm glad to hear that. I'll quickly let you know in, in terms of the premium how it's going to calculate for you in the future. OK, so your premium is stuck, which means it will generally increase each year as you age. And as an indication, if you make no changes to the policy, your premium next year, it will be \$68.30 per fortnight and your monthly benefit amount, it will remain the same, which is at exactly at \$4000. All right. And you'll, you can also find information about our premium instructor on our website as well if you do require some more

information.

[26 minutes][Customer] : Yep, OK.

[26 minutes 14 seconds][Agent] : OK, And alright, included in your policy, there are some extra benefits. I'll run you through that as well quickly. So in the policy there is a rehabilitation benefit along with the final expenses benefit, which pays \$10,000 in the event that you pass away, for example, while you're holding the policy area, God forbid if you pass away, that \$10,000 will be paid out to the beneficiary. So they can use that money for and to take care of your funeral costs or any other final expenses. OK, perfect.

[26 minutes 49 seconds][Customer] : That's good to mind.

[26 minutes 50 seconds][Agent] : Yeah. So you can nominate up to five beneficiary. Once I finalize everything, I'll, I'll let you know in order to how to fill out the beneficiary form as well. OK, perfect. So what what I can do for you today Eric, since you mentioned the pricing is coming, manageable and affordable, umm what I'll do, I'll get you the \$4000 worth of income prediction cover immediately over the phone and I'll send you the policy copy so we can read you all the details writing as well. OK and the great thing is Eric, this policy does give you a 30 day cooling off. If you decide this policy is not suitable for you, you can call us back and cancel within the 30 days.

[26 minutes 59 seconds][Customer] : Yep, Yep, Yep.

[27 minutes 29 seconds][Agent] : Then you'll receive a full refund of your premium unless the claim has been made.

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

[27 minutes 33 seconds][Agent] : OK And to get the policy started Eric, you don't have to make the payment today. We work in a direct debit system. So the first fortnightly payment, you can select the date of your choice and from that day before nightly basis, it will be deducted from your account. OK. Have you got a date in mind? I can line up with your payday if you want. Which day did you you work for yourself? So it's not exactly a payday, but it's entirely up to you which day you would like to make the fast payment with us.

[28 minutes 3 seconds][Customer] : I can make it today.

[28 minutes 4 seconds][Agent] : Yeah, we can do that today. Not a problem then. And as I said before, you work in a direct debit system, so we can do with the BSP and account number or with the Visa or MasterCard number as well. Either way you do. There's no such as how would you like to do it today?

[28 minutes 6 seconds][Customer] : Yes, BSB and account number.

[28 minutes 22 seconds][Agent] : Sure. The savings or check account, please.

[28 minutes 24 seconds][Customer] : It's a savings account.

[28 minutes 26 seconds][Agent] : Thank you. When you're ready, may I know the BSP please and the account number please? And the account name, is that your name? Eric McKeever. Beautiful. I'll repeat the BSB account number. So BSB 732769. And the account number is 778499, correct?

[28 minutes 30 seconds][Customer] : BSB is 732 769 778499 yes, yeah, correct.

[29 minutes][Agent] : Lovely. So Eric, one last thing to do now is to read your declaration for your policy. And at the end, I'm going to ask you 2 questions and we can get the policy organized. And I'll send you the documents as spelled to you shortly. So we can review that in writing too. OK. You will be receiving the e-mail copy from me first. You should receive. You should receive that in the next 15 minutes to half an hour after I finalize everything. Would you mind to reconfirm me with the e-mail address, please? Perfect. And I'll send you the hard copy to the mailing address that you provided before. So you should receive that in the next three to five business days. OK. And I got your best contact number, Eric, which is 0424529375, correct?

[29 minutes 28 seconds][Customer] : It's ericmckeever@hotmail.com, correct?

[29 minutes 47 seconds][Agent] : Lovely. One last thing to do now is to read you the declaration. But I'm just gonna reconfirm your details first. So I got your full name. It's Mr. Eric McKeever, correct? And the date of birth is 29th of the 4th, 1975, correct as well.

[29 minutes 56 seconds][Customer] : Yes, correct.

[30 minutes 4 seconds][Agent] : And I got you as a male and Australian resident. Correct, Sir.

[30 minutes 7 seconds][Customer] : Correct.

[30 minutes 8 seconds][Agent] : Lovely. Thank you so much. So, Eric, you'll be covered for \$4000

worth of income prediction cover. And the waiting period is 30 days and the benefit. Is 6 months. And your fortnight, your payment is \$62.38 per fortnight. OK. Are you happy to proceed? Thank you so much. So I'm going to read that declaration now. Just give me one second, all right, They say thank you. Eric Mckeeva. It is important you understand the following information. I will ask for your agreement to this terms at the end and your policy will not be enforced unless you agree to this terms in full.

[30 minutes 23 seconds][Customer] : Yes, hello.

[30 minutes 44 seconds][Agent] : Real income protection is issued by Hanover Life RE of Australasia Ltd, whom we will refer to as whom we will refer to as Hanover. Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS Trading as Real Insurance, to issue and arrange this insurance on its behalf. Hanover has an Hanover has an arrangement with Greenstone Financial Services, whom I will refer to as GFS Trading as Real Insurance, to issue an analysis insurance on its behalf. Hanover relies upon the information you have provided when assessing your application. That includes the information we initially collected from you to provide a correct. Hanover has set a 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.

[31 minutes 45 seconds][Customer] : None.

