

Member of the public 6

30 July 2012

Dear Sirs

I think you need to have a good look into the operation of BUPA. I (that is to say my wife and young son and myself) have been with BUPA for a number of years now. We have used our policy but only for relatively minor treatments which have probably not cost a lot more than we have paid in premiums over the years, particularly when the £200 excess for each of us is taken into account. This year, without any explanation, my monthly premium has jumped 20% from £185 to £225.31. How can this be anything other than 'taking the Mickey'. Seriously, we are in a terrible recession and the private sector, especially owners of small businesses like me, are having to take massive cuts in our earnings in order to keep afloat. Large organisations like BUPA have such a monopoly they can carry on regardless, much like the banks and the Public Sector. You have to get a grip on this situation or this country is going to end up like America. Plainly somebody, somewhere is taking the [X] and you need to stamp it out.

No doubt you will send me an Email back saying I must follow some proper procedure or some other rubbish. Sorry chaps – no time – just trying to make a living. Get a grip of BUPA please.