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# THE NEOS EXPERIENCE

## A GUIDE TO YOUR TELE-INTERVIEW

Thank you for choosing NEOS Protection!

This guide includes everything you need to know about our tele-interview process including what information is required and how it is handled once received.

### What is a tele-interview?

Your financial adviser has submitted an application for insurance cover on your behalf. In order for us to process your application, we need a few more details about your health and lifestyle.

To make this easy, we do this over the phone in a confidential tele-interview.

### How is your information used?

All calls are recorded for quality and compliance purposes and are treated in the strictest confidence.

The information we request will be used when assessing your application for cover and will form the basis of your plan's terms and conditions.

At NEOS, we're committed to making sure your information is used confidentially and in accordance with our Privacy Policy which you can find at [neoslifec.com.au/privacy-policy](https://neoslifec.com.au/privacy-policy).

We will only share the information we collect with your financial adviser at your own discretion.

### Arranging the tele-interview

A NEOS service consultant will call you to arrange a suitable time to conduct the tele-interview. The tele-interview will take about 20-30 minutes and involves the collection of personal and medical information and your family history.

Please arrange the appointment for a time when you can talk freely and privately without interruptions.

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## The tele-interview

Our tele-interviewer will contact you at the scheduled time. If you're unavailable, we'll leave a message and call you again 10 minutes later. If still we're unable to contact you, we'll send an email to re-arrange the appointment.

Our questions are designed to ask for relevant details specific to the cover that you're applying for. We want to make the process as easy as possible. However, if you're not sure if we need to know something, please tell us and we'll let you know.

## Preparing for the tele-interview

To make the process as fast as possible, we suggest having the below information on hand so that you are prepared.

### Personal history:

- Height and weight
- Alcohol use
- Smoking habits
- Travel plans
- Activities / pursuits

### Family history:

- Medical conditions affecting your biological parents, brothers or sisters before the age of 65

### Medical history:

Past and present medical conditions affecting you including:

- Name of condition / diagnosis
- Dates and time off work
- Treatment (i.e. medication, physio etc.)
- Results of any tests / investigations (i.e. blood pressure / cholesterol, readings, ECG, x-ray etc.)

### Doctor details:

Please have the details of your general practitioner, and any specialists you consult to hand

## Questions?

### We're here to help.

For all tele-interviewing enquiries, please don't hesitate to contact us on **1300 090 188** between 8am and 6pm (Sydney time) Monday to Friday or email us at [teleinterview@neoslife.com.au](mailto:teleinterview@neoslife.com.au)



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