

[1 seconds][Customer] : Hello, Dee speaking.

[3 seconds][Agent] : Hi Dee, this is Praveen calling back from Australian Seniors.

[8 seconds][Customer] : That was weird.

[5 seconds][Agent] : Sorry, the line just cut out while we were in the underwriting phase. It was very weird. I'm not too sure.

[9 seconds][Customer] : It's it's it's if that happens again, do you have a Direct Line? Because I might end up with someone else and have to go through all those questions again.

[10 seconds][Agent] : I'll I'll call, I'll call back again. I have your number here which I'll be able to call back.

[20 seconds][Customer] : Oh, OK, OK.

[22 seconds][Agent] : But because it is a new call, I do need you to confirm your full name and your date of birth again for me.

[27 seconds][Customer] : Oh, did you?

[32 seconds][Agent] : Thanks for that.

[29 seconds][Customer] : Martha Mccowan, 50O463 You don't have to tell me that again. I've got it all, thanks.

[33 seconds][Agent] : And Please note all our calls are according advice I provide a general nature and may not be simple to your situation. I'll just finish it off for the compliance. But umm, let's go back to those questions again. So in those questions, let me go back into just loading it back up for you. OK. So we'll continue with that. So do you have a renal kidney condition that currently requires dialysis or transplant or a doctor as advised will be required in the future? Do you have a liver condition that will require a transplant in the future? Beautiful. Have you been diagnosed with or currently undergoing testing for, or has a doctor advised you to be tested for motor neuron disease or any form of dementia including Alzheimer's disease? In the last five years, have you attempted suicide or been hospitalized for a mental health condition?

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

[1 minutes 51 seconds][Agent] : Beautiful And your final question there'd be 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 less to live beautiful. So I'll go ahead and lock in those answers for you. So no surprises that dear, you're doing real well. Umm, your application has been approved. So, umm, we'll go through those main features and benefits and then we'll work out the pricing for you. And if you're happy to go ahead with something, we'll get that, umm, all sorted for you today. OK, so the, the seniors life insurance is designed to provide that financial protection for your loved going through a lump sum payment if you were to pass away before your 85th birthday when the policy ends. So you can, the, you can choose cover between \$10,000 up to \$200,000 and you can nominate up to five beneficiaries to receive that nominate benefit amount. So did, did you have anyone in mind who you'd wanna leave that money to if that time were to come?

[2 minutes 23 seconds][Customer] : OK, yes, my husband.

[2 minutes 49 seconds][Agent] : Yep, you can definitely do that. But umm, if you umm, have any other people like you can nominate up to five beneficiaries. OK, so umm, the if your death was due to an accident in the unfortunate event it was your chosen benefit will triple. And we also include an advance payment of 20% of the benefit amount. That's just to help with funeral costs or any other final expenses that you have at that time. OK, so we had already gone through those que umm, eight yes or no health questions. So it's easy to apply D we just ask ask you those eight yes or no questions OV over the phone just to see if you are approved for the cover. And now that 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. In addition, D there is another benefit here. Hopefully you never have to use it, but it is there for the worst case scenario. But there is a terminally ill advanced payment included in the cover. So if in the unfortunate event you were diagno, if you were diagnosed with 24 months or less delivered by a specialised medical practitioner, we can pay that benefit amount in full just to help with any medical costs in that tough time just so you get the best care possible.

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

[3 minutes 57 seconds][Agent] : OK, so the keeping in mind the level of cover ranges from \$10,000 up to \$200,000 and we can look at different amounts until we find the right level of cover. What level of cover did you want to have a look at first?

[4 minutes 11 seconds][Customer] : Look, I don't know, let's go 100.

[4 minutes 10 seconds][Agent] : A 100? No worries, we can definitely look at the 100 for you. So for the \$100,000 worth of cover, you're looking at a fortnightly premium of \$76.96. With that umm, you also get a free online legal will with the policy. So if you haven't got your will and all that done at the moment, there'd be you can easily do that online at home from with that umm will that we provide that's from Safeworld and you also get a complimentary subscription of the Australian seniors dare magazine with each policy. But how is that town sounding in terms of suitability and affordability?

