

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.



That's
£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.

66

is the average age of
our claimants

Top 3 conditions

Claimed and paid

- 1 **Cancer** - 38.8%
- 2 **Cardiovascular** - 17%
- 3 **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.

55

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%

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.

94.8%

of claims paid out*



441 claims

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

*(new claims admitted
in 2017)

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

Critical Illness Claims

91.7%

of claims paid out



3,041 = £209 million

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

47

is the average age of
our claimants

Top 3 conditions

Claimed and paid

- 1 **Cancer** - 63.8%
- 2 **Heart Attack** - 10.1%
- 3 **Stroke** - 6.4%

Children's Critical Illness Claims

92.7%

of claims paid out



127 = £2.6 million

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

7

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%

42

is the average age of
our claimants

Top 3 conditions

Claimed and paid

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

