

[9 seconds][Customer] : Hello.

[11 seconds][Agent] : Hello, good afternoon there.

[14 seconds][Customer] : Yeah.

[13 seconds][Agent] : Deshana, my name is Kevin.

[15 seconds][Customer] : Hi, Kevin.

[15 seconds][Agent] : I'm calling you back from real insurance from this morning. How are you today?

[18 seconds][Customer] : Good, good.

[20 seconds][Agent] : Thank you. So I'll just give me a ring back to continue with your life insurance enquiry.

[24 seconds][Customer] : Yep.

[24 seconds][Agent] : Can I get your first name, last name and date of birth?

[27 seconds][Customer] : Yeah, about 70 miles for the reader. Uh, 21st July 1927.

[31 seconds][Agent] : Yes, thank you so much. Please on the calls are recorded, any advice to provide is general in nature and they're not suitable for the situation. So we're looking at a life insurance quote for \$400,000. So from this morning after confirming some details, your fortnightly premium is \$40.57 per fortnight.

[38 seconds][Customer] : Yes, yes, OK.

[55 seconds][Agent] : So that's for 400,000 now based off your age, Yeah. So based off your age with us, you can apply anywhere from 100,000 up to \$750,000.

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

[1 minutes 6 seconds][Agent] : So did you want to look at any other amounts there, the China or were you OK with that level so far?

[1 minutes 11 seconds][Customer] : So I'm OK so far.

[1 minutes 15 seconds][Agent] : OK. And, and what the covered designer do is to provide the financial protection now for your family, it's through a lump sum payout in the event that you pass away. Very easy process with us to apply for it there. Everything is done over the phone by going

through health and also lifestyle questions to see if you want durable. There's no further medical checks or blood tests involved.

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

[1 minutes 37 seconds][Agent] : So if you are accepted and once you decide to commence your policy, you'll be covered immediately for death due to any cause. So full protection is what we can provide you as soon as you commence it. The only thing not covered is suicide in the 1st 13 months.

[1 minutes 45 seconds][Customer] : OK, 13 months. OK.

[1 minutes 55 seconds][Agent] : OK yeah so the only thing not covered is suicide in the 1st 13 months.

[1 minutes 59 seconds][Customer] : Yeah, yeah, OK, alright.

[2 minutes 3 seconds][Agent] : Yep. And in addition to the cover there is a terminally ill advanced payments benefit. So if you were diagnosed with 12 months or less to live by a medical practitioner, we will pay you what your claim in full and the money could be used towards either medical expenses or you can even use a payout to set up the family first. That's up to you as well. Yeah.

[2 minutes 15 seconds][Customer] : Yeah, OK, yeah, yeah.

[2 minutes 27 seconds][Agent] : So what's making you want to look into some life insurance this Deshana if anything does happen?

[2 minutes 34 seconds][Customer] : Well, I was just looking through my my super animation to check with the devil and life insurance cover for that. So they didn't have anything, so I thought I put on that.

[2 minutes 44 seconds][Agent] : Oh, OK, I understand. So yeah, it's great to hear that you're I'm currently reviewing things there and let's, and if there is a, a gap or something that some opportunities, you know, something like our life, yeah. Our life insurance cover is something that you can hold on to for as long as you live. So once in place, it's guaranteed renewable for life. So as long as premiums are kept up to date, yeah.

[2 minutes 56 seconds][Customer] : Yeah, yeah, OK.

[3 minutes 10 seconds][Agent] : So, uh yeah. Did you have any, umm, like financial commitments that, that need to be taken care of or was it umm, you know, umm, young children that you're looking after?

[3 minutes 21 seconds][Customer] : Oh, well, kids will be grown up, hopefully. But then, yeah, if there's anything outstanding, then they don't have to have a big burden on that.

[3 minutes 33 seconds][Agent] : Of course, there's all yeah. And with the cover in place, if you know if the cover's paid out, it could be used to help to maintain your family's lifestyle for a while or could also be used toward any financial commitments or, you know, expenses that may be left behind them as well.

