

# Real People, Real Claims

“Have a hard look at critical illness insurance ... and start to think about heart attacks, cancer and stroke. Critical illness insurance is money well spent.”



This is Rick Growden's story, a Great-West Life critical illness insurance policyowner who will tell you that Great-West goes the extra distance for its clients.

Rick originally submitted a critical illness claim but it was found that his condition did not meet the definition of a benign brain tumour. Due to the unique nature of his claim, the claims specialist working on Rick's case contacted him to let him know that if he could provide further documentation the claim could be reviewed for a stroke. Rick submitted the additional information and his claim was accepted.

Rick was impressed with the level of care and customer service he received. “The claims specialist really persevered for me,” he says.

“It was a very good experience, as far as a claim goes, and it was really quick,” Rick says. “The policy is fairly inclusive and very clear about what it covered. When my financial security advisor sat down with me he explained what it meant.”

Rick received two lump sum benefit cheques — one from his lifetime policy and one from his decreasing benefit policy. The critical illness benefits helped ease Rick's financial concerns: “I would be able to continue living my life, should something happen again, I have a financial cushion there to fall back on,” Rick says.

“Being 50 years old at the time and in a fairly high income bracket, I knew I needed the protection in case something happened. It's very important that people in that income bracket purchase critical illness insurance if they can. It wasn't hard for me to make that decision with the advisor's help,” he explains.

Rick is a strong believer in the value of critical illness insurance. “Have a hard look at critical illness insurance,” he says. “The way the world is today, with the amount of stress that people go through, if you are at the age of 45 and up you may start to think about heart attacks, cancer and stroke. Critical illness insurance is money well spent.”

The information and views expressed are solely those of the individual represented but may have been edited for brevity.

For more information about how *Oasis*<sup>™</sup> critical illness insurance may fit your needs, ask your representative for an illustration.

experience  
knowledge  
strength

