

## SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: Wendy Lewthwaite

Email: [REDACTED]

Phone Number: [REDACTED]

Submission for: My Self

Name of other person, business or organisation:

Do you agree to your submission being published: Yes

Do you agree to your full name being published: Yes

Your submission:

I have been a loyal member and paid [REDACTED] for about 16 years – I have honored all my obligations to [REDACTED]

[REDACTED] and others have omitted vital evidence. They have lied about almost everything and i have solid prof of that. I dont make those allegations lightly.

Many reports have NOT been submitted , This is only a start.

We feel nothing short of a FULL inquiry( possible even a senate inquiry )needs to be adopted to look into the manner in which these claims are handled for everybody's sake.

I had a wet slab from a broken toilet pie and we were being electrocuted as the wires for power run throughout the slab. They knew that but wouldnt help with accommodation or do ANYTHING!

TWO recovery companies provided reports. I had to call these people myself.

Both those independent companies on the day they attended stated the SLAB was wet .

Although it took far too long this claim was accepted in writing and verbally + a cash offer.

I was offered CASH which I rejected not knowing the full cost of those repairs. [REDACTED] did nothing to help . We had no place to live.

Then after all that time reneged and said they were not paying.

A recovery company had placed huge 9 huge big professional heaters and blowers to dry it out which had been going 24/7 for 3 weeks.

Instead they waited all that time knowing 9 heaters and dryers had been going 24/7 because they saw them THEN they turned up with 2 men from one of their own"" preferred ""people and said it was dry!

[REDACTED] also KNEW that id just placed my house on the market--- and their delay to assist has cost me all that advertising as well as many other expresses.

iv never seen such a miscarriage of justice in my life.It appears to me some facts / evidence has been withheld, while the entire documents have been shaved. I don make these claim lightly.

My report stated that there is a break in the line which is causing black water to enter and cause the damage.

The claim had been accepted on the Thursday afternoon *and* ALL aces appointed whom were arriving early the following Monday morning. At last we said.

Very late Thursday Bianca called- saying-Wendy I'm bring a electrical engineer around tomorrow morning at 8am . btw we know electrical engineers DO NOT work with electricity.

They REFUSED to take any moisture readings in the ceiling—interesting . I even got them a LADDER but they refused. Well *imop of course they did* because we'd already taken them - high just like all aces had said – and this was three weeks later. And ANYWAY it was BLACK water that stunk .

They said there was NO mold-- rubbish—I'm copying and pasting here a part of a report without disclosing the company –

, photographed damage. Visual inspection of bedroom appears to show visible microbial growth on wall lining. Collected biotape sample and forwarded to Mould Analysis Lab for testing.

Its been a NIGHTMERE . █████ said on the very first contact I had with her by phone OH GOOD youv got dryers in there. THEN a month later denied the claim saying because i put dryers in. What was i supposed to do. THEY never helped. For two and a half hours █████ said i wasnt even a member. Id been with them 16 years! We were being electrocuted . They try anything and everything NOT to pay on very genuine claims.

For weeks they refused to allow me to get my own plumber.

THEN she told us to GET OUR OWN PLUMBER. So it was arranged. THEN she called demanding we cancelled them saying SHED make sure everything was detected etc etc and we had to CANCEL our own plumbers.

I told her we had no toilet and she KNEW at that stage we were living without power shower toilet with the place still be electrically unsafe – no cooking NO HEAT and it was freezing in a 12 ft caravan out the front but we needed despite that to go in to use the toilet.

She said NO ill get OUR plumber to fix it. He did come but he did NOT fix it.

Ten days later she said GET YOUR OWN LEAK DETECTION AND YOUR OWN PLUMBER!!

Sheesh that's what we wanted to do in the FIRST PLACE but she was very bossy saying we could NOT.

Nobody should be treated as WE HAVE BEEN TREATED!

All the time they said DONT CALL THEM

There is a lot more to this . I have evidence of lies corruption as well as unlawful conduct.

Id like to address your commission by phone and i make that a formal request. There is too much information to do it through here.