

[1 seconds][Customer] : Hi, dear.

[3 seconds][Agent] : Hi there. Neil, it's Andrew calling for meal insurance. How are you today?

[1 seconds][Customer] : Speaking Good. Thanks. How are you?

[8 seconds][Agent] : Yeah, pretty good. Thank you. I'll give you a call in regards to the income protection insurance quote request you put in online for us.

[15 seconds][Customer] : Yes. Yep, Yep.

[14 seconds][Agent] : It says you're trying to look at your options at the moment.

[17 seconds][Customer] : Yeah, yeah.

[17 seconds][Agent] : Are your first time looking into this now or?

[19 seconds][Customer] : No, no, I've got some already, You know, it's just it was expensive.

[29 seconds][Agent] : OK?

[22 seconds][Customer] : It's hooked up with my superannuation and all that and I was just saying if I could separate it or what was easier or what was cheaper or if anything at all. So that being 60, it's a bit difficult now, so.

[31 seconds][Agent] : Yeah, OK, I can show you how it works. You can apply with this one up until the age of 60.

[39 seconds][Customer] : Yep.

[38 seconds][Agent] : So when you're 61, you wouldn't be able to apply at that time, but once it is in place, you can keep it until the policy anniversary following your 65th birthday. OK.

[48 seconds][Customer] : Oh, OK. Yep.

[48 seconds][Agent] : So roughly about five years now before we go into this, Please note all our calls are recorded and any advice that provide is general in nature and may not be suitable for your situation. And Neil, can I please confirm your first name, surname and date of birth? Thank you and your best e-mail. Yep, no worries. So you have covered through a separate currently. Is that just like the default amount or did you make it specific?

[1 minutes 3 seconds][Customer] : Neil Cooper, 27th of the 7th 1964 uhinkuka41@icloud.com Let's try and do it. Thanks.

[1 minutes 25 seconds][Agent] : I was staying with your super. Is the cover you have currently just a default amount?

[1 minutes 23 seconds][Customer] : Yep, go ahead. Uh, I'm not sure what it is. I got it off.

[1 minutes 32 seconds][Agent] : Did you specifically pick it or did it?

[1 minutes 36 seconds][Customer] : I'm not sure. Again, I've had it for about 10 years so I'm not sure. Yes. Yes. Yes. Yes. Yes. Yes. Yes. Yes. Yeah. Yeah. Yeah. Yes.

[1 minutes 34 seconds][Agent] : Is it just there S so did you ever like any point say I want this amount of cover for this, this and this or did they just provided oh, OK, so they ha you have chosen OK, no worries at all.

[1 minutes 53 seconds][Customer] : It's fine. Yes.

[1 minutes 53 seconds][Agent] : OK, so that in that case with this policy here, look, if you are replacing an existing policy, first of all, we do recommend you don't cancel it until your application has been approved and you have reviewed this policy in full as it may not be identical to your existing cover.

[2 minutes 6 seconds][Customer] : No, no. Yep.

[2 minutes 8 seconds][Agent] : And you should also consider that the benefits that apply for that one may not apply for this and the waiting period may start again depending on what it is.

[2 minutes 17 seconds][Customer] : Yes. Yeah. Yeah. Yeah.

[2 minutes 17 seconds][Agent] : So anyway, we'll have a look and see what you can choose from with this one. So your current occupation, are you currently employed or self-employed?

[2 minutes 25 seconds][Customer] : Employed.

[2 minutes 27 seconds][Agent] : Yep. And can I please confirm you're a male Australian resident?

[2 minutes 30 seconds][Customer] : Yes, Correct.

[2 minutes 31 seconds][Agent] : Thank you. Now before answering any of our questions, it is important that you are aware of your duty to answer all our questions accurately and honestly.

[2 minutes 39 seconds][Customer] : Yep.

[2 minutes 38 seconds][Agent] : Failure to do so could impact your coverage claims time. So the first

question, so do you work 15 hours or more per week?

[2 minutes 45 seconds][Customer] : Yes, correct. Yes.

[2 minutes 45 seconds][Agent] : Yes or no, Thank you. Is your role of an administrative, managerial or professional nature? Will you spend the majority of your time indoors in an office or clinical environment?

[2 minutes 55 seconds][Customer] : Yes, Yes.

