

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: Carolyn Forsberg

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:

Some years back my husband and I built a house as owner-builders. We approached the [REDACTED] in Ararat, Vic for a mortgage. On application we were told that as I was over 55 years of age (my husband is 12 years younger) we could not get mortgage protection insurance and that we would need to take life insurance instead. I protested that this was ageism and that this should not be forced upon us, but we were told that was what was required and unless we did this the application would be refused. As we were desperate to finish our building project we were forced to agree, and duly took the policy. We sold the property about 4 years later, and as we had already paid into the insurance policy for this length of time we decided to keep it going, even though it did not even cover accidental death. We continued to pay the premiums for at least a further 5 or 6 years. During this time the premiums rose from about \$80 per month when it started to over \$250 per month when we left the country for a few years in 2013 and were forced to abandon it. We are now back in Australia, and I approached the Bank about this matter in May this year. They have refused to engage with us and told us that we agreed to take the policy and they are therefore not responsible. We feel that we were forced under duress to take a policy which we would never have contemplated taking, and that they should refund the premiums.