

## SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: Deborah Brown

Email: [REDACTED]

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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:

Thank you for your consideration.

It is a disgrace what FOS allows insurers to get away with and that their HANDS ARE TIED.

1. Insurance companies are allowed to write their own unfair contracts and policy holders are not able to challenge them. You go to the likes of FOS and they say, well it's written in their contract so we can't do anything, them's the rules.
2. I have a property let and have building and contents insurance EXCEPT I have some of my own belongings locked securely at the property and the insurance company will NOT cover these items on the policy. After pushing the insurer and having to go to the underwriter, the insurers finally agreed to have my items (locked away) insured on an additional policy over and above the contents that I'm already paying for!
3. I have an investment property in Melbourne I live in Brisbane there was a insurance claim that was accepted but because they said there was items that weren't covered and were older they were not going to do the repairs because they did not want to have responsibility of the other items so they simply said we are going to pay you the money and you can fix it yourself. I am in Brisbane the house is in Melbourne. I asked for additional funds to be able to go down and see the property and sign off the work because I am not going to sign off building work or sight unseen given the poor workmanship and the standards of the building in this country. (known from experience) They and FOS refused to pay me any additional funds to go down and inspect works. I ALSO provided FOS quotes from contractors with prices that it would cost me to get the work done, not from the insurers builders, and my costs were sometimes two, three, FOUR times the quoted cost within the building estimate from the insurers' builders. FOS said they asked their insurers builder if it could be built for their cost and the builder said yes, it could be built for that cost (no surprise there!!!), clearly they can build it for that cost that DOES NOT REFLECT MARKET RATES FOR ME going to several trades on an hourly basis to have the same work done.
4. I have a property in a remote location the crime rate is 0 as far as I know or .0001 and the insurance will never explain to me how when they usually explain away their obscene premiums, they charge depending on factors including the crime rates in the area etc. how my premium can be so high when there is zero crime rate in the area.

They make up their own rules and apply them however they want just to increase their profits BECAUSE THEY CAN.

As I have said to FOS time and time again, the pittance it costs insurers to go to FOS and if EVER FOS awarded compensation (a WHOLE MAXIMUM \$3,000) is the SMALL cost of doing business and INSURERS ARE LAUGHING THEIR HEADS OFF, ABSOLUTELY LAUGHING THEIR HEADS OFF. WRITE UNFAIR CONTRACTS AND ARE UNTOUCHABLE!!

I have been writing to the polities at all levels for years (including for other areas that are ripping off the consumer) the government response always was, CHANGE PROVIDERS, THEY ARE ALL THE SAME YOU IDIOT POLITIES.

Thank you for your time, NOW I can have some faith that we MAY see REAL change and PROPER REGULATION THAT IS ENFORCED.

Regards

Deborah Brown