

### SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

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:

Re: insurance cover paid twice on [REDACTED] superannuation accounts In 2012, it came to my attention that [REDACTED] had been charging simultaneously for 2 equivalent insurance policies associated with 2 superannuation accounts in my name. This went on approximately from January 2007 to October 2012. Over this period, I was not aware that I had 2 super accounts open with [REDACTED] - [REDACTED] must have created a new account for me which is not what I requested or ever wished to occur. On Account 1, I was paying for Death Benefit, Total and Permanent Disablement Benefit and Salary Continuance Benefit insurance. On Account 2, my employer was paying for Death Benefit, Total and Permanent Disablement Benefit and Salary Continuance Benefit. I brought this to the attention of [REDACTED] in 2012, but the issue was never resolved and to this date I have not been compensated. I find it unscrupulous and unprincipled that [REDACTED] did not bring this issue to my attention at any stage between 2007 and 2012.