

4 April 2025

A response from a 1Cover spokesperson,

Customers health and safety is always our number one priority. We pay tens of thousands of claims a year for customers who are overseas.

In response to the media stories you referenced, we strive to maintain full transparency and are always willing to provide case studies to journalists, without any compensation or benefits attached. We do not expect or require uncritical coverage, and whether these case studies are used is entirely at the discretion of the journalist and news outlet. We have no influence over editorial decisions.

Regarding the claims and criticisms from Dr Steven Stenton and his wife, we have already communicated our response with the news outlets who covered that story. We cannot discuss specifics of individual cases; however, we were surprised to see the published article. 1Cover had approved full and final costs prior to any knowledge of the article or its publication.

While we acknowledge the low rating review score on Trustpilot, you will note that there are far fewer reviews on there (40 reviews) compared to a site like Product Review (which verifies that posters are real customers) which has a rating of 4.5 based on 5,000 reviews of 1Cover.