

# Your guide to tele-interviews

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## WHAT TO EXPECT DURING A TELE-INTERVIEW WITH TAL

When you apply for insurance cover with TAL, you can choose to speak with us over the phone to complete the health and lifestyle section of your application. Here's a quick guide on what to expect.

### Before...

- We'll arrange your tele-interview at a time that suits you. Just make sure you're somewhere you can talk freely and privately
- Take a few moments to fill out the tele-interview checklist on the next page, to make sure you have all the info we'll ask for handy.

### During....

- The questions we ask during the tele-interview are personal, because your health and lifestyle affect your premiums and the type of insurance we can offer you. Make sure you answer the questions we ask you accurately and completely. Incorrect or inaccurate information can affect the process or outcome of claims you may make in the future
- The call should take between 25 and 45 minutes.

### And after your tele-interview

- After the call, our team will assess your application as quickly as possible. Your adviser will be able to track its progress and keep you up to date.



# TAL

## Your tele-interview checklist

Your height: \_\_\_\_\_

Your weight: \_\_\_\_\_

Your usual doctor's name and contact details:

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Details of any past or present medical conditions:

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Any test results (such as blood pressure or cholesterol):

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Details of your medical history. For instance, if you mention back pain, we'll need to know things like whether you took time off work, how long you experienced the symptoms, whether the pain has recurred, and if you received any referrals or x-rays.

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Details of treatment or medication you've received for the conditions you've listed above:

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Details of any family history of illness:

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### CONTACT OUR TELE-INTERVIEW TEAM IF YOU HAVE ANY QUESTIONS BEFORE, OR AFTER, THE CALL:


 1300 588 047 (Monday to Friday, 8am–5pm AEST)


 [underwritingteleinterview@tal.com.au](mailto:underwritingteleinterview@tal.com.au)

### FOR MORE INFORMATION:

 Talk to your financial adviser

 Email us at [customerservice@tal.com.au](mailto:customerservice@tal.com.au)

 Call TAL on 1300 209 088  
(Monday to Friday, 8am–7pm AEST)

 Visit [tal.com.au](https://www.tal.com.au)

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