

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

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Submission for: My Self

Name of other person, business or organisation:

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Your submission:

I was alerted to the Insurance industries practice of charging for advice not delivered from the news surrounding the Royal Commission.

I contacted my insurance company (A very major company) and asked if I was affected. I suspected I was.

After 2 months and many many many many reminders the company admitted to overcharging me \$8,500

The last 2 months I have spent trying to get the company to reimburse this overcharge.

They have found every excuse in the book for not doing so yet.

Should the commissioner set some guidelines putting onus on the Insurance companies to audit for overcharges and reimburse without question?

Should the commissioner set some time limits?

I am disgusted I have to beg this big Australian company to return funds that are mine.

Its no wonder the insurance industry is so mistrusted.