

# FINANCIAL PAYOUT & SUPPORT FOLLOWING CRITICAL ILLNESS DIAGNOSIS

## Client Experience

**Owl Financial Protection Adviser, Priyantha Pilapitiya, was pleased that his customers, Mr & Mrs P, could be supported in super quick time following distressing breast cancer diagnosis news.**

About 6 months earlier, Priyantha had met the clients, parents of a young son, following a recommendation by another client who had taken out cover. They happily spoke to Priyantha and provided details about why they would like cover and gave him a budget they were comfortable with. Priyantha was able to recommend a mix of cover options, tailored to suit their needs and budget, including life cover, critical illness cover and an Accident Protection policy (which included hospitalisation cover).

Mr & Mrs P decided to take his advice and applied for a mix of policies and cover was confirmed soon after. As with all his clients, Priyantha contacted them a few days after him meeting with them to make sure they had received welcome packs from the relevant insurers and were comfortable. All good – they had, so he let them know he would continue to keep in touch, and they should contact him if they ever needed support or have questions.

### **Priyantha received a surprise call on a Saturday a few months later.**

It was from Mr P who wanted to let him know that his wife had just been diagnosed with breast cancer. He was understandably distressed – they were both in shock and devastated by the news. Priyantha reassured him about cover he had in place and advised he would help by contacting the insurers of their critical illness policy, Guardian, and explain they needed to claim. He called Guardian first thing Monday morning and that afternoon a member of their claims team called the customer. They were very helpful and explained that with Guardian, there is no need to complete a claim form. The claims team would process the claim as soon as they had formal confirmation in writing from a consultation about the diagnosis.

Mrs P needed to have surgery as a matter of urgency and Mr P's focus was on this. As soon as she had this, Mr P arranged for a copy of the consultants reports to be sent to the insurers.

### **To his surprise, 3 weeks later he received news that a financial payout of £50,000 would be paid into their bank account.**

He was delighted that it would pay so quickly. Priyantha was pleased too. This is the full payout for a breast cancer diagnosis payout, in line with the policy.

Mr & Mrs P were relieved and very thankful. The money received has been a big help to the family and meant that Mrs P could focus on getting better. They wanted this testimonial about the service from Priyantha and Owl Financial to be shared and highly recommend others consider taking out financial protection cover.

Mr P has advised that the surgery was a success and Mrs P is recovering well.



I would like to extend a special thank you to Priyantha for his exceptional customer service. His dedication, patience, and understanding were truly remarkable. He went above and beyond to assist me throughout the entire process, and I am truly grateful for all the support extended.

Once again, I would like to express my deepest gratitude to Owl and Guardian for their outstanding support during this challenging time. The assistance I received from your company has made a significant impact on my life, and I cannot thank you enough.

Client of Priyantha Pilapitiya, London



Here is an extract of the letter. >>

As an experienced financial Protection Adviser, Priyantha has helped many customers over the years.

He says, ***"There's nothing better than the satisfaction of knowing that you are making a difference in your job – helping clients and their families at the most difficult of times".***

**This is a real testimonial/claims case example. Details are anonymous**

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