



Legal & General Retail Protection launches online claim submission capability

- Delivering unmatched convenience to policyholders and financial advisers.
- Customers can access the online service through the protection self-serve portal, My Account
- Customers can now choose to submit a claim via telephone, online or through a financial adviser

Legal & General today introduces its latest update with an online claim submission capability. Available through Legal & General's protection self-serve portal, My Account, the new feature empowers policyholders and offers a more efficient and simplified claims process.

Customers with eligible products now have the option to submit a claim and any supporting information digitally. Once submitted, they can track the claim with real-time status updates.

The key benefits of the new online claims submission capability for customers are:

- 24/7 access to suit their needs at a difficult time
- Reductions to average claim timelines
- Allows customers to safely upload documents in support of the claim(s)
- Customers can track the claim status and progression
- Provides quick access to supporting organisations and other means of contact, if required

For advisers, the new capability is another tool they need to provide support and guidance during their client's critical moments fostering better client relationships and outcomes.

Karen Fuge, Head of Claims, Retail Protection at Legal & General:

"We've listened and responded accordingly to how our customers wish to interact with us and have received some great feedback during the pilot and initial testing, with 96% of those asked stating that they found the process easy or extremely easy. Since the launch of our pilot at the end of August, we've already seen improved referral to submission times and have successfully paid a claim within the same day based on the information submitted by the customer.

"Our customers are used to being able to do things digitally and the introduction of online claim submission further demonstrates our commitment to providing better customer outcomes. The advanced digital solution is an alternative to and simplifies the traditional paper-based claims process. Allowing policyholders to easily navigate their claim submissions at a time that suits them."

-ENDS-

Notes to editors

About Legal & General

Established in 1836, Legal & General is one of the UK's leading financial services groups and a major global investor, with over £1.2 trillion in total assets under management* of which 39% is international. We have a unique and highly synergistic business model, which continues to drive strong returns. Legal & General provides powerful asset origination and management capabilities directly to clients, which also underpin our leading retirement and protection solutions. We are a leading international player in Pension Risk Transfer, in UK and US life insurance, and in UK workplace pensions and retirement income. Our purpose is to improve the lives of our customers and create value for our shareholders. Through inclusive capitalism, we are investing in long-term assets, such as real estate and infrastructure, that can help build a better society for the future.

*as at August 2023

About Legal & General Retail

Legal & General Retail helps create brighter financial futures for all our customers. The division covers the savings, protection and retirement needs of our c.13 million retail policyholders and workplace members.

In 2022, we had total individual annuity sales of £954 million, and issued £632 million of Lifetime Mortgages and Retirement Interest Only Mortgages. Our Workplace pension platform served 4.9 million members, while our Protection businesses gave peace of mind to more than 6.3 million UK life insurance, 1.8 million group and 1.5 million US customers, taking in £3.1 billion of gross written premiums.

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