

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: [REDACTED]

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: No

Your submission:

Hello

I am not sure if my issue is relevant to the commission but feel that the policy used in this instance is unethical. I am with the [REDACTED] and have been for 32 years. I had a home and contents insurance policy with them where the payments were automatically withdrawn from my account, so when the policy renewal notice came in the post and I chose not to complete the renewal form, I thought that the policy would no longer be renewed as I had not signed a renewal notice. After a long period of time I realized that payments were being deducted from my account but did not know why. When I investigated the branch manager told me that the payments were still being taken out of the account even though the policy had not been renewed. They also said that payments would be withdrawn until I informed them I no longer wanted the policy, I said I was unaware of this and they said it is written in the renewal notice. I did not read the renewal notice because I did not want to renew, I feel that is fraudulent and misconceiving.