

## SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: nick smith

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 submission is about [REDACTED] nsurance,. This company is selling complete LIES , when they sold this policy to me they told me it covers everything. I am absolutely appalled by this service. Be very very careful. My husband had ruptured his Achilles and cannot weight bear for min 12 weeks. He cannot work. Cannot drive. However this is not covered by this policy. As per female on the phone " if you had a broken bone in your foot you would be covered" I am about to have our 2nd baby and we are left terrified because a company who we trusted and paid a lot of money too now cannot help us. "If you are sick or injured and cannot work we have you covered" rubbish! If you are injured with particular injuries you are covered. I hope for the sake of my family this is wrong and the girl on the phone is wrong. I do NOT understand how this can be right. We will be seeking further legal advise.