[4 minutes 48 seconds][Customer] : Look, I'll have to crunch the numbers. Can you also give me the figures for the 200?

[4 minutes 50 seconds][Agent] : Mm hmm 200. No worries. We can definitely look at that.

[4 minutes 57 seconds][Customer] : Is it just simply double?

[4 minutes 59 seconds][Agent] : Umm, it's I believe so, but I'll give you the exact amount.

[5 minutes 3 seconds][Customer] : OK, right.

[5 minutes 3 seconds][Agent] : So for the \$200,000 worth of cover, you're looking at a fortnightly premium of \$153.92 with all the benefits that I mentioned earlier.

[5 minutes 16 seconds][Customer] : OK, I'm just doing some math trying to figure out how much that is a month. So that's 317 a month. Alright, 300 and 784 a month. Alright. Well, I'll are you able to send me this information to go over with my husband and make decisions? Yeah.

[5 minutes 35 seconds][Agent] : Yes, of course you can. I'll send you all of these, all this information just, umm, for you to go over with your husband.

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

[5 minutes 43 seconds][Agent] : But I can definitely do that. And you know, it is a financial matter and you can, umm, you definitely have to discuss it with your husband. Umm, But on the other hand, the, what I can do for you as another option is I can get you covered immediately over the phone

today. I'll send you all the policy documents to review.

[5 minutes 58 seconds][Customer] : OK.

[5 minutes 58 seconds][Agent] : This policy will give you a 30 day cooling off. So if you decide this policy is not suitable for you within that. You just give us a call back and we'll refund you any of that premium, any of the premiums you have paid in that time unless a claim has been made.

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

[6 minutes 11 seconds][Agent] : Are you happy to do that?

[6 minutes 12 seconds][Customer] : Yeah, sure.

[6 minutes 14 seconds][Agent] : Beautiful. In that case we'll continue on. But the I will let you know your premium is step which means it'll increase each year. So as an indication, if you make no changes to the policy, your premium next year for the \$200,000 worth of cover will be 164 thou sorry, \$164.69 per fortnight. OK, so let me just find.

[6 minutes 35 seconds][Customer] : So that's 2026 you're talking about or you're talking about the financial year, January next year.

[6 minutes 42 seconds][Agent] : So that's for your next policy anniversary date, which would be January next year this day, correct.

[6 minutes 51 seconds][Customer] : OK, Okie, dokie.

[6 minutes 57 seconds][Agent] : OK.

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

[6 minutes 58 seconds][Agent] : And if you can also find information about our premium structure on our website there D so D because, umm, your application has been approved And are you, umm, did you want to go with \$100,000 worth of cover today or did you want to go with the 200? Uh, if you were to bump it up, you'd have to, umm, get a top up policy.

[7 minutes 13 seconds][Customer] : Let's go 100 and then we'll if I need to bump it up, I can change that, OK. So we've got a cooling off. Haven't we? So does that give us time to make changes during that time?

[7 minutes 23 seconds][Agent] : Umm, if you went umm, so you wouldn't be able to increase your

cover.

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

[7 minutes 34 seconds][Agent] : So if you went with the 200, you'd be able to decrease it down. But if you want to increase, get a top up policy, you'll be subject to your eligibility at that time.

[7 minutes 44 seconds][Customer] : I have to go through all those lovely questions again.

[7 minutes 47 seconds][Agent] : I believe you'd. I can. I can. I believe. Health questions are valid for a month, I believe.

[7 minutes 54 seconds][Customer] : OK, So what must be annoying for you having to read them out all the time.

[7 minutes 59 seconds][Agent] : I guess you get used to it, eh?

[8 minutes 1 seconds][Customer] : Yeah, you don't know it off by heart yet to read. It's a lot of stuff to read out.

[8 minutes 1 seconds][Agent] : Uh, unfortunately I, I stumble on my words sometimes, but I wait till we get to the declaration.

[8 minutes 15 seconds][Customer] : Oh, no.

