

CASE STUDY

Case:

In the winter of 2018, a consumer's home was destroyed by fire. The consumer dealt with her insurer for over 2 years while her home was under construction. However, the insurer terminated the Additional Living Expenses (ALE) of the consumer, because she was taking an unreasonable amount of time to manage the rebuild of the home.

The consumer contacted General Insurance OmbudService (GIO) for assistance.

Resolution:

After gathering all the reasons why the consumer had delays in rebuilding her house, GIO's Consumer Service Officer (CSO) contacted the insurer on her behalf to discuss reconsidering the ALE. The CSO explained the insurer why the consumer had some delays in rebuilding her home.

Shortly after, the Claims Manager contacted the consumer and explained the effect of the limitation period, however, extended the ALE as a goodwill gesture. The consumer continued to work with her insurer to settle the outstanding items.