

NURSE GETS FINANCIAL PAYOUT & SUPPORT FOLLOWING DIAGNOSIS

Client Experience

We're so glad that one of our Advisers, Nora Tsourous, was able to help this client following shock diagnosis news. Nora first met the client following a referral by a friend who had received financial protection advice.

The client hadn't really thought about cover in the event of sickness previously. She was a single young woman, who was active and well. That said, she was mindful about her elderly relatives who she supported back in her home country. If she became seriously ill, she didn't want to cause any burden to them. So, she listened to Nora and all the financial protection options with interest.

After discussing the client's individual circumstances, Nora recommended a mix of policies to ensure she had a good range of cover. This included accident protection, which had hospital cover, income protection and critical illness cover. The client was happy with the options and the cover which Nora had recommended, which were in the budget that she was comfortable with.

Once it was done – it was done – one less thing to worry about for the client.

As with all her clients, Nora stayed in contact, making a point of ensuring she was there to help with any questions or support with a claim if needed.

Nora received a surprise call from the client about two years later. Now recently married, the client was very worried about how her husband and elderly relatives would cope as she had just been given a thyroid cancer diagnosis and needed immediate treatment. Nora calmly reassured her that she would help. And she did just that – not just as an Adviser, but as a friend. She was able to help the client complete the necessary claims forms required by the insurers for policies that she was covered for. This included a claim under a critical illness policy plus also the Accident Protection policy she had taken that had hospital cover benefit.

The advice and financial support has meant so much to the client

The client expressed how relieved she was to know the money would be there to help at this difficult time and she could focus on her recovery. The claim was processed as quickly as possible after the insurers had received the relevant information they needed.

A payout of £50,000 was paid out from the critical illness cover policy. The client also received money from her Accident Policy (which paid out for every 24 hours spent in hospital). Thankfully she made good progress following treatment and was able to go back to work again after a few months. The client couldn't be more grateful to Nora, Owl Financial and the insurers. The money received made a huge difference, and she wanted Nora to know just how much it meant to her, so she wrote a beautiful letter expressing her thanks.

Here is an extract of the letter. [>>](#)



I was so happy that I received the lump sum of my critical illness insurance from Zurich in the amount of £50,000 plus they have returned the payment I made for critical illness since I was diagnosed. It was indeed a blessing when the money arrived in my bank account.

I can't really thank you enough. Thank you for all your help and support. I am grateful I have met you and I am so proud to recommend you to anyone who would like an insurance. I really believe having insurance is very important since we are not sure of the future and there is no guarantee of our continued good health as years pass by.

Client of Nora Tsourous, Cambridge



Nora continues to be there for her client and provide support. For example, the client has expressed interest in taking more income protection cover, which included a 'Guaranteed Insurability Option' benefit. This means that no medical underwriting would be needed for cover applied for under this policy. She is so happy with Nora's service and the cover available, she happily recommends Nora and Owl Financial to others.

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

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