[8 minutes 15 seconds][Agent] : So that's, that's, that's a mouthful, but umm, so did you wanna go with the 200 or did you wanna keep going with that \$100,000 a worth of color?

[8 minutes 19 seconds][Customer] : OK, let's let's let's do the 200 and then I can bring it down if I need to, can I? OK, Yep. Yes.

[8 minutes 26 seconds][Agent] : It's up to you yeah you C umm you can umm just call us back and apply to have it produced yeah so we'll go with that 200 for today correct beautiful. So let me just just give me a second. I'm just loading that up for you. Yep. So going to the payments section, the computers are a bit slow too. I'm not too sure what's happening with them. So do you, when did you want that first payment to go out?

[9 minutes 10 seconds][Customer] : Is the policy only valid once the payment's made?

[9 minutes 13 seconds][Agent] : So your policy will commence from umm, once you accept that declaration and you can move that first payment date till a month from today.

[9 minutes 22 seconds][Customer] : Let's move it to a month from today.

[9 minutes 24 seconds][Agent] : Umm, a month from today. Let me see when that 10th of next month would be. So the 10th of next month is falling on a Monday.

[9 minutes 38 seconds][Customer] : OK?

[9 minutes 35 seconds][Agent] : So you should be able to do the 10th of next month and those payments will go out every fortnight on a Monday.

[9 minutes 41 seconds][Customer] : Alright, Yep.

[9 minutes 41 seconds][Agent] : OK so before I go and head and umm, reading your declaratio, umm get no, oh get the payment details before I confirm details just so I can make sure your documentation is going to the right place. Umm what were you paying with a savings or a check account today Betty?

[10 minutes 1 seconds][Customer] : That's a good question. I I take it you can't take a credit card as a payment? Yeah.

[10 minutes 6 seconds][Agent] : I can umm, before you give me any of those details I will have to pause the recording before you umm give me a credit card details. OK.

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

[10 minutes 14 seconds][Agent] : So just let me know when you have your card ready.

[10 minutes 17 seconds][Customer] : OK. It's ready.

[10 minutes 19 seconds][Agent] : Yep. So give me a second. So for security purposes, while obtaining your car details, the call recording will stop and we'll recommence after we have collected your details. None. The and please be advised that the call recording has now resumed for quality and monitoring purposes.

[14 minutes 23 seconds][Customer] : OK. And just to confirm, if this payment method isn't suitable, once I discuss it with my husband, we're able to change where those funds come out on a monthly basis?

[14 minutes 22 seconds][Agent] : OK S yes. So you'd have to call back umm and we'd someone would be able to help you. Umm and you'd have to speak with the support team, but they'd be able

to change those details over for you.

[14 minutes 42 seconds][Customer] : Excellent. Thank you.

[14 minutes 42 seconds][Agent] : OK, no worries at all.

[14 minutes 58 seconds][Customer] : Correct. Yep, that's right.

[14 minutes 46 seconds][Agent] : So now that we've entered that through, I'm just gonna do an admin check soimgonnaconfirmyouremailwasdeidre_mcclelland@hotmail.com correct beautiful? And. Let me just go back into your file get make sure all the information there is correct and. Can I CONFIRM your residential and postal address was 22 Ebony Dr.

[15 minutes 15 seconds][Customer] : That's correct.

[15 minutes 11 seconds][Agent] : Langwarrin, Victoria 3910 beautiful. And your full name was Deidre spelled DIDRE McClellan? Yep.

[15 minutes 23 seconds][Customer] : No, it's actually DEIDRE, correct?

[15 minutes 30 seconds][Agent] : So DEIDRE correct Beautiful. Thanks for that. And your date of birth was the 15th or the 4th?

[15 minutes 33 seconds][Customer] : Yep, correct.

[15 minutes 40 seconds][Agent] : 1963, Beautiful. And let's see if I've missed any information that I was meant to give you. I believe I've done my job properly. So let's go ahead and read you your final declaration.

[15 minutes 55 seconds][Customer] : OK, Good day.

