

### **Ensuring insurance coverage - review and mistrust**

A family came to FDRS feeling that their insurance broker had neglected to ensure that their medical insurance cover continued to be adequate, fit for purpose, and financially smart. They discovered that there had been missed opportunities for premium reduction and were upset with the broker.

The broker offered to pay for any losses that the family incurred. However, the family felt that they couldn't trust anything that that he now said and that the solution offered was insufficient.

The family was frustrated that the broker wouldn't admit that he had been negligent as well as compensating for any loss. The broker was similarly frustrated and couldn't understand why the family wouldn't accept the resolution he'd offered, which would fully reimburse them for their losses - (given it was, he thought, also up to them to review their policies annually).

Both had felt they were going around in circles.

FDRS thought that mediation might help them and the parties agreed. The mediator talked with the parties individually and they explained what had happened from their perspective. After that, the parties met jointly with the mediator. They could articulate their concerns face to face and the mediator helped them generate options for resolution. With the use of a whiteboard and calculators, exact figures were derived including some recently discovered "anticipated future benefits" in premium reductions. Both sides felt that they had more more accurate information.

The mediation ended with a full agreement that included some financial compensation. The family withdrew their complaint and retained their policies with the insurance broker. The family felt that the process had restored their trust in the broker, as they had all could speak openly and hear what was happening for each of them.