

Here when it matters

Our 2021 claims statistics



The past two years have been difficult for everyone, and it's no secret we've all been greatly affected by COVID-19 in some way or another. You've not been able to see family and friends as much as you'd like and you may be spending more time working from home.

If you're thinking about taking out protection, you'll want to feel reassured that your plan will pay out if you ever need to make a claim. In 2021 we paid 99.5% of all claims received, helping almost 85,000 customers and their families.

There's been a lot of change over the last couple of years but our supportive approach to your claims remains the same.

Through pandemics and daily life, you can rely on us to be by your side, making sure your claim is handled with care.



99.5%¹

Total claims paid in 2021



£632m¹

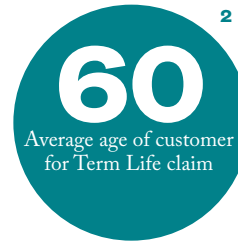
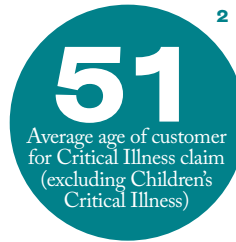
Total amount paid to customers in 2021



84,547¹

Claims paid to customers and families at a difficult time

People often think they're too young to start looking at protection. But the average age of our customers who make a claim might be younger than you expect. So it's never too early to start thinking about protecting yourself, and your loved ones. And the earlier you take out a plan, the cheaper it could be.



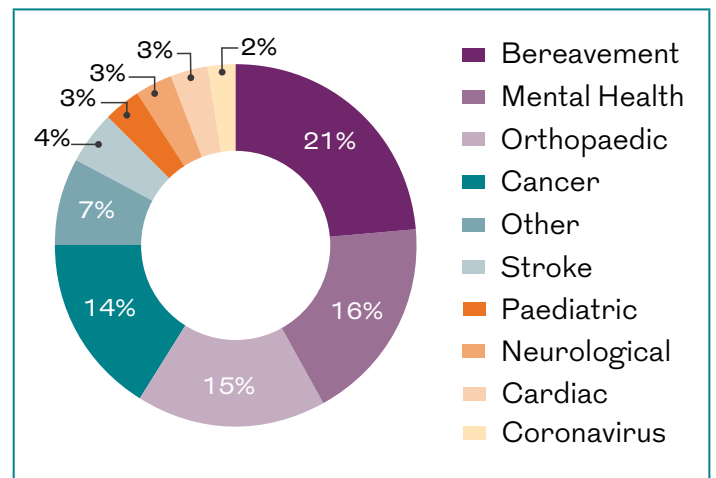
Care for your wellbeing

During difficult times in your life, like when you're seriously ill, you might not know where to turn to for help. Helping Hand is a package of support services only available on Royal London protection plans bought through a financial adviser. It gives you access to a dedicated nurse who'll provide you with the additional emotional and practical support you might need to recover, cope or manage your condition better. Your nurse can arrange additional services like counselling, a second medical opinion or physiotherapy or you might just benefit from having someone to talk to.

It's there for you, whichever stage in life you're at, and as a plan owner it doesn't cost you anything extra to use.

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that you or your family's access to these services could be amended or withdrawn by us in the future.

Top reasons people use Helping Hand³



Average time a customer or their family are in touch with their nurse



customers or their families were supported by Helping Hand in 2021

Source:

1 - Royal London Protection business claims paid (1 January to 31 December 2021)

2 - Royal London UK Intermediary Protection business claims paid (1 January to 31 December 2021)

3 - RedArc Royal London schemes review (1 January to 31 December 2021)



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