

Diane helps David and Sue with their insurance needs

Diane

I am Diane Bleasdale, I'm a risk insurance specialist with Bridges in Sydney. I advise my clients on their needs for their insurance; term life, disability, income protection and trauma cover and I've been in the industry for about 20 years.

David

I'm David Hobbs and this is my wife, Sue. I've been a client of Diane's going back about 12 years now.

I was working as a sales manager, doing very well. It's a very full on job, lots of travel, lots of clients, doing executive presentations, selling enterprise level computer software.

So I love my job, it's fantastic, and it has its moments like all jobs, but it's something that I really enjoy doing.

Diane

A lot of people do not realise that their biggest asset is their ability to earn an income. They'll think it's their house or their car but if you don't actually earn an income you cannot fulfil your other commitments and aim for a wealthy and healthy retirement.

When David was first introduced to us his employer plan only had a two year benefit which meant that if he was off sick from work for a long term the employer plan would start paying him after he'd been off work for 90 days but if he was still off work after two years it would have stopped and he would have been relying on his other assets to live on and if you're young that can mean you can live for 10 or 20 years to retirement with no income or on disability or Centrelink income.

So what we were looking at doing was supplementing that income with a policy that could come into force after a two-year benefit waiting period to pay through to retirement if he was off sick long-term.

David

But one Saturday morning I had a major heart attack and cardiac arrest and called the Ambulance and I remember telling the emergency doctor that, you know, I've got a presentation that I need to give tomorrow in Brisbane and he said 'Well you won't be doing that'. It was clear from speaking to my Cardiologist that I'd had a massive heart attack and significant damage and so I was looking at a very different future. There was really no expectation that I would be going back to work any time quickly. So, what we needed to do was focus on my recovery and make sure that we had a financial solution in place.

Diane

With the call from David, I asked questions of course, found out what had happened, made sure he was ok and on the road to recovery and then said "Well don't worry, we'll contact the insurance company and we'll have claim forms sent out to you if you need help filling them out".

They were returned to us. I confirmed to David that he didn't need to worry, once he was off sick for a month, the insurance company would be able to start paying him. And while he was unable to work his income benefit would still come in and be paid, and if he wasn't back at work short term it'll keep going until he's 65.

Sue

And it was brilliant working with Diane and we knew that whatever the process we had to go to with filling out the forms and stuff, you were always there. So that anything that we couldn't quite work out what to do we knew you were always on the end of the phone and you could help us, you could support us and get us through that process - because it's all new to us. We've not done anything like this before, we've not faced anything like this before. You never expect to face anything like this.

So it was brilliant the support that you could give us made it easier in a difficult time.

David

I think the best part about it is that it really protects my options going forward in the future and so I can just focus on the recovery now.

Diane

We have lots of clients who have actually been on claim for more than two years, five years, ten years, 20 years. But in David and Sue's case, especially with Sue not being able to work, it's not only income protection we've had to look at, we've had to look at to make sure that Sue would be adequately covered if David died or if he could never work again.

Sue

It makes such a huge difference to have money coming into that bank account every month, it means the bills can be paid, I can still go grocery shopping, I can still do the things I want to do - maybe to a lesser degree to what I had before - but at least do them. Because the alternative without insurance would have been eating through our savings and disability support pensions.

One of the things that didn't strike us straight away is that we've just lost the best part of 20 years of David's income and the insurance will cover some of that but not all of it, and all of that saving that we tend to do at this time of our lives heading into retirement, that's suddenly gone. So it looks completely different, we're very grateful for the insurance that makes it possible.

Diane

Insurance gives our clients the peace of mind so that when something goes wrong they're going to get the financial support that they need to look after themselves going forward.

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