[2 minutes 54 seconds][Agent] : Yes or no, Thank you. Are you required to perform any physical duties, Yes or no? Do you work in any of the following fields? Aviation as a pilot or crew, entertainment industry, Air Force, Army, armed forces, or do you carry a firearm or handle explosives? Yes or no, thank you. That's the duty based assistant complete. So thank you for your patience while going through that. So I'm just going to hop into the next part now. OK. And for your smoking status, sorry, just a reminder, have you had a cigarette in the last 12 months?

[3 minutes 1 seconds][Customer] : No, no, no.

[3 minutes 32 seconds][Agent] : Thank you. Now with your annual income before tax, what would that be at the moment? Thank you. And just to confirm, this is for employed not self-employed, is that correct?

[3 minutes 39 seconds][Customer] : 160,000 Yes, it is.

[3 minutes 48 seconds][Agent] : Yep.

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

[3 minutes 49 seconds][Agent] : So for the pre tax income, the definition we have would be it's the total annual remuneration paid to you by your employer before tax, including salary and regular commissions or bonuses excluding super contributions.

[4 minutes 2 seconds][Customer] : Yes. Yep.

[4 minutes 2 seconds][Agent] : OK, so 160.

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

[4 minutes 6 seconds][Agent] : Yep. Alright, so that means that based on your duties and your income, benefit \$160,000 for the annual income. The monthly benefit amount you can choose would

be between 1000 up to \$9333 based on your income and dues. What benefit amount would you like me to quote you on? Yep. OK, uh, the next thing we look at is the waiting period. So you can choose 30 days or 90 days, but just keep in mind the income benefits paid monthly and a RE. So this means if you choose a 30 day waiting period, your first payment would be 60 days after your first eligible to claim. And the waiting period basically is a non payment period. This this is what you must wait before the income benefits payable. So, uh, you can choose 30 or 90. Which would you like me to choose?

[4 minutes 23 seconds][Customer] : Yep, 5000 OK 30.

[4 minutes 55 seconds][Agent] : Yep. And then the benefit periods, the maximum amount of time that will pay the income benefit for anyone injury or illness. You can choose six months, one year or two years. Which would you like me to choose? OK, let's have a look. So if you look here at a \$5000 monthly benefit amount with a 30 day waiting period and a one year benefit. Do you currently pay fortnightly, monthly or annually?

[5 minutes 8 seconds][Customer] : One year it's paid annually out of my superannuation.

[5 minutes 26 seconds][Agent] : Yep.

[5 minutes 25 seconds][Customer] : Somehow they do it. Magical trick.

[5 minutes 27 seconds][Agent] : I'll SH Yeah, no worries. I'll show you what it is annually, just keeping in mind this one's outside the Super. So the premiums for income protection insurance are generally tax deductible.

[5 minutes 30 seconds][Customer] : Yep, Yep, Yep, Yep.

[5 minutes 38 seconds][Agent] : OK. So the 5000 monthly benefit amount, this is 30 day waiting period and one year benefit.

[5 minutes 47 seconds][Customer] : OK, that sounds good.

[5 minutes 43 seconds][Agent] : Annually would be 3451 dollars, OK, and three cents. I should have umm, so that's, if you're looking at the 5000 months of dental. Now that's a 30 day waiting period, a one year benefit.

[5 minutes 50 seconds][Customer] : Yep, Yep. Yes. OK, that's a big difference in that.

[5 minutes 58 seconds][Agent] : Umm, if you want to reduce that further, just hypothetically a 90 day waiting period, we'll drop that price down to \$1916.31 annually, OK. The waiting period does have an impact.

[6 minutes 9 seconds][Customer] : Yeah, yeah, yeah, yeah.

[6 minutes 12 seconds][Agent] : Umm, yeah, If you wanted to even like up the monthly benefit amount, let's say to, uh, I don't know, 8000, let's just say for this example, and you had a waiting period of 90 days and a benefit period of six months, it would be \$2427.53.

[6 minutes 22 seconds][Customer] : Yes, OK.

[6 minutes 32 seconds][Agent] : And that's with an extra 3000 monthly benefit amount. So I mean, that's just again, an example to show the differences. But if you want to keep it, you know, below 2000 a year and you want that waiting period to be at least a year, then keeping it at 5000 with the 90 day waiting period.

[6 minutes 34 seconds][Customer] : Yes, yes, two, but yeah, yeah, yeah.

