We've got your clients covered

PROTECTION CLAIMS PAID IN 2017





We paid out over

£636 million

in individual protection claims to our customers in 2017.



£30 million

more than in 2016.



Over

13,000

of our customers received claims payments on their life, critical illness, terminal illness and income protection policies in 2017.



£2.7 billion

That's the amount we've paid out in life, critical illness and terminal illness claims over the past 5 years.

Life Claims

98.3% of claims paid out



9,004 = £313 million

Paid to our customers and their families with £36,936 being the average payout.

Critical Illness Claims

is the average age of our claimants

Top 3 conditions

Claimed and paid

- 1 Cancer 38.8%
- 2 Cardiovascular 17%
- **Respiratory** 16.2%

Terminal Illness Claims

95.39%

of claims paid out



1,077 = £112 million

Paid to our customers and their families with £110,225 being the average payout.



is the average age of our claimants

Top 3 conditions

Claimed and paid

- 1 Cancer 95.2%
- 2 Motor Neurone Disease 2.4%
- 3 Neurological 0.9%

Children's Critical Illness Claims

91.7%





is the average age of our claimants

3,041 = £209 million

Paid to our customers and their families with £64,925 being the average payout.



Top 3 conditions

Claimed and paid

- 11 Cancer 63.8%
- 2 Heart Attack 10.1%
- 3 Stroke 6.4%

92.7%

of claims paid out



127 = £2.6 million

Paid to our customers and their families with £25,000 being the average payout.



is the average age of our claimants

Top 3 conditions

Claimed and paid

- 1 Cancer 66%
- 2 Stroke 7.1%
- 3 Benign Brain Tumour 5.5%

Income Protection Claims

85.4%

of claims paid out*



135 = £1.2 million

Paid to our customers and their families with £778 being the average payout.

*(new claims admitted in 2017)



is the average age of our claimants

Top 3 conditions

Claimed and paid

- 1 Musculoskeletal 35.6%
- Mental health- 21.5%
- **3** Cancer 14.1%

94.8%

of claims paid out*



441 claims

Paid to our customers and their families with £732 being the average payout.

*(includes new claims admitted in 2017 and those already being paid before 1 January 2017 that continued to be paid in 2017)



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