

## 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:

I wish to make a submission regarding the flowing insurance companies:



I was deliberately & deceitfully misled by the above organisations. I was told blatant lies day after day over a 15month- 5year period which has impacted on my mental health. I was played for an idiot with typical insurance company lies, "we are still waiting on doctors reports" "we still haven't received anything" "we haven't received anything from you in the mail" "are you sure you have the right fax number" "we haven't received your email regarding your claim" "we are still waiting" "we need some more reports from your doctor" "we are still waiting for your doctor" "can you please re-send it" "we don't have it" ...only to find out myself from my treating doctors, that they had received no such request, no such phone calls, no such emails. Insurance companies were caught out red handed. These spineless gutless crooks were taking advantage of me & my mental state. Exacerbating my pain & suffering. I endured so much pain and frustration because of the horrific misconduct I was subjected to by these companies.

I am now a broken person, withdrawn from my community & battling debilitating mental health issues every day.

I would like these crooks to be held to account with very serious repercussions for their misconduct. I would like a special body to be established to represent people dealing with insurance claims. I do not want anybody else to live through what I have lived through.