[3 minutes 31 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah.

[3 minutes 47 seconds][Agent] : So to further assist the family, there's a funeral advance payout component that's within the cover.

[3 minutes 54 seconds][Customer] : Yeah, Yeah.

[3 minutes 54 seconds][Agent] : So in the event that you pass away, your beneficiaries can request for \$10,000 to be paid out first whilst the rest of the claim is being processed for them.

[4 minutes 4 seconds][Customer] : OK.

[4 minutes 5 seconds][Agent] : Yeah.

[4 minutes 5 seconds][Customer] : What about the is, is there a cover for? Yeah, sorry to back you up, Is there a total permanent disability cover as well?

[4 minutes 5 seconds][Agent] : So all those benefits, yeah.

[4 minutes 15 seconds][Customer] : Yeah, Yeah. OK.

[4 minutes 13 seconds][Agent] : So that's an option that you can add on to the life insurance that's for an additional premium as well. Yeah.

[4 minutes 19 seconds][Customer] : OK. Alright.

[4 minutes 19 seconds][Agent] : So I'll take you through the, the optional cover with you there as well. The Gasana. So, uh, so that's so total and permanent disability.

[4 minutes 27 seconds][Customer] : Yeah, OK.

[4 minutes 28 seconds][Agent] : Yeah. Yeah, that's what the option is called, or TPD for short. So do you work a minimum of 20 hours per week?

[4 minutes 31 seconds][Customer] : Yeah, yeah, yeah.

[4 minutes 38 seconds][Agent] : OK. And what do you do for work your occupation? Sorry, do you say police officer? OK, yeah. So look, we umm, we do ask for your occupation because umm, the occupation uh, does affect the actual umm, cost for it there as well as it is based off, you know, a risk grading.

[4 minutes 50 seconds][Customer] : Yeah, yeah.

[5 minutes 3 seconds][Agent] : So I'm just gonna pull up the two the occupational list for us here as well so that we are OK, alright. Ah, OK, so alright, what's because I do have a few police officer occupations on the list there. So what what what type of officer would you be specifically?

[5 minutes 31 seconds][Customer] : Yeah, uh, general duty.

[5 minutes 39 seconds][Agent] : General duties. OK, so I'm gonna read the following out to you. They're just trying to know if they are. Yeah, limited which ones are accurate to what you do. So Yep.

[5 minutes 52 seconds][Customer] : Yeah, Yeah.

[5 minutes 53 seconds][Agent] : So police, I've got admin slash office only, not officer or rank.

[5 minutes 58 seconds][Customer] : No, no, no thank you. Yeah. Thank you both.

[6 minutes][Agent] : And then I've got police officer, air wing squad, I've got bomb disposal, I've got constable, I've got detective, I've got diver. I said constable. OK. Alright. So if you were total and permanent disabled, you can apply anywhere from \$50,000 and ranges up to \$400,000 to match your life insurance amount. So how much cover would you like me to quote you on a TPD?

[6 minutes 14 seconds][Customer] : Yeah, yeah, 200,000.

[6 minutes 33 seconds][Agent] : OK. Yeah. So that would be an additional premium of \$35.67 per fortnight. So that's on top of the life insurance quote at \$40.57. So altogether that comes to \$76.24 per fortnight providers, no other changes from your health and lifestyle assistant?

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

[6 minutes 59 seconds][Agent] : Yep, that is all. So how the TPD is provided to you, it's paid out to you as a lump sum, uh, if in the event that you suffer the loss of limb or sight. So Yep. So this comes out out of the life insurance pool. OK, So if you're, yeah. So if you're insured for \$400,000 on life and \$200,000 on total term disability and if you were total permanently disabled and you access the optional cover, that means you have \$200,000 left on life insurance left if you were to get paid out on optional cover.