[31 minutes 44 seconds][Agent] : Alright, can you please confirm you have answered all of our questions in accordance with your duty, yes or no?

[31 minutes 51 seconds][Customer] : Yes.

[31 minutes 51 seconds][Agent] : Thank you. We may from time to time provide offers to you via the communication methods you have provided to us in relation to other products and services by agreeing to this declaration. You can't send to allow us to contact you for this purpose until you opt out. You can opt out of this at any time by contacting us. The accepted cover provides the following. The accepted cover provides the following insurance cover for Eric Makeva, a monthly insure

amount of four for Eric Makeva, a monthly insurance amount of \$4000 with a waiting period of 30 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 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 is there is a final expenses benefit of There is a final expenses benefit of \$10,000 paid to your beneficiary if you pass away while your policy is in place. In addition to the standard exclusions contained within the PDF, the following exclusions apply for Eric Mckeeva Income Protection Benefit. The income protection The income protection benefit will be reduced by any income you receive or are entitled to receive from any business. You have an interest fee subsequent to the disable disablement, right? This adjustment will. This adjustment will only apply where the total amount of the benefit payable plus the ongoing income exceeds 70% of your paid disability income. By agreeing to this declaration, you agree to any non standard exclusions or loading placed on your policy and you understand they will remain in place for the life of the policy. You may request for any of these alternative terms to view reviewed. You may request for any of these alternative terms to be reviewed at any time by calling us. Your cover expires on December 4, 2014, 12:00 AM. Your premium for your first year of cover is \$62.38 per fortnight. Your premium is just a 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. Included in your premium is an amount. My apologies Eric, the system is getting refreshed. I'm just repeating myself. Sorry about that.

[34 minutes 46 seconds][Customer] : That's OK.

[34 minutes 46 seconds][Agent] : I'll read the whole line. Included in your premium is an amount payable by Hanover to GFS of between 37% and 51% to cover cost. Your premium will be debited from your nominated bank account in the name of Eric Mckeeva, which you are authorized to debit from and have provided to us. The policy documentation, PDF and FSU will be mailed to you and if you have provided us with an e-mail address, but your policy documentation will also be emailed to

you today. You should carefully consider the policy documentation, PDF and F issue will be mailed to you and if you have provided us with an e-mail address, your policy documentation will also be emailed to you today. You should carefully consider this documents to ensure the product meets you need. You have a 30 day cooling off. When you may cancel your policy and any premium you may have paid will be refunded in full unless you have lost a claim. There are risks associated with replacing policies as your new policy may not be identical to your existing cover. We recommend that you do not cancel any existing policy until you have received and reviewed our policy in full. We have a conference process which you can access at any time by contacting us. Full details are available online and in the documentation we are sending you. Alright, I'm going to ask you two final question. OK. First one is, do you understand and I agree with the declaration, yes or no? And the last question that is for myself, would you like any other information about the insurance now or would you like me to read any part of the PDS to you, yes or no? Thank you. And Eric, you can also find information about our premium structure on our website as well if you require more information. OK, I'm going to send you the e-mail copy to you first, which will go to ericmakeva@hotmail.com. That was your e-mail address, right?

[36 minutes 13 seconds][Customer] : Yes, no, yes.

[36 minutes 42 seconds][Agent] : Lovely.

[36 minutes 43 seconds][Customer] : And that will be my insurance policy will be sent to me. Yeah.

[36 minutes 48 seconds][Agent] : Yes. So your policy has been sorted, so I'm going to give you the policy number now. You will be receiving the policy copy to your e-mail address in the next 15 minutes to half an hour. Keep an eye as well, Eric. It might go to the junk folder. Sometimes it can happen too. OK, have you got a pen and paper handy so I can give you the policy number and you can write that down?

[37 minutes 3 seconds][Customer] : OK, just one second.

[37 minutes 12 seconds][Agent] : Take your time, no rush. So your policy number is 722, 00, 11, 6-8. Would you mind to repeat the number back to Mary?

[37 minutes 13 seconds][Customer] : OK, OK 72200 11 6-8 722001168.

[37 minutes 36 seconds][Agent] : Beautiful. That's all I needed from you. If you need any assistance from us in the future, for example, if you need to update your banking details or if you need to update your address or contact number or anything in regards to your policy, you can call us back. The customer support, it will be written in the e-mail that you're going to receive from us shortly. OK. And only thing that need to be done today, Eric is the beneficiary for your final expenses benefit. I'm not specializing that area. So what I'm going to do is transfer you to our support team and they will help you to finalize with the beneficiary. Have you got anyone in your mind to nominate?

[38 minutes 11 seconds][Customer] : Yeah, and my wife.

[38 minutes 13 seconds][Agent] : Right, Perfect. Lovely. We can do that. And is there anything else I can assist you today, Eric, before I let you go to support team?

[38 minutes 20 seconds][Customer] : No, you've been very helpful. Thank you.

[38 minutes 22 seconds][Agent] : You're welcome. Eric, thank you for choosing real insurance. Please hold the line for me one, one time.

[38 minutes 26 seconds][Customer] : Thank. Thank you.

[38 minutes 27 seconds][Agent] : Thanks. Thank you for holding the line, uh, for umm, Eric. Umm, so I've got my colleague Siba from support team. He's going to help you with the beneficiaries of the final expenses today. OK. Umm, thank you. And as you like, I have gone from old ID for, uh, Eric, uh, old points, uh, have been checked, umm, so you can take over from here. Thank you. Thank you. Well.