

# Shining a light on our claims team

There when they needed us



**Brett,  
Senior Claims  
Assessor**

## About Brett's role

### What does your role involve?

I help customers with their claims, by understanding and assessing what's happened to them; it can be anything from Alzheimer's to traumatic head injuries. I love my job because you never know what your next claim will be, and every day is an opportunity to learn something new. Fortunately, we have access to a whole range of medical professionals such as oncologists and neurologists, to guide us through those claims that are a bit more complicated.

### What's the hardest thing about your role?

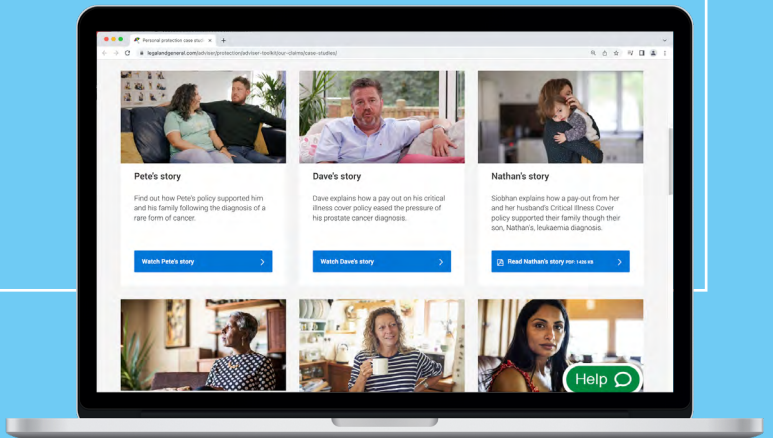
Having children myself, the hardest part of my job is dealing with claims under the Children's Critical Illness benefit and listening to the parent's devastating stories.

### What's the most rewarding part of your role?

The best part is when I can tell those families that I can pay their claim. It has such a positive impact on families as they can afford to take some time out to spend some quality time together.

**“It's always a privilege to let customers know that we can pay their claim when they're at one of the most difficult moments in their lives.”**

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## How Brett handled Barry's claim

### What was Barry's claims process like?

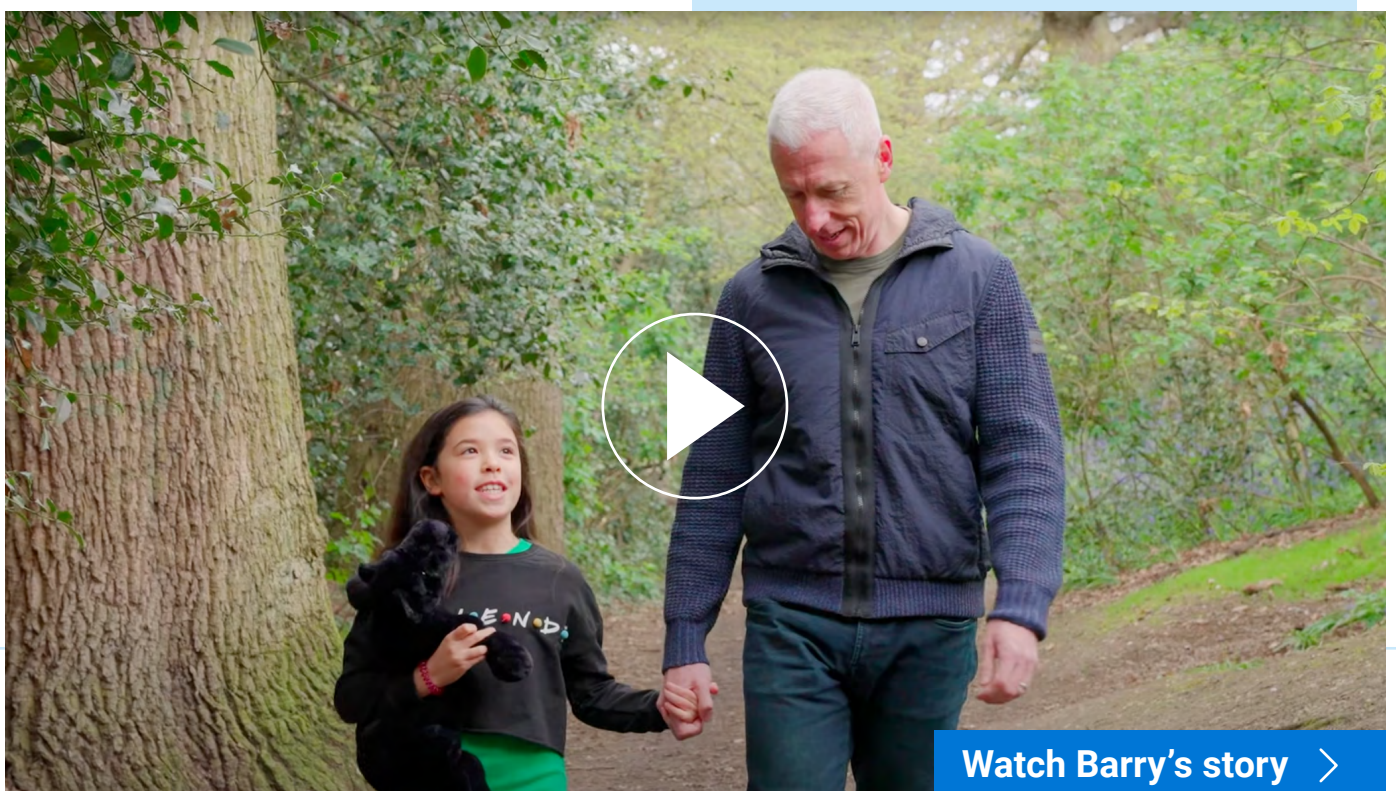
Barry contacted us about claiming on his policy in August last year. We took most of the details over the phone, so he only needed to complete some simple paperwork. We received this back in late September and a report was sent to Barry's consultant early October. That day, I spoke to Barry to explain the next steps. One of the most important things was to let him know that we'd need to wait for the report from his consultant, which can take several weeks.

The consultant's report came back mid-January, and the claim was agreed on the 1 February. I spoke to Barry on the day, and he was obviously extremely happy that we were able to pay his claim. Two days later our payments team authorised his claim, which also included a refund of Barry's premiums and interest he would've been paying since the diagnosis.

### How did you feel when you let Barry know his claim was successful?

It's always a privilege to let customers know that we can pay their claim when they're at one of the most vulnerable stages in their lives – it's the relief they feel and the pressure that it takes off their shoulders.

**It was a day like any other for Barry, until a searing neck pain saw him being blue lighted to a London hospital. He shares what suffering a brain haemorrhage was like and how his critical illness policy helped him and his family through it.**



[Watch Barry's story](#) >