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

[7 minutes 36 seconds][Agent] : Yep, thank you. So, so that's so that pays a lump sum benefit in the event that you suffer the loss of limb or sight or are unable to work for a period of six consecutive months and are not able to return to work in any field which you are experienced, educated or trained or if you were to suffer loss of independent existence.

[7 minutes 46 seconds][Customer] : Yeah, OK.

[8 minutes 2 seconds][Agent] : So TH if these events were to happen, it doesn't have to happen at work only it could happen anyway. So once in place, our insurance can also protect you worldwide. Thank you. And the option will cover you until the policy anniversary following your 65th birthday. OK.

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

[8 minutes 23 seconds][Agent] : And there is TH, so there there is an exclusion under this cover for any intentional self-inflicted injury.

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

[8 minutes 33 seconds][Agent] : Yep. And please also be aware that any payment made under the total and permanent disability cover reduces the available life insurance benefit amount to what I've explained to you just moments ago. Thank you. So are you happy for me to add this optional cover to your quote \$200,000 on TPD at 3567 per fortnight?

[8 minutes 47 seconds][Customer] : Yeah, OK, take too much, but can you make it?

[9 minutes 5 seconds][Agent] : Yeah, yeah.

[9 minutes 5 seconds][Customer] : I know you can't do anything.

[9 minutes 5 seconds][Agent] : Did you want me to adjust it?

[9 minutes 8 seconds][Customer] : Yeah. Is it possible?

[9 minutes 10 seconds][Agent] : Yeah. Well, you don't have to go.

[9 minutes 10 seconds][Customer] : If it is, can I can you arrange it for the the insurance premium to go through my shipper?

[9 minutes 19 seconds][Agent] : No, no. So So wha Yeah. So what? What is this? Is this a a group super?

[9 minutes 20 seconds][Customer] : No, no its not a good shipper.

[9 minutes 31 seconds][Agent] : OK, what type of super is this?

[9 minutes 35 seconds][Customer] : Its called ESH shipper.

[9 minutes 42 seconds][Agent] : Is it a self managed Superfund?

[9 minutes 37 seconds][Customer] : No no, no.

[9 minutes 47 seconds][Agent] : OK, yeah, there is all yeah yes, our yes, our insurance cannot be linked through uh, an industry group Superfund or like a normal super. So it's a yeah so this so this yes, so this this cover is organized through your personal account.

[9 minutes 57 seconds][Customer] : OK, alright, no worries. That's fine.

[10 minutes 5 seconds][Agent] : That's all yeah yeah and uh yeah. So for the TPD there, uh, Deshun, did you want me to leave it at the 200,000 or do you want me to adjust it, umm, to a lower amount? Minimum is 50,000.

[10 minutes 15 seconds][Customer] : Just leave it for 205. That's fine.

[10 minutes 18 seconds][Agent] : OK, thank you. So are you happy for me to add this optional cover to your quote?

[10 minutes 22 seconds][Customer] : So yeah, so, so for for monthly the total, how much will be the total around 140.

[10 minutes 29 seconds][Agent] : OK, let's take a look. There'll be a bit more. So yeah, I'll convert that to monthly premiums for us.

[10 minutes 46 seconds][Customer] : Yep.

[10 minutes 39 seconds][Agent] : So life insurance 400,000 monthly premium is \$87.90 per month and \$200,000 on TPD, it's \$77.29 per month. So altogether it's 16519 per month.

[11 minutes 2 seconds][Customer] : So is it, is it because my occupation this the the previously what you quoted has gone up.

[11 minutes 9 seconds][Agent] : No, no, yeah.

[11 minutes 8 seconds][Customer] : Is it OK?

[11 minutes 10 seconds][Agent] : So, so with so going from Fort nightly to monthly premiums, it doesn't, it doesn't mean that with this time, it doesn't mean that we just multiply.

[11 minutes 16 seconds][Customer] : OK, OK, no, no, I just wanted to get a rough idea for the monthly payment, but I I don't mind doing Fortnite.

[11 minutes 26 seconds][Agent] : OK, it it still works out the same amount? Yep.

