

CUSTOMER STORY



Bert experienced heavy and hard to diagnose rectal bleeding during an island holiday

LOCATION: Cook Islands

HOLIDAY TYPE: Large group holiday to play in a local Rugby League tournament

Quick facts:

- On the third night of his holiday, Bert went to the bathroom to find he was bleeding heavily
- Bert's wife Terry called an ambulance and he was taken to the only hospital on the island. Bert needed three blood transfusions in the hospital in Rarotonga
- The local doctor recommended Bert fly home to New Zealand for medical treatment as soon as possible
- Bert's condition needed to be stabilised before he and Terry could fly home, so our medical assistance team started liaising with the hospital staff to assist with Bert's treatment
- Our doctors and nurses worked with the hospital staff over the coming days to ensure Bert received appropriate medical care
- Bert flew home and his local GP advised the bleeding might have been caused by a procedure Bert underwent just prior to the holiday. Bert's blood count took several months to recover from his significant blood loss

How we helped

Our medical assistance team ensured Bert received high quality medical care in the Cook Islands where hospital facilities are limited, as Bert was unable to fly home. We covered Bert's medical expenses and cancellation costs

The challenges

Bert required expert medical care for a hard to diagnose condition in an area where the local hospital had one doctor

Policy price:	Claim cost:
\$200	\$1,823.50

Keep travelling tip:

While he was in the Cook Islands unable to fly home, our medical assistance team ensured Bert received the level of high quality medical care he would have been able to access in New Zealand

"We've always travelled with Cover-More travel insurance, but we've never had to use it. The service we received in the Cook Islands was an eye opener. It took the stress of the whole ordeal away from my partner Terry, especially as we were told we would be covered if we had to stay longer in Rarotonga. We want to tell as many people as we can about the help we received. Our claim was approved so quickly, I can't get over how quickly it came through," Cover-More customer Bert Wall



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