[6 minutes 48 seconds][Agent] : And the one year benefit. As I mentioned, is under 2000 a year at one, \$1916.31 annually. But if that waiting period, of course is something you're prioritizing, then that's fine. It just means that the premium is 3451 and three cents annually.

[7 minutes 5 seconds][Customer] : Yeah, that's a big difference. Some of the words look at. Yeah, definitely.

[7 minutes 10 seconds][Agent] : Yeah.

[7 minutes 12 seconds][Customer] : Alright, we'll go do the three month waiting list. Whatever.

[7 minutes 11 seconds][Agent] : Which one would you like to check your eligibility for the 90 day waiting period?

[7 minutes 20 seconds][Customer] : 90 day. Yeah, yeah. Yep.

[7 minutes 20 seconds][Agent] : Yep, Yep, no worries.

[7 minutes 22 seconds][Customer] : 90 days and yes.

[7 minutes 24 seconds][Agent] : So we'll go over the helpful master questions now, uh, and then if you're approved, so hopefully, uh, you get the outcome you're looking for.

[7 minutes 32 seconds][Customer] : Yep, Yep. Yep.

[7 minutes 31 seconds][Agent] : As I mentioned, this is an indicative quote, so it is subject to change, but then those questions, once you go through that, then you can at least know what the final result is.

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

[7 minutes 39 seconds][Agent] : Uh, now we do also include a rehabilitation benefit with this policy, umm, also along with the final expenses benefit. So the rehabilitation benefit is designed to help get you back to work so you can be making that regular income again, of course. Umm, And this pays a reimbursement of up to 50% of your monthly income benefit to a maximum of \$3000 to help with rehabilitation costs whilst claiming. Or we can reimburse up to six times your income benefit towards cost of equipment or modifications required to assist your return to work.

[7 minutes 50 seconds][Customer] : Yes, Yep, Yep.

[8 minutes 12 seconds][Agent] : Umm we also have a final expenses benefit which pays \$10,000 in the eventual to pass away on the policy.

[8 minutes 19 seconds][Customer] : Uh huh. Yep, Yep, Yep. There you go.

[8 minutes 19 seconds][Agent] : So basically like a funeral cover, OK, Now when it comes down to the 5000 months benefit amount within 90 day waiting period, the one year benefit.

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

[8 minutes 29 seconds][Agent] : As I said, that's \$1916.31 annually for the indicative quote, which means we give you a refund of \$191.63 paid back to you following your first policy anniversary date as we refund 10% of the premiums at that time.

[8 minutes 44 seconds][Customer] : Mm, hmm. Yep. Ah, yes.

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

[8 minutes 46 seconds][Customer] : Yep. So you know. Hmm. Mm.

[8 minutes 47 seconds][Agent] : And then, yeah, you, you're probably aware now that with the income protection insurance, the premiums for this are generally tax deductible, which can make it even more custom effective for you.

[8 minutes 58 seconds][Customer] : Yep.

[8 minutes 55 seconds][Agent] : I obviously can't speak on behalf of your super, but I can't speak on the half of ours. OK. And what's your post code for your home address?

[8 minutes 59 seconds][Customer] : Yes, that's fair enough.

[9 minutes 5 seconds][Agent] : 3956 and the suburb. Yeah.

[9 minutes 3 seconds][Customer] : 3956 is towing lower.

[9 minutes 11 seconds][Agent] : I see.

[9 minutes 12 seconds][Customer] : Yeah, yeah. Or lower towing. Different language.

[9 minutes 11 seconds][Agent] : Tarwon, let me see what comes up on here. So Oh yeah, Tylenol, it does come up.

[9 minutes 14 seconds][Customer] : Yeah, yeah. It's Pounies Rd. POWNEYS Pounies Rd. 112.

[9 minutes 18 seconds][Agent] : And then the street address, uh, the number 1120. Yeah. POWNEYS Rd. Got it.

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

[9 minutes 32 seconds][Agent] : Is that your postal address too, where your mail gets sent?

[9 minutes 35 seconds][Customer] : Yes, it is correct. Yep.