[11 minutes 24 seconds][Customer] : So that's and so fortnightly payment is about sorry.

[11 minutes 32 seconds][Agent] : It WW. So whether you go yearly, monthly or fortnightly premiums, it still works out the same amount of premiums across the 12 month period.

[11 minutes 35 seconds][Customer] : Yeah, yeah, OK, alright.

[11 minutes 42 seconds][Agent] : Yeah. OK. So if you want to go back to fortnightly, it's \$76.24 per fortnight. Yep. OK.

[11 minutes 45 seconds][Customer] : Yeah, 76, OK, yeah, so but then 76, let's say yeah, its coming to the same place.

[11 minutes 59 seconds][Agent] : Yes.

[12 minutes 1 seconds][Customer] : Yeah, yeah, I got it.

[12 minutes][Agent] : So we, so you get to get the monthly premium, we multiply the fortnightly figure by 26 / 12 months and that would give you the monthly premium.

[12 minutes 7 seconds][Customer] : Yeah, yeah, same.

[12 minutes 7 seconds][Agent] : So it works out the same across a 12 month period.

[12 minutes 10 seconds][Customer] : Yeah. OK, no worries.

[12 minutes 12 seconds][Agent] : OK. Yeah. And and with your premiums, Dashana, please be

aware that your premium is stepped, which means it would generally increase eight years your age.

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

[12 minutes 22 seconds][Agent] : In addition, this policy has an automatic indexation, which means that each year your sum insured will increase by 5% with associated increases in premium. You can also opt out of this automatic indexation each year as well.

[12 minutes 32 seconds][Customer] : OK, OK.

[12 minutes 43 seconds][Agent] : Yep.

[12 minutes 43 seconds][Customer] : OK.

[12 minutes 44 seconds][Agent] : So, so as an indication, if you make no changes to the policy, your premium next year will be \$89.24 per fortnight and your benefit amount on life insurance that'll increase to \$420,000 and your TPD benefit amount will increase to \$210,000.

[12 minutes 49 seconds][Customer] : Yeah, yeah, OK, OK. Yeah.

[13 minutes 10 seconds][Agent] : OK, yeah, So if you S Yep.

[13 minutes 18 seconds][Customer] : Yeah.

[13 minutes 11 seconds][Agent] : So if you're starting off on 7624 cents per fortnight this year, next year you'll go up to roughly \$89.24 per month with the indexation on.

[13 minutes 23 seconds][Customer] : OK.

[13 minutes 24 seconds][Agent] : Yeah, if you OP, Yeah. No, no, that's what you, you, you, you get first.

[13 minutes 24 seconds][Customer] : So if I yeah, go ahead, you can go, go ahead, go ahead.

[13 minutes 34 seconds][Agent] : Yeah.

[13 minutes 32 seconds][Customer] : You are going to say if you opt out for something, Yeah, Yeah.

[13 minutes 35 seconds][Agent] : So if you opt out of the automatic indexation, that means you'll keep the same level of insurance into the following year and that'll help slow down your premium increases for that year as well.

[13 minutes 46 seconds][Customer] : OK, Yeah.

[13 minutes 45 seconds][Agent] : So they show you the difference roughly as an indication, if you

are opting out of the automatic initiation next year, your premium will be \$84.99 per fortnight. Yep.

[13 minutes 59 seconds][Customer] : So if I leave till 65, I will get this 400,000, is it?

[13 minutes 59 seconds][Agent] : So if you yeah, sorry, can you say that again?

[14 minutes 5 seconds][Customer] : No. So if I pass away after 65, then the family will get it or else I won't get anything, correct? That's how life insurance works, Correct?

[14 minutes 17 seconds][Agent] : No, no, no.

[14 minutes 23 seconds][Customer] : How does it work?

[14 minutes 23 seconds][Agent] : So, so, so the like, OK, so the, so once in place that is on this policy will insure your life if ultimately you pass away. So if you die or if you were terminally ill, yeah. So if throughout the policy nothing happens to you and you and, and there's no claims made, then there's no payout.

