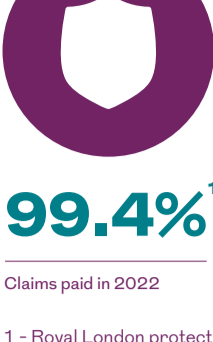




All you need to know about our 2022 claims

Our claims track record remains consistently strong, and shows our commitment to paying claims. With a personal and supportive claims experience, you can rely on us to be here when it matters for your clients, as well as supporting our advisers too.

The 2022 headline stats



¹ - Royal London protection business claims paid (1 January to 31 December 2022)

The figures broken down

Claim type	% of claims paid ¹	Number of claims paid ¹	Amount paid out in claims (£) ¹	Average age of customer at time of claim ²
Term life cover	95.4%	1,838	£144.8m	60
Terminal illness cover	90.2%	266	£37.1m	58
Whole of Life cover	99.98%	74,062	£311.8m	77
Critical illness cover	93.6%	2,011	£132.1m	51
Total permanent disability	61.4%	35	£2.6m	53
Income Protection*	86.0%	956	£5.4m	38

* (includes those already in payment at beginning of 2022)

¹ Royal London protection business claims paid (1 January to 31 December 2022)

² Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

A deep dive into our Critical Illness claims

Two thirds of all the Critical Illness claims we paid in 2022 were for cancer, paying out more than £80.3m for cancer claims alone (adult only)².

And with 1 in 2 people in the UK now experiencing cancer in their lifetime³, we're proud to have donated £1.2m of our profits towards our partnership with Cancer Research UK (CRUK) to help tackle cancer inequalities.

Top reasons for Critical Illness claims (adult only)²

Cancer	67%
Heart attack	9%
Stroke	8%
Multiple Sclerosis	3%
Benign brain tumour	2%

Most common cancer claims (adult only)²

Breast	31%
Bowel/colo-rectal	10%
Prostate	7%
Skin	6%
Lymphoma	5%

Additional Conditions Cover claims

With our Critical Illness Cover and Life or Critical Illness Cover, we also cover your clients for a number of additional conditions. For these conditions we pay 50% of the amount your clients are insured for, up to £35,000, without impacting their main cover.

Top reasons for Additional Conditions Cover claims²

Early forms of cancer	36%
Accident hospitalisation	27%
Pregnancy complications - still birth	9%
Pregnancy complications - hydatidiform mole	9%
Intensive care	9%
Heartbeat abnormalities	9%

Children's Critical Illness claims

With our Critical Illness Cover and Life or Critical Illness Cover, your clients can choose to add Enhanced or Standard Children's Critical Illness Cover, or they can leave it off entirely, so they're not paying for a benefit they don't need.

In 2022 we paid out **95.1%** of all children's critical illness claims, totaling **£1.89m**, and helping **97** families at a particularly difficult time².

The average age of a child at time of claim in 2022 was just **11**².

Top reasons for Children's Critical Illness claims²

Cancer	37%
Child diabetes type 1	9%
Child death	8%
Benign brain tumour	6%
Structural heart surgery	5%

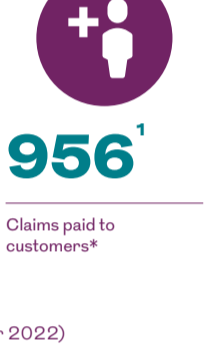
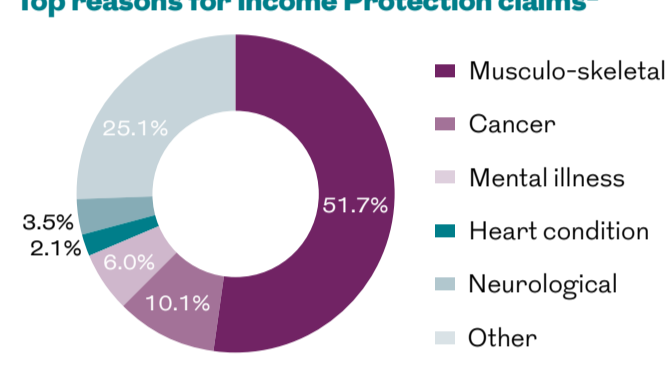
² Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

³ Cancer risk statistics | Cancer Research UK - <https://www.cancerresearchuk.org/health-professional/cancer-statistics/risk>

A glance at our Income Protection claims

Musculo-skeletal conditions and cancer were the top reasons for Income Protection claim in 2022.

