

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: helen kristina ryan

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:

[REDACTED] rejected paying my late husbands Life Policy who passed away with cancer on the 23rd September 2014.

The reason given was he did not answer a question correctly. The phone interview took place with no documents to follow and each block had at times 2-3 questions in the one block and he could only answer YES or NO.

He answered honestly and correctly as he knew, as he had no idea he had cancer and neither did his doctor at the time of the phone interview.

I have all the documentation and the CD of the phone interview.

I would like to add some of these to this submission but cant find a way to actually add them as it really needs all the documentation.

[REDACTED] made up a lot of incorrect medical diagnoses in the letter of denial.

I am 70 years old, alone and no relatives and pay rent - this life insurance would help me so much as I don't have anything at all.

they took 7 plus months to come back with this letter of denial and were so horrid to deal with every time I tried to contact them.

I hope someone will look at this and ask me for the remaining documentation. sincerely Helen ryan (nee bourke-nelson)