[15 minutes 54 seconds][Agent] : OK, No worries at all. So I'm gonna read you a declaration so it reads. Thank you Deidre McClelland. It is important you understand the following information. I'll 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. Seniors life insurance is issued by Hanover. Sorry, can't do English there. Seniors life insurance is issued by Hanover Life Re of Australasia Limited. Hanover has an arrangement with Greenstone Financial Services, trading as Australian Seniors Insurance Agency, to issue and arranges insurance on its behalf. Hanover relies upon the accuracy of 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 Deidre. So can you please confirm that you have, sorry, can you please confirm you have answered all of our questions in accordance with your duty? I just need a clear yes or no. Deidre.

[17 minutes 12 seconds][Customer] : I have indeed, yes.

[17 minutes 18 seconds][Agent] : Beautiful. Thanks for that. So we may from 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 of consent to allow us to contact you for this purpose until you opt out. The accepted cover pays a lump sum benefit amount of the following. Adrian McClelland receives \$200,000 in the event of death. If death is as a result of an accident, the benefit payment will include an accidental death benefit which will equate to a total payment of triple the benefit amount. A benefit is not paid in the event of suicide in the 1st 13 months of the policy. Your cover expires on 14th of the 4th 204812 AM. Your premium for your first year of cover is \$153.92 per fortnight. Your premium is stepped, which means you'll be calculated at each policy anniversary and will generally increase each year. Included in your premium is an amount payable to Australian seniors of between 14% and 46% of each premium, calculated on a level basis over the life of the policy. Your premium will be debited from your credit card, which you'll authorize to debit from and have provided to us. We may provide them communication to you by the e-mail address you have provided to us. This will include any legal notices we are required to provide to you. If you prefer to receive these only by a mail, you can update your communication preference at any time.

[18 minutes 39 seconds][Customer] : OK.

[18 minutes 34 seconds][Agent] : The policy documentation PDS, FSG 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 these documents to ensure the park meet your needs. You have a 30 day cooling off. When you may cancel the policy and any premium you may have paid will

be refunded in full unless you have lodged 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 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. So, do you understand and agree with the declaration?

[19 minutes 19 seconds][Customer] : Yes, I do.

[19 minutes 20 seconds][Agent] : Beautiful. And would you like any other information or would you like me to read any part of the PDS to you?

[19 minutes 27 seconds][Customer] : What was the date that it expired? Was it the 14th of the fourth? Did you say 38, 20 fourty 8? OK. Doesn't seem like a real yeah, does it? Thank you.

[19 minutes 32 seconds][Agent] : 14th of the 4th, 204812 AM yes, no worries at all. And umm, I think I might have missed, I might have missed this part of the declaration, so I'll just read that back to you anyway. Umm, included in your premium is an amount payable to Australian seniors, or between 14% and 46% of each premium calculated on a level basis of the life of the policy. OK, so I'll ask those two questions again. Do you understand and agree with the declaration, yes or no? And would you like any other information or would you like me to read any part of the PDS to you, yes or no?

[20 minutes 6 seconds][Customer] : Yes, no.

[20 minutes 13 seconds][Agent] : Beautiful. So I'll go ahead and accept that declaration for you. You'll get all of your policy documentation sent out to you shortly to your e-mail that you provided to me earlier and you'll get your hard copy through the post. OK.

[20 minutes 21 seconds][Customer] : OK, OK, great.

[20 minutes 26 seconds][Agent] : So thank you for choosing Australian seniors there. Deidre D Sorry, would you like help with anything else today?

[20 minutes 34 seconds][Customer] : No, I think that's probably enough for the both of us today.

[20 minutes 37 seconds][Agent] : Beautiful. I mean that that umm, declaration was hard enough to

get through.

[20 minutes 42 seconds][Customer] : All good. Thank you very much.

[20 minutes 43 seconds][Agent] : OK, no worries at all. You have a good rest of your day. Enjoy your weekend.

[20 minutes 47 seconds][Customer] : You too, Pravin. Goodbye.

[20 minutes 46 seconds][Agent] : The day see us. Bye.