[9 minutes 36 seconds][Agent] : Thank you. Now in regards to the hard to be policy documentation, uh, if you are approved and once you decide to convince the policy, if you're happy with the outcome, we send you out your hard to be policy documentation within 5 working days. Umm, and, but you'll receive a welcome e-mail shortly after the call once your policy is in place. Now, if you are accepted, umm, you know, at the end, we'll let you know and on what terms we can also cover. But as I said, once it is in place, it can cover you into your policy anniversary following your 65th birthday. And keep in mind that there are some exclusions that apply as outlined in the PDS. And depending on how you answer these questions, further exclusions can apply, of course.

[10 minutes 11 seconds][Customer] : Yes, I know.

[10 minutes 16 seconds][Agent] : OK, uh, but we'll go through the paragraph now, basically just explains what's expected of myself and asking you these questions and what's expected of yourself

and answering them. Uh, once I've read that out, we can go from there. So it reads, 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 correct your 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 to not make any misrepresentations. This means that you need to ensure that you understand each question I ask you and that you provide honest, accurately 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. Do you understand and agree to your duty, yes or no?

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

[11 minutes 32 seconds][Agent] : Thank you. All right, so first questions in regards to COVID, I know it's not really the most exciting topic of the day, but it just reads, have you been hospitalized to 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? Thank you. Next one's just in regards to residency, so it says are you a citizen or permanent resident of Australia or a citizen of New Zealand currently residing in Australia?

[11 minutes 51 seconds][Customer] : No, yes.

[12 minutes 4 seconds][Agent] : Yes or no, Thank you. Next one says have you ever had symptoms of, been diagnosed with or treated for or intense? Seek medical advice for any of the following. The first one says stroke or heart conditions such as but not limited to palpitations, heart murmur, heart attack and angina. Yes or no. Lung disorder excluding asthma, sleep apnea or pneumonia, Yes or no. Cancer, Leukemia or Melanoma, excluding other skin cancer, yes or no. Kidney disorder, yes or



no. Hepatitis or any disorder of the liver, yes or no. Anxiety, depression or stress requiring medical treatment or any other mental health disorder, Yes or no?

[12 minutes 26 seconds][Customer] : No, no, no, no, no, no, no, no.

[12 minutes 59 seconds][Agent] : Uh, have you been diagnosed with a sorry, have you been diagnosed with or currently undergoing testing for or has the doctor advised you to be tested for motor neuron disease or any form of dementia, including Alzheimer's disease? Yes or no? Thank you. The next section is in relation to your height and weight. Please be aware that I am required to obtain a confidence single figure measurements for each in order to continue with the application. The system does not allow me to enter any approximate figures, words or height and weight ranges. So for the first question, it says, what is your exact height in either centimeters or CMS or feet and inches? Thank you. The next one says, what is your exact weight, either KGS, pounds or stones?

[13 minutes 12 seconds][Customer] : No, 180 centimetres is 100 kilograms.

[13 minutes 45 seconds][Agent] : Thank you. The next question says, so if it loads, I'll let you know. It says have you experienced any unexplained weight loss of more than 5 kilograms in the last 12 months? Yes or no? Thank you. The next question says, does your work, sorry, does your work require you to use explosives, travel to areas experiencing war or civil unrest, or work offshore? Yes or no?

[13 minutes 56 seconds][Customer] : No, no.

[14 minutes 10 seconds][Agent] : Are you a employed or B self-employed? Yep, a employed Have you been in your current occupation for at least 12 months? Yes or no thank you. Do you intend to change your current occupation in the next 12 months? Yes or no thank you. Do you have a second occupation that generates a taxable income? Yes or no thank you. Have you ever been declared bankrupt or placed in receivership, involuntary liquidation or under administration?

[14 minutes 14 seconds][Customer] : I employed Yes, yes, no, no, no.

[14 minutes 41 seconds][Agent] : 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? Uh, do you have definite plans to travel or reside outside of Australia? So booked or be booking to

travel within the next 12 months? Yes or no?

[14 minutes 52 seconds][Customer] : No, No.

[15 minutes 2 seconds][Agent] : Do you have existing income protection cover?

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

[15 minutes 4 seconds][Agent] : Uh, so we'll say yes, Yep. And the next question says, uh, do you intend to replace your existing cover with this application? Yes or no?

