



# Success through determination

*Client: Samantha and Adam Saba*

Samantha and Adam Saba faced an uncertain future as ill health made acquiring an insurance policy a long and arduous process.

The couple had already unsuccessfully tried to get insurance cover themselves and approached Mark with their challenging request. Both had medical issues, particularly Samantha who, apart from a host of existing medical conditions, had been through a difficult pregnancy and premature birth.

“They had a mortgage, business loan and wanted cover for any eventuality so if something happened, they wouldn’t lose their home,” said Mark.

It was a complicated and long process simply to get a policy in place and Mark tried every insurance company on the market. After “jumping through many hoops” and six months of dogged perseverance, he was able to secure a positive outcome.

“It was a frustrating process at times but the message is that I won’t take no for an answer and will always work with you to get a quality outcome. “

Says Samantha: “Mark was very understanding under the circumstances and went above and beyond to help us. We had seen another broker before but I found him very pushy and only interested in getting his commission rather than looking at what we really needed.

“Mark was totally honest and upfront and didn’t try and convince us to take things we didn’t need. We have a premature baby so it was difficult to get to all the appointments and he really accommodated us in every way,” said Samantha.

Conflict Free Advice

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