



Value of an Adviser

This is a testimonial from a client of
Dinendra Senavirathna



“When my daughter was diagnosed, our world completely turned upside down. I will always be grateful for the support and financial payout. Our adviser truly went above and beyond”

When my daughter was diagnosed with lymphoma, our world completely turned upside down. She was in hospital for several months, and as a family we were emotionally and physically exhausted. The last thing on my mind was insurance. Dinendra called me during that difficult time and gently asked how things were. When I explained my daughter's diagnosis, she immediately told me that we may be able to make a claim on our Critical Illness Cover policy. I honestly wasn't sure and didn't have much hope, but she reassured me and guided me through the process.

The claim process was not easy because the GP was slow in responding and there were delays in sending the medical information requested by the claims team. At one point, I truly lost hope of receiving anything. But Dinendra did not give up.

She consistently followed up with the insurance company, encouraged me to chase the GP, and made sure all the required documents were submitted correctly. Throughout it all, she kept me informed and supported, especially when I felt overwhelmed.

I was so pleased when our **£26,000** claim was approved.

Without Dinendra's constant support and genuine care, I truly believe this would not have been possible. She went above and beyond her role, and I will always be grateful for her dedication during one of the hardest times in our lives.



Hasanthi Gamage

In this case study example, you will see how thankful the client is for the support of her adviser. Dinendra always makes a point of keeping in touch with her clients and it was during one of these routine calls she was able to remind her client she could claim under the policy that had been arranged for her.

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