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

[15 minutes 14 seconds][Agent] : Yep. Uh, going to the next question now. OK, next one says have you ever had symptoms of been diagnosed with or treated for or intensity medical advice for any of the following diabetes, raised blood sugar, impaired glucose tolerance or impaired fasting glucose, yes or no? Uh, next one reads tumour, molar cyst, including skin cancer or sunspots. Yes or no. Chest pain, high cholesterol or high blood pressure, Yes or no. Have you ever had an abnormal PSA test or an enlarged prostate? Yes or no. Uh, thyroid condition or neurological symptoms such as dizziness or fainting? Yes or no. Uh, disorder of the stomach, bail, gallbladder or pancreas, Yes or no. Epilepsy, multiple sclerosis, muscular dystrophy, Parkinson's disease, or paralysis. Yes or no. Any illegal drug use, abuse, or prescription medication or received medical advice or counseling for alcohol consumption. Yes or no. Uh bladder or urinary tract disorder, Yes or no. Blood disorder or disease, Yes or no. Sleep apnea or asthma, excluding childhood asthma, yes or no. UH arthritis, chronic pain, gout, repetitive strain injury, chronic fatigue syndrome, or fibromyalgia. Yes or no? Uh, the next one is osteoporosis or osteopenia. Yes or no. Joint for muscle pain, ligament injuries, including replacement or reconstructive surgery. Yes or no. Back or neck pain or disorder? Yes or no.

[15 minutes 33 seconds][Customer] : No, no, no, N No, no, no, no, no, no, no, no, no, no, no, no, no, no, no.

[16 minutes 53 seconds][Agent] : Any defective hearing or sight other than which is corrected by glasses or contact lenses. Yes or no.

[16 minutes 58 seconds][Customer] : No, no.

[16 minutes 59 seconds][Agent] : Thank you. Uh, there's six questions left and then we're done.

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

[17 minutes 3 seconds][Agent] : Uh, next one reads, I'll, I'll let people know that around this time just because I need to let them know it does eventually end. Umm, so the next one says 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 specialist? Or are you awaiting results for any medical tests or investigations such as but not limited to any surgeries, X-rays, scans, blood tests or biopsy? Yes or no? 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?

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

[17 minutes 37 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? Thank you. Ah, this one's to the best of your knowledge, so have any of your immediate family living all deceased. Mind you, when I say immediate family, ah, that means mother, father or sister for this one. So umm, again, just to repeat, to the best of your knowledge, have any of your immediate family, so mother, father, brother or sister living all deceased? Ever been diagnosed with polycystic kidney disease, Huntington's disease, or familial adenomatous polyposis? Yes or no? Thank you. OK, the next one says best of your knowledge. Have any of your immediate family? So again, mother, father, brother or sister suffered from cancer, heart condition, stroke or other hereditary disease prior to the age of 60 years old. Yes or no? Thank you. So for this one here, we'll do the drop downs where it says how many of your immediate families. So again, mother, father, brother or sister suffered from cancer, but this is before the age of 60.

[17 minutes 46 seconds][Customer] : No Yep No Yes Yep 1.

[18 minutes 44 seconds][Agent] : Yep. Umm, heart condition and or stroke before the age of 60.

[18 minutes 49 seconds][Customer] : No, it was prostate cancer.

[18 minutes 51 seconds][Agent] : Thank you. Uh, so we'll do one for cancer. Then for the next question, it says heart condition and, or stroke, uh, 0123 or more. Thank you. And then O other

hereditary disease 0 or one or more.

[18 minutes 56 seconds][Customer] : No 0, 0.

[19 minutes 5 seconds][Agent] : Thank you. So we'll go next.

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

[19 minutes 7 seconds][Agent] : This is the last question, by the way, so other other than monitor them. So besides gift certificate slash vouchers, uh, do you 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, upsailing, scuba diving deeper than 40 meters, cave or wreck diving or any other hazardous activity? Yes or no?

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

[19 minutes 29 seconds][Agent] : Thank you. Alright, so just hopping out of this for you now just to again to confirm it's uh 180 CMS and 100 KGS. Was that correct?

[19 minutes 38 seconds][Customer] : Yes. Correct.

[19 minutes 38 seconds][Agent] : Yep, perfect thank you. Alright, so based on the outcome, I'll just cut to the chase and give it to you straight away.

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

[19 minutes 44 seconds][Agent] : So, umm, your application is approved. Uh, and there were no changes in the application questions.

[19 minutes 50 seconds][Customer] : Yep, Yep.

