

# Mrs Taylor retains income while off work for 13 days

As a veterinary surgeon, Mrs Taylor has committed her career to treating sick and injured animals. When she fell ill herself and needed time off work, her policy with PG Mutual was there to cover the financial shortfall.

## What happened?

Medical conditions are a fact of life. Whether you are at the beginning of your career or approaching the end, you never know when something unexpected might force you off work. At the age of 35, Mrs Taylor was diagnosed with chronic fatigue syndrome and signed off work with exhaustion, muscle pain and sleeping problems.

## How did we help?

Chronic fatigue syndrome can be extremely debilitating. As you can imagine, it's essential for patients to get lots of rest and recuperation to begin their recovery. That's not possible if you have money anxieties on your mind. Mrs Taylor was entitled to just five days off work on full pay. But with the knowledge that PG Mutual could cover up to 70% of lost earnings from additional time off, she could rest at home knowing that upcoming bills would be paid comfortably.

## What was the outcome?

Thanks to our speedy claims process and clarity of communication, Mrs Taylor was able to take the time she needed off work without worrying about being left out of pocket. The fact that Mrs Taylor's husband became a policyholder with PG Mutual shortly after her claim says a lot about the level of service and value for money you can expect when you join us. No doubt we speak for animal lovers everywhere when we say we're glad Mrs Taylor made a smooth and speedy return to the profession she loves.

*This is a real life case study, but the member did not wish their real identity to be revealed and so a cover profile has been used to maintain their anonymity.*

**To find out more about protecting your income, please contact a member of our team.**



## Quick summary

Age:	35
Profession:	Veterinary Surgeon
Member since:	September 2015
Value of claim:	£600

## We scored...

Claims process:	4 - Good
Claim form:	4 - Good
Timeframe:	5 - Excellent
Customer service:	5 - Excellent
Communication:	5 - Excellent

Mrs Taylor:

“ I'm very happy with the whole process and I like what the company does in general. ”

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