

From: [REDACTED]
To: Christensen, George (MP);
cc: Committee, SPLA (REPS);
Subject: Parliamentary Inquiry into Affordability of Residential Strata Title Insurance
Date: Tuesday, 10 January 2012 10:25:37 AM

As I am unsure on how to go about writing a submission and tried on numerous occasions to access the PDF using the Adobe Reader X on my computer to no avail, so have had to revert to writing an email and hope this will suffice and if not at least we have had our say on the subject, which makes us feel better.

We would also like to state that we attended the forum at the Coral Sea and were most impressed with the questions from the floor, but did not feel we were given adequate answers from the chair, i.e. the Insurance Company.

We feel we are one of the innocent parties affected by greedy insurance companies who are fleecing us and others, especially when we were not even affected by floods, or a cyclone, for which we give many thanks.

Our understanding of insurance is that we pay to cover the eventuality of being tragically involved in a devastating event, which happened to many Queenslanders last year and fortunately we were some of the lucky ones that escaped, but unfortunately we are now suffering by having our insurance premiums increased by 300% which I can assure you as part pensioners, we can ill afford.

We moved to the beautiful Whitsundays 20 months ago, and were so excited at purchasing a wonderful unit that suited our needs, as retirees, with very little garden and no maintenance and did not mind having to pay the body corporate fees which were quite expensive to us but we did without others things to afford it.

Unfortunately 3 months ago we got our Contribution Levy account and almost passed out with shock at the increase and immediately contacted our Body Corporate Services people in Mackay to ask why the fees had gone up from \$972.29 per quarter to \$1,686.65 per quarter (with a 20% discount if paid earlier) and were informed that it was due to the Insurance Company (apparently it was the only Insurance Company that would take us on) increasing their fees by 300% which is absolutely disgusting. We also received lots of literature back which was self-

explanatory, but it still did not make a lot of sense to our bank account!!!
or our cost of living.

We know we are one of thousands of people affected by this insurance
increase and that we are a lot luckier than the poor people who lost their
lives and their homes, but we still have to live and at the moment we
seem to be going backwards instead of forward.

Thank you for listening to us and we hope this all makes sense to you.

Elizabeth and Thomas Cairns THORNTON

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