[19 minutes 50 seconds][Agent] : Uh, Therefore your annual premium remains at \$1916.31 for the \$5000 monthly benefit amount with the 90 day waiting period and the one year benefit. Umm, and of course your refund is \$191.63 paid back to you following your first policy anniversary date.

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

[20 minutes 9 seconds][Agent] : OK, Now in terms of payment frequency, do you want to put it to fortnightly monthly or annually for this?

[20 minutes 16 seconds][Customer] : Annually.

[20 minutes 17 seconds][Agent] : Annually, OK, Uh, in regards to your premium, keeping in mind

that your premium is stepped, which means that it will generally increase each year as you age.

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

[20 minutes 26 seconds][Agent] : In fact, we'd like to give examples of this so that there's no, uh, confusion.

[20 minutes 41 seconds][Customer] : Mm, Hmm.

[20 minutes 30 seconds][Agent] : Umm, so, uh, as an indication, if you make no changes to the policy, your premium next year will be \$2119.08 annually, OK, for the \$5000 monthly benefit amount with a 90 day waiting period and the one year benefit period.

[20 minutes 48 seconds][Customer] : Mm hmm.

[20 minutes 48 seconds][Agent] : Now we do see sometimes these, uh, premiums can fluctuate. In fact, uh, it says that in 2029 when you're 64, it would actually be \$1995.08, which is lower than next year.

[21 minutes 1 seconds][Customer] : Yep, yeah.

[21 minutes 4 seconds][Agent] : Umm, but you know, I don't, I don't know how they exactly base this risk, but umm, just letting you know that that's a premium projection for you.

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

[21 minutes 12 seconds][Agent] : And please be aware that all their premium projections are indicative only and assume that you do not make any amendments to your cover.

[21 minutes 19 seconds][Customer] : Yep, Yep.

[21 minutes 18 seconds][Agent] : Uh, but that's an example if you do not make any amendments.

[21 minutes 22 seconds][Customer] : No worries.

[21 minutes 22 seconds][Agent] : And, uh, you can also find information about our premium structure on our website. OK, now in regards to organizing this, uh, what we normally do is we allow you to choose a payment day as far as up to 30 days in the future.

[21 minutes 34 seconds][Customer] : Mm hmm. Mm hmm. Yes.

[21 minutes 34 seconds][Agent] : Uh, and we understand, you know, people sometimes already have existing policies like yourself or people, uh, may want to review the hard copy documentation

in the meantime before committing to a first payment.

[21 minutes 44 seconds][Customer] : Yep. Mm Hmm.

[21 minutes 44 seconds][Agent] : So we allow you to choose a payment day as far as up to 30 days, as mentioned, Umm, but we still start to cover today.

[21 minutes 52 seconds][Customer] : Mm Hmm.

[21 minutes 50 seconds][Agent] : So that way it's in place and then you can organize what you need to do on your end. Umm, and if for whatever reason you have a change of minds, that's fine.

[21 minutes 59 seconds][Customer] : Yep.

[21 minutes 58 seconds][Agent] : There are no locking contracts, there are no cancellation fees, and you get a 30 day calling off. Umm, mind you, that. Doesn't actually start until the first payment comes out anyway.

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

[22 minutes 9 seconds][Agent] : Umm, and when that 30 day calling off.

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

[22 minutes 11 seconds][Agent] : Does start, it just means that if you make any payments, then in that time, if you cancel through the 30 day cooling off. We'll refund those payments back to you unless the claim has been made.

[22 minutes 22 seconds][Customer] : Yeah, worries. Yep.

[22 minutes 22 seconds][Agent] : OK, so today's the 10th of Jan Uh, what date would be suitable for you now?

[22 minutes 28 seconds][Customer] : Got a nice 30 dice from there.

[22 minutes 30 seconds][Agent] : Yep. So let's have a look at that. It says, uh, we'll go 714-2128. So it'll be the 9th of Feb. Is that suitable for you? Yep.

[22 minutes 38 seconds][Customer] : Yep, that sounds fine.

