

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: Shane Chellis

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:

Good morning yesterday I put in to you a genuine complaint about [REDACTED] insurance company .(POL 0001.0001.0149) I believed that when you opened your inquiry to general insurance complaints that my complaint would fall under its guide lines however I now unfortunately have realised that you are still only dealing with the Banking sector which is a shame .With my complaint I wanted to bring to your attention that not only are these insurance rorts and drawn out claims time frames limited to the banking sector but also involve government run insurance companies as well. I believe that this culture is imbedded in most if not all insurance companies as a means to delay and deny fair outcomes for genuine claimants who in the end give up on any fair outcomes.I believe that people financially comfortable are looked after because of their ability to afford good legal representation .I believe in my claims position that all parties are working together to unfairly control this industry as " bad faith insurers" . I had income protection insurance \$75.00 per week to cover any lost time through work accidents however my insurance company run by [REDACTED] underwriters [REDACTED] renege on any of my policy payments stating that because my Employer had made me redundant whilst on workers compensation they didn't have to honor their obligation with the policy \$75.00 A WEEK wow....Im just reporting this to your Commission to let you know what's going on in the public sector as well.My wife and I are currently living on small temporary pensions and using up our superannuation to pay out of pocket basic bills with no fair end in sight towards our legitimate claim..Regards Shane Chellis