

### SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: Naveen Sharma

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: Yes

Your submission:

Been a member of [REDACTED] since June 1999. Thirteen years later, in 2012, requested for TPD insurance cover and was contacted by [REDACTED] who were acting for [REDACTED] and asked me to fill out form/supply various details. [REDACTED] Application [REDACTED] was submitted on 26/11/2012 [REDACTED]. I truthfully disclosed a suspected heart attack in May 2011 (I had been through a bit of tough time as my Mum had lost all her possessions and memories in the 2011 floods then she had a stroke, was on life support, in a coma for 16 days then passed away). Obviously this was a really sad time for me as I was very close to dear mum. For the first time, my blood pressure went high for one week period but I was never on any medication for blood pressure and provided all details including GP and Heart specialist (who have cleared me as after extensive tests no evidence of actual heart attack found). As part of this, [REDACTED] application [REDACTED] also asked and collected competitive data on my existing policies with other insurance companies. Compliant 1: My request for TPD was rejected without sufficient reason. As well, I believe they used this personal/sensitive information(as per [REDACTED] application) to put a 100% loading on my existing insurance premium in that I am paying approx. \$7,800 per annum in premium (double the normal rate). I am advised that his will increase to ~\$34,000 per annum when I am 74. I contacted [REDACTED] who have not been able to admit privacy breach nor advise why the 100% loading. Mail received 3 January 2015: "The Government's Stronger Super changes mean we can no longer selfinsure inbuilt benefits for Accumulation 2 members. As a result, your inbuilt benefits will cease and on 3 January 2015 you will be provided with Income Protection cover through our external insurer, [REDACTED]" Compliant 2: At no point was I provided any choice of external insurers. Death insurance cover and Income Protection insurance cover with [REDACTED] Compliant 3: Income protection cover ceased at age 65. Signed: Dr Naveen Sharma Date: 10 September 2018 Email: [REDACTED]