[22 minutes 40 seconds][Agent] : OK, so we'll put down the 9th of Feb and we'll just do a quick recap just to make sure it's all clear with you. Of course, we'll do the right thing by you and make sure it's all understood. So again, uh, this monthly benefit amount of 5000 is designed to provide,

uh, the financial protection surrounding bills, living costs, etcetera. If you're unable to work due to a disabling signature injury and you suffer a loss of income, It also includes that rehabilitation benefit I defined for you earlier and also that final expenses benefit to help cover, uh, the \$10,000 of course gets paid to help cover those funeral costs in the event you pass away under the policy. Umm, which of course touch wood doesn't happen, but yeah, just want to let you know what's included. Umm, now you'll receive your hardwood policy documentation that'll be sent to your postal address, 112 Poundies Rd. Tywin, Lower Victoria 3956. Uh, that'll be set within 5 working days for you. Now what we do is we pop down a method that you would like the payment to come out. If you don't decide to cancel it between now and when the first payment comes out, umm, then we redo a declaration. OK. The declaration takes probably about two minutes to read. Umm, if you're happy with that, then we accept it and then your policy will begin immediately over the phone. And, uh, you'll have received a welcome e-mail shortly after the call.

[23 minutes 55 seconds][Customer] : Yep.

[23 minutes 54 seconds][Agent] : OK, Uh, do you have any questions about the insurance before you finalize this now?

[24 minutes][Customer] : Yeah, that's fine.

[23 minutes 59 seconds][Agent] : So is it? And in regards to the information that we touched on, just want to confirm, is that all? Yeah, clear and understood. Yeah.

[24 minutes 6 seconds][Customer] : Yes, yes.

[24 minutes 8 seconds][Agent] : Beautiful. Thank you.

[24 minutes 20 seconds][Customer] : Visa card for this?

[24 minutes 10 seconds][Agent] : OK, so for this one here, you can either use a BSP account or a card when it comes out on the 9th of Feb Uh, which would you prefer on your profile card? That's fine. Now with card, we don't, uh, ask for the number on the back, so just keep that to yourself. And we also don't collect the details until we pause our call recording. So just keep that on you until I reach you out that prompt just for your security, of course. And then after that, I'll unpause the call recording and read you your declarations. OK?

[24 minutes 27 seconds][Customer] : Yep, Yep, alright.

[24 minutes 40 seconds][Agent] : Uh, but yeah, that's pretty much what there is to it. So I do appreciate your patience today.

[24 minutes 45 seconds][Customer] : Yep, Just two.

[24 minutes 43 seconds][Agent] : I know it's, uh, sometimes a bit of a long winded call with questions, etcetera, and the information, but you know, it's just part of the process, right?

[24 minutes 50 seconds][Customer] : Yep.

[24 minutes 50 seconds][Agent] : Umm, Now in regards to the card details, I'll just pop that up now one SEC. OK. So it reads for security purposes while obtaining your card details, the call recording will stop and we'll recommend after we have collected your details, OK?

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

[25 minutes 34 seconds][Agent] : The. None in just a SEC. Yep. So please be advised that the call recording has now resumed for quality and monitoring purposes.

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

[26 minutes 12 seconds][Agent] : OK, so we have the \$5000 monthly benefit amount with the 90 day waiting period and one year benefit. Uh, just to confirm, you're happy to continue with that amount now. Yep, beautiful. Uh, first payment 9th of Feb, 30 days from today. And the e-mail uhncooper@icloud.com. Is that correct?

[26 minutes 21 seconds][Customer] : Yes, correct.

[26 minutes 33 seconds][Agent] : Yep, perfect. Awesome All right, I'll read you out the declaration now, as I said, it does take me a couple of minutes, but uh, it will hopefully be nice and smooth for you and then we'll be done for the day.

[26 minutes 33 seconds][Customer] : Yes, OK.

[26 minutes 42 seconds][Agent] : OK, so it reads. Thank you. Neil Cooper, 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. Real income protection is issued by Hanover Library of Australasia Ltd and we will refer to as Hanover. Hanover has an



arrangement with Greenstone Financial Services, whom I'll refer to as GFS Trading as Real Insurance, to issue and arrange this 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 quote. 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. Can you please confirm you have answered all those questions in accordance with your duty, Yes or no?

