

SOMEONE ON YOUR SIDE

Facing a stressful life event? Katherine Cairns of Infinity Wealth Solutions is passionate about helping people achieve the best financial outcomes – even during the most difficult periods.

A highly stressful time

Damien Heaven and Shirley Hudson first moved to Australia from New Zealand in 2011. A few years later, while they were living and working in Perth, Damien was tragically diagnosed with a terminal illness.

“We approached our super fund for an early release of funds so we could get by,” Shirley explained. “It also included an insurance policy, which we were told would pay a benefit for Damien.”

Damien and Shirley were having a difficult time – as well as dealing with Damien’s illness, the couple didn’t have a home of their own and were staying with friends.

They felt that they needed some professional guidance to help them navigate the insurance claim process. So in early 2016, they decided to get in touch with Katherine Cairns.

“Some friends recommended that we go and see Katherine,” Shirley said. “When we explained our situation to her, Katherine and their team took care of everything from there.”

Clear communication

After looking into the matter, Katherine said she believed Damien had a right to an insurance payout. She told the couple that while she couldn’t guarantee a successful claim, she would do whatever she could to help them.

“It made us feel really confident to have her on our side,” said Shirley. “We needed someone who would be able to speak on our behalf, because there was a lot of industry jargon that we didn’t really understand.”

Throughout the entire claims process, Katherine kept in close touch with Shirley and Damien and encouraged them to contact her if they had any questions.

“Kath is passionate, caring and very down to earth,” Shirley said. “She explained things to us in a language we could understand – whenever we met with her we never left feeling confused.”

Strong support all the way

After some time, Katherine contacted the couple to give them some good news – their claim was successful.

Shirley commented: “After Katherine told us our claim had gone through, we just sat down and said, ‘Did that just happen?’ We almost couldn’t believe it.”

Receiving the insurance money meant that Damien could afford urgent medical equipment and he and Shirley could return home to New Zealand to be with their loved ones. Now back in their home country, Damien and Shirley are eternally grateful for Katherine’s life-changing support and guidance.

“From the first meeting, we saw how much she cared and we were instantly comfortable with her,” Shirley said. “She worked so hard for us – we’ve told everyone we know in Perth about her. She’s amazing!”

Important information

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