

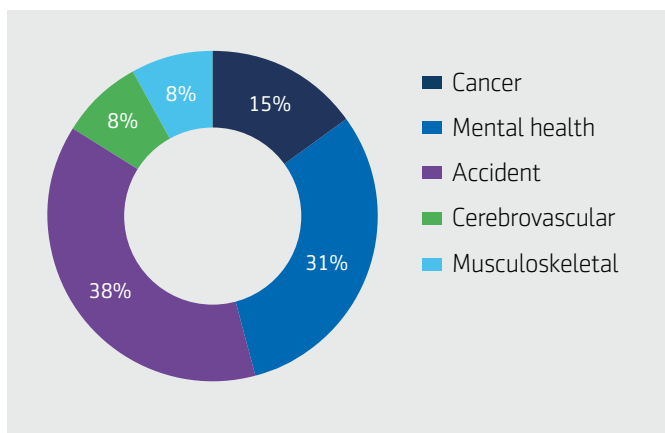


Spotlight on income protection claims

We take a closer look at income protection claims paid to customers in 2019.

Before choosing a protection provider, it's important to know about its claims payment history. So, we've pulled together some of the statistics behind the claims made during 2019, including some examples of real-life claims we've received.

What were the main reasons for claims?



Claims by gender



Claims we paid in 2019

100% of income protection claims. Over the past three years, we've paid, on average, 96%.



£1.25 million in income protection claims for the year (including new claims and those already in payment)

An average income protection claim value of **£13,684** a year



£31,824 a year – the highest income protection claim value for the year



50 years old
– the average age of the insured person at the time of claim



8 years 4 months
– the average age of a policy at the time of claim



No claims declined for not meeting the definition



No claims declined due to misrepresentation

Case studies

Here we highlight how our claim payments have helped real families in 2019.

An injury and return to work

In November 2018, a 32-year-old female took out income protection with a deferred period of four weeks. She worked as a quality control inspector for an online shopping company, which involved walking around a large warehouse, carrying out activities such as checking stock.

Just over a month after taking out the income protection, she fell down the stairs and broke her toe. For health and safety purposes, she was required to wear safety shoes while working in the warehouse as forklift trucks were in operation. However, due to the swelling in her foot she was unable to wear the safety shoes. She also needed to keep her foot elevated.

We assessed her claim by looking at sick notes and speaking to the insured person to gather full details of her accident and discuss the medical treatment she was receiving. She was expected to be off work for eight weeks. We agreed and paid the claim for the 27 days she was unable to work after her deferred period.

Recovering from a stroke

In 2009, a 40-year-old male took out life with critical illness protection and income protection with an own occupation definition of incapacity and a four-week deferred period. He worked as a project co-ordinator at a printing company.

In September 2019 he had a stroke at home, causing sudden weakness in his arms and unclear speech. He was taken to hospital by ambulance where a CT scan helped to diagnose a stroke.

We received two claims – one for his life with critical illness protection which we paid in November 2019, and another for his income protection. As his employer was continuing to pay his salary, we started paying his income protection claim when this stopped.

The insured person is recovering, but still experiencing speech problems, as well as memory and fatigue issues. He's working towards a return to work in April 2020. His employers are happy to facilitate a phased return, and if necessary, find him a suitable alternative role.

To talk to a member of our Claims team call 03456 00 04 93 (call charges will vary) or visit aegon.co.uk/claims to find out more about our claims service.

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