Top reasons for Income Protection claims²



* (includes those already in payment at beginning of 2022)

¹ - Royal London protection business claims paid (1 January to 31 December 2022)

² - Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

Fracture Cover

We know that accidents happen. That's why Fracture Cover is available from the day your clients' Income Protection starts, and there's no deferred period to wait before making a claim. We'll pay up to £4,000 per claim and we cover multiple fractures in the same claim. Your clients can make up to two fracture claims in a 12-month period.

In 2022 we paid out **148**² fracture cover claims, totalling **£366,400**².

Top reasons for Fracture Cover claims²

Ankle	15%
Hand	15%
Arm	10%
Lower leg	4%
Foot	3%

² - Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

Business Protection claims

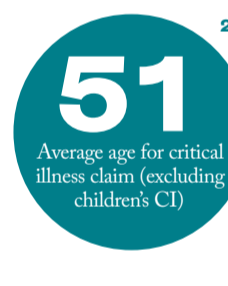
We paid **100%** of all business protection claims made in 2022, with over **£5.0m** being paid out to businesses².

Occupation ²	Claim Value ²	% of Total Claim Value ²
Company Director	£2,742,320	54%
Financial Adviser	£923,521	18%
Director-Company-administrator	£725,000	14%
Company Secretary	£250,000	5%
Osteopath	£114,256	3%
Managing Director-administrator	£100,000	2%
Garage-Mechanic	£90,000	2%
Accountant	£60,000	1%
Company Director (part-manual)	£40,000	1%
Legal Adviser	£3,333	1%

² - Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

Average age at time of claim

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 having those protection conversations with your clients.



² - Royal London UK intermediary protection business claims paid (1 January to 31 December 2022)

Additional support for your clients' health

Our Helping Hand support service is available to your clients whichever stage in life they're at, and as a plan owner, it doesn't cost them anything extra to use.

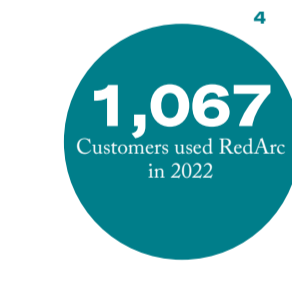
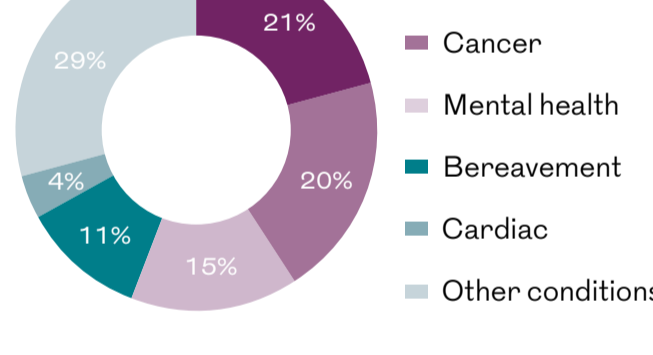
Helping Hand includes a wellbeing support service, designed to help your clients maintain a healthy lifestyle. It gives the plan owners online access to a range of hand-picked early care medical services, so they have the help and advice they need to stay fit and healthy and help stop small health issues becoming a big problem.

And if the plan owner, or their partner and children, are going through a difficult time, Helping Hand can offer support with recovery too. For example, if they're suffering from a serious illness, injury or bereavement, Helping Hand offer access to specialist nurse advisers from RedArc, who can provide ongoing support - even if they don't make a claim.