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

[27 minutes 41 seconds][Agent] : Thank you. We make some time to time provide offers to you by the communication methods you have provided to us in relation to other products and services. By agreeing to this declaration, you consent 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 insurance cover for Neil Cooper, a monthly insured amount of \$5000 with a waiting period of 90 days and a benefit period of 12 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 the 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 a final expenses benefit of \$10,000 paid to your beneficiary if you pass away while your policy is in place. Your cover expires on February 9th, 2030, 12:00 AM. Your premium for your first year of cover is \$1916.31 per year. Your premium is a step 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 hand over to GFS of between 37% and 51% to cover costs. Your premium will be debited from your credit card, which you are authorized to debit from and have provided to us. The policy documentation, PDS and FSG will be mailed to you and if you have provided us with an e-mail address, the policy documentation will also be emailed to you today. You should carefully consider these documents to ensure the

product meets your needs. 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 lodged a claim.

[29 minutes 26 seconds][Customer] : None.

[29 minutes 24 seconds][Agent] : 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 complaints process which you can access at any time by contacting us. Full details are available online and in the documentation we are sending you. Do you understand and agree with the declaration? Yes or no?

[29 minutes 47 seconds][Customer] : Yes, Yes.

[29 minutes 49 seconds][Agent] : So. Oh yeah, perfect.

[29 minutes 50 seconds][Customer] : Yes. Yes.

[29 minutes 52 seconds][Agent] : And the last question, Neil just asks. And 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?

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

[30 minutes 1 seconds][Agent] : Thank you. Alright, so thanks for your patience while I read that one out. I know it's uh, again, a bit of a bit of talking on the high end, but all done for the day. So I've just accepted the declaration now. So that existing cover is now in place now.

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

[30 minutes 13 seconds][Agent] : OK, Umm, and the first payment, of course, is set for the ninth of Feb. So as I said, if you have any change of mind, feel free to call up. As I said, you can call up and apply to cancel at any time.

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

[30 minutes 24 seconds][Agent] : This policy has no locking contracts or cancellation fees.

[30 minutes 32 seconds][Customer] : Yes.

[30 minutes 28 seconds][Agent] : So, uh yeah, just have a re read over that review, over that information, of course, that we're sending out to you and umm, you know, hopefully you're happy

with it all and that's all done for the day.

[30 minutes 37 seconds][Customer] : OK, that is all. Thank you very much.

[30 minutes 39 seconds][Agent] : You're welcome.

[30 minutes 40 seconds][Customer] : Mm hmm.

[30 minutes 39 seconds][Agent] : And just for the number on file, just to confirm, it's 0400624163.

[30 minutes 40 seconds][Customer] : Yep, correct.

[30 minutes 45 seconds][Agent] : Yep, perfect. And again, just for compliance, of course. Can I please again confirm that you are a male Australian resident? Yes or no?

[30 minutes 44 seconds][Customer] : Yes, yes, that's true.

[30 minutes 50 seconds][Agent] : Thank you. And then the address, 112 Counties Rd. Talwin, Lower Victoria 3956.

[30 minutes 51 seconds][Customer] : Yep, correct.

[30 minutes 58 seconds][Agent] : And the e-mail, of course, we have N cooper@icloud.com.

[31 minutes 1 seconds][Customer] : Into the 41 at iCloud.

[31 minutes 4 seconds][Agent] : Oh, at 41. OK, we'll make sure that's updated for you because I'm here just at N Cooper. OK, so we've got N cooper41@icloud.com.

[31 minutes 3 seconds][Customer] : Yep, Yep, Yep, yes.

[31 minutes 10 seconds][Agent] : Is that the 1 you would like on file?

[31 minutes 11 seconds][Customer] : True. Yep, correct.

[31 minutes 12 seconds][Agent] : OK, no worries. I might have to pop in a short hold. Just make sure our support team gets sent out to that e-mail. So let me pop in a real quick hold. I'll just give you a call now.

[31 minutes 20 seconds][Customer] : Yes.

[31 minutes 19 seconds][Agent] : OK, Won't be long. Thank you. Hi there. Thanks so much for your patience holding for me. Just quickly to make sure that e-mail is going to the right place. We have Mitchell on the line from our support team for you and Mitchell have already confirmed all points of ID, full name, date of birth e-mail, home address, phone number and policy type. If you do want to

reconfirm the e-mail I just updated, go ahead when you're ready. And thank you again a few times.

So I do appreciate it.

[33 minutes 43 seconds][Customer] : Alright, thank you.

[33 minutes 44 seconds][Agent] : Thank you. Thanks. I've mentioned my name is Mitch. I'm in customer support.