

### SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: Gail jones

Email: [REDACTED]

Phone Number:

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:

This is about the conduct of [REDACTED] CAVEAT EMPTOR. BUYER BEWARE. Your "free" one year cover is only for accidental death. Premiums after age 75 are not at all competitive with other insurers. Do not sign up to this Company's funeral cover - the one free year is a hook to pull you in to their very expensive cover after the age of 75!!! [REDACTED] keeps money off my bank account despite multiple attempts to cancel. They debit 2 YEARS OF Premiums IN ONE GO . They taken all savings and left me with NO MONEY TO BUY GROCERIES. Never give your bank details to [REDACTED] to debit. They take 3 payments out instead of ONE. THE customer service team is useless