[14 minutes 23 seconds][Customer] : That Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah. OK all good.

[14 minutes 51 seconds][Agent] : OK. The yeah, the life insurance component that that can.

[14 minutes 51 seconds][Customer] : Yeah, yeah, yeah, yeah, yeah, yeah. OK, Yeah, Yeah.

[14 minutes 55 seconds][Agent] : So the life insurance policy can cover you for as long as you live as long as premiums are kept up to date with us now, the total and permanent disability option will cover you up until the policy anniversary following your 65th birthday.

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

[15 minutes 14 seconds][Agent] : So that's that's when that's when the TPD option will expire.

[15 minutes 20 seconds][Customer] : OK.

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

[15 minutes 22 seconds][Customer] : So but after 65 still still do I continue to pay the premiums?

[15 minutes 22 seconds][Agent] : So the just on the life insurance, not the TPD.

[15 minutes 30 seconds][Customer] : OK, OK. No worries. Yeah.

[15 minutes 32 seconds][Agent] : Yeah, OK, thank you.

[15 minutes 33 seconds][Customer] : Umm, is there a lot to go? Uh, because I'm, I'm at a bar, but

I'm going to take a haircut now.

[15 minutes 42 seconds][Agent] : OK. There is also with every Yeah. So we've. So now that we've covered umm, the product features and also the umm, quotes and everything.

[15 minutes 51 seconds][Customer] : Yep.

[15 minutes 50 seconds][Agent] : You can also find information about our premium structure on a website there as well.

[15 minutes 55 seconds][Customer] : Yeah.

[15 minutes 55 seconds][Agent] : So, yeah. So all together you're looking at \$76.24 per fortnight.

[15 minutes 56 seconds][Customer] : OK, one second. Yep.

[16 minutes][Agent] : So is there something that would be suitable for you there to China if you're kept with it?

[16 minutes 4 seconds][Customer] : Yeah, sure. No worries. Yeah, Yeah.

[16 minutes 6 seconds][Agent] : Yep, Because the next step is to go through the health and lifestyle questions to check your legibility. Once the questions are completed, if you do get approved, that's when I can offer you this cover and set this up for you today.

[16 minutes 19 seconds][Customer] : OK.

[16 minutes 19 seconds][Agent] : Is that something you wanted to do?

[16 minutes 21 seconds][Customer] : Uh, yeah. But I I can. Can you call me another half an hour's time? I'm a bit busy at the moment. Sorry about it.

[16 minutes 28 seconds][Agent] : OK, Because remember, like I am, Yep, I, I'm workout until 4:00 today.

[16 minutes 34 seconds][Customer] : Oh, sorry. Yeah.

[16 minutes 38 seconds][Agent] : All right, when W when's the next best time for us?

[16 minutes 35 seconds][Customer] : Can we do it in another time tomorrow? Same time? Yeah.

[16 minutes 45 seconds][Agent] : Alright, so tomorrow I, I am off on leave there to China, but I'll be back on Monday.

[16 minutes 51 seconds][Customer] : OK, that's fine. No worries. Thanks a lot for that.

[16 minutes 54 seconds][Agent] : Alright, So what time on Monday is best for us?

[16 minutes 58 seconds][Customer] : Anytime at this time.

[16 minutes 55 seconds][Agent] : So I can schedule that in OK, So 330.

[16 minutes 59 seconds][Customer] : Same time, Yeah. Thanks a lot.

[17 minutes 6 seconds][Agent] : Alright, thanks so much for that. And I've just sent you off your quote to your e-mail address as well.

[17 minutes 11 seconds][Customer] : OK, OK.

[17 minutes 11 seconds][Agent] : So I'll speak to you again on Monday.

[17 minutes 12 seconds][Customer] : Sorry for that.

[17 minutes 15 seconds][Agent] : All right. Thank you.

[17 minutes 17 seconds][Customer] : Thank you. Thanks. Bye.