

# Our 2023 claims statistics



When taking out a protection plan, you'll want to feel confident it'll pay out if you ever need to make a claim. Last year, we paid out 99% of all claims we received, helping over 77,000 customers and their families.

But it's about more than just numbers. From a single point of contact who manages your claim from start to finish, to access to our Helping Hand support service for help with physical or mental illness, injury or bereavement, we aim to handle all claims with care. Because good protection is about more than just money.

## Our 2023 statistics

99%<sup>1</sup>

Total claims paid in 2023

Over  
£730m<sup>1</sup>

Total amount paid to  
customers in 2023

77,246<sup>1</sup>

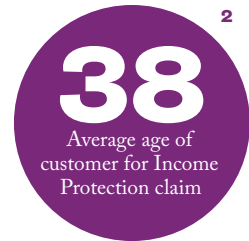
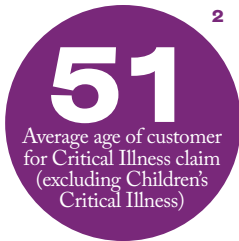
Claims paid to customers and  
their families at a difficult time

Source:

1 - Royal London protection business claims paid (1 January to 31 December 2023)

### It's never too early

The average age for our customers to make a claim might be younger than you'd expect. It's never too early to think about protecting yourself and your family.



Source:

2 - Royal London UK Intermediary protection business claims paid (1 January to 31 December 2023)

### Care for your wellbeing

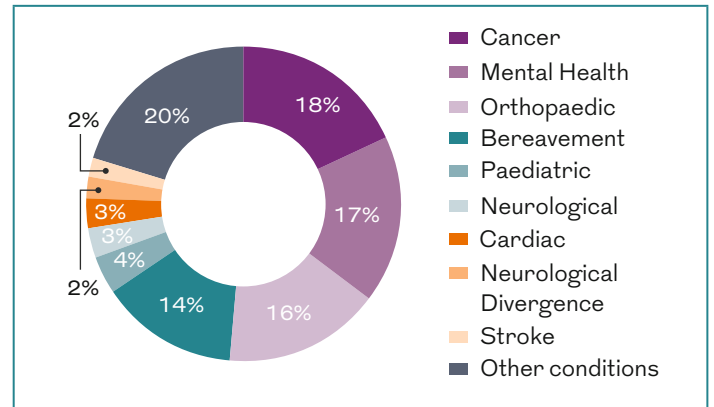
We're about more than just numbers. Helping Hand is there for you at any point during your plan, you don't have to make a claim.

It includes a wellbeing support service, designed to help you maintain a healthy lifestyle. It gives you online access to a range of hand-picked early care medical services, so you have the help and advice you need to stay fit and healthy and stop small health issues becoming a big problem. And, in the case of serious physical or mental illness, injury or bereavement, the plan owner, their partner and children, can receive dedicated nurse support through Helping Hand for recovery, even if you don't make a claim.

It's there for you, whichever stage of 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 Hand for recovery<sup>3</sup>



1,093<sup>3</sup>

customers or their  
families were supported  
by Helping Hand for  
recovery in 2023.

Source:

3 - RedArc Royal London schemes review (1 January to 31 December 2023)



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