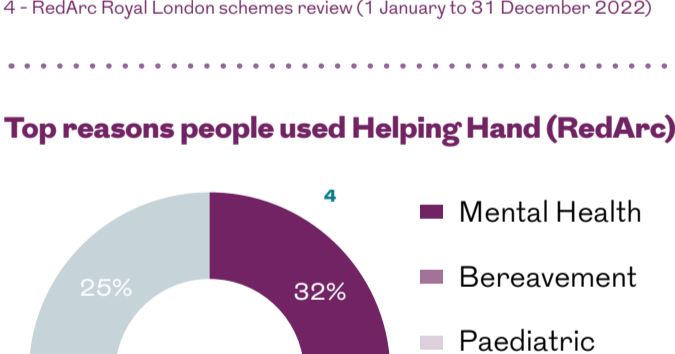
Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your client's insurance contract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

⁴ - RedArc Royal London schemes review (1 January to 31 December 2022)

Top reasons people used Helping Hand (RedArc) in 2022



Top reasons people used Helping Hand (RedArc) for their children in 2022



⁴ - RedArc Royal London schemes review (1 January to 31 December 2022)

Claims we weren't able to pay

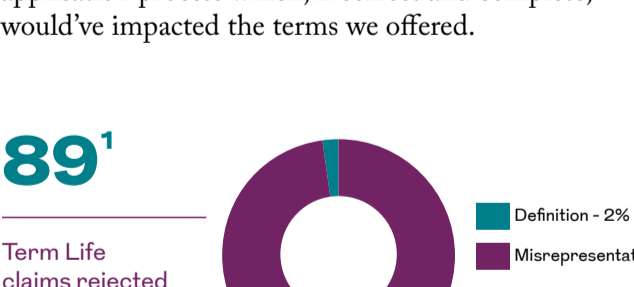
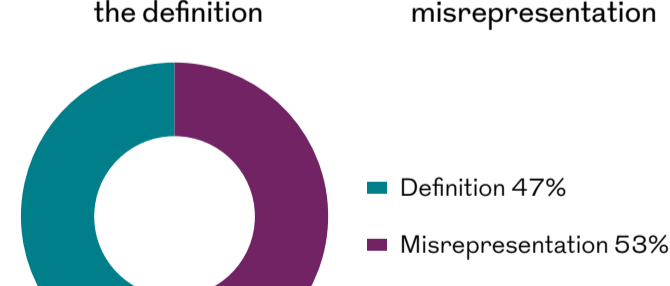
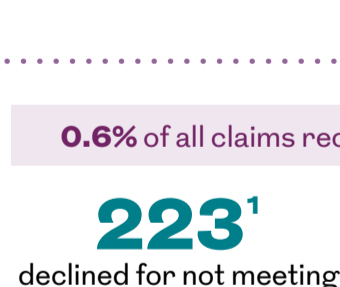
When assessing a claim, we always look for a way to pay. Unfortunately, despite exploring every avenue to pay claims, in some instances the evidence we receive confirms that a claim isn't valid, which means that we're unable to pay.

There are two main reasons why claims can be rejected:

Definition – your client's policy doesn't cover what they are claiming for.

Misrepresentation – incorrect or incomplete information was provided during your client's original application process which, if correct and complete, would've impacted the terms we offered.

0.6% of all claims received were declined¹.



¹ Royal London protection business claims paid (1 January to 31 December 2022)

Help us pay more claims

We're always looking for ways to minimise the risk of claims being declined - whether it's improvements to the application process or the information we give to your clients.

You can run through the points below and make sure your clients have cover in place that meets their needs:

- ✓ **Medical history** – if your clients are unsure about a previous illness or medical condition, they might want to speak to their doctor before making an application.
- ✓ **Customer application** – make sure that all questions on the application form are answered honestly and in full. It's far better to give more information than not enough.
- ✓ **Sick pay arrangements** – for income protection your client's sick pay arrangements through their employer have a direct impact on the cover they need if they become too ill to work. Make sure the level of cover and the deferred period suits their needs and circumstances.
- ✓ **Customer review** – as well as major life or lifestyle changes, there may be other areas that trigger the need to review existing cover. A change in employer, occupation or marital status could mean you need to revise your client's cover.

