

### SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: [REDACTED]

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: No

Your submission:

This about [REDACTED] nsurance taking Taking unauthorised payments [REDACTED] Insurance has decided to take a random payment nearly 3 times the agreed amount, in addition to the usual payment (they took 3 payments in one day, one equaling over \$100 which is unauthorised). When trying to address this over the phone, first they flat out lied and denied it, then when we sent in the bank statement as proof, we were constantly brushed off and given the old "we'll call you back". I am on a disability pension and can not afford for random hundreds to be taken without notice and without explanation. She has never missed a payment, never agreed to a direct debit almost 3 times the usual amount, and no one at the company is willing to explain why this has happened or even to amend the issue so far. Buyer beware, your bank account may be emptied without warning, rhyme or reason. [REDACTED] insurance cause me to incurred massive amount of BANK dishonor fees. Shame on you