

Member of the public 30

31 March 2013

BUPA MOVING GOAL POSTS

Before I took out a policy with BUPA I made certain that I would be covered for Edward V11`s Sister Agnes Hospital.

Now BUPA tells me that I cannot have my [✂] done there, I am forced to go to the [✂] of which I have had very bad experiences on previous occasions.

BUPA tells me I should "choose a cheaper [✂] and a little local hospital"!

My reply: I have no intention of risking [✂] with an unknown surgeon and, as I live in London, Edward V11`s IS local and was agreed with BUPA at the time they accepted my money, £2,093.16 p.a.

It seems clear that BUPA is busy moving the goalposts to avoid honouring their terms. I understand from other claimants that all conditions associated with age are now subject to serious shortfalls.

I trust the Competition Commission will show interest.