

## SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: Clifford Berenger

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] has taken full advantage to avoid paying for the repairs of my car when the At Fault Driver and myself were both Insured with [REDACTED] took full advantage to write off my car which was more profitable for them than to have my car repaired. Had my car been insured with another Insurance Company [REDACTED] would have had to pay for the repair's of my car. I guess this type of practice is common with most Insurance Companies where they look to maximise their profits at the expense of their policy holders. I'm hoping the Royal Commission can stop this practice for the benefit of the policyholders and the consumers.

The accident took place on 24 July 2018. My car was written off on 9 August 2018.

This decision taken by [REDACTED] has caused me severe financial and mental stress.

I could not download all the correspondence between me and [REDACTED] Please give me your email address and I could send you all documents.