

# Ms Walker protects savings during long layoff from business consultancy

Faced with the financial anxiety of being off work for twelve weeks, we made sure Ms Walker could pay her overheads without touching her savings.

## What happened?

After complications with a hysterectomy, Ms Walker required a total of 12 weeks away from her job as a business consultant. Ordinarily that would have significantly lowered her savings to cover her monthly overheads. Fortunately Miss Walker has a policy with PG Mutual.

## How did we help?

Bad customer service is always frustrating. But when you work as a business consultant and spend your days helping businesses improve, shoddy service must be particularly grating. Fortunately it's not something Ms Walker had to endure with PG Mutual. Our simple claims process resulted in two speedy payments totalling £6,000 - straight in to Ms Walker's bank account.

## What was the outcome?

A hysterectomy is a major operation. One that requires a lot of rest and recuperation at home. The last thing you want during that time is money worries, or anxieties about how you are going to pay the upcoming bills. Because we can cover up to 70% of our policyholders' wages while they are off work, Ms Walker was able to concentrate on her recovery - with the peace of mind that there was no need to panic about loss of income.

*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:	50
Profession:	Business consultant
Member since:	August 2015
Value of claim:	£6,000

## We scored...

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

Ms Walker:

“The team was friendly and approachable and handled everything quickly. I appreciated their support. It was really good not to have to jump through hoops to get my claim through.”

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