

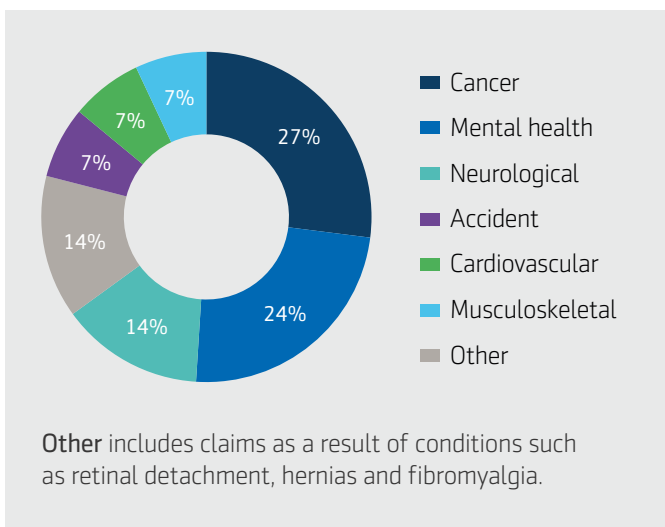


Spotlight on income protection claims

We take a closer look at income protection claims paid to customers in 2018.

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 2018, including some examples of real-life claims we've received.

What were the main reasons for claims?



Claims by gender



Claims we paid in 2018

93% of income protection claims



£1.17 million in income protection claims for the year (including new claims and those already in payment)

An average income protection claim value of **£20,782** a year



£63,120 a year – the highest income protection claim value for the year



48 years
– the average age of the insured person at the time of claim



10 years 3 months
– the average age of a policy at the time of claim



7% of claims declined for not meeting the definition



0% of claims declined due to misrepresentation

Case studies

Here we highlight how our claim payments have helped real families in 2018.

An injury and return to work

In March 2003, a 29-year-old male dentist took out an income protection policy with an 'any suited occupation' definition of incapacity and a deferred period of four weeks.

In September 2018, he broke his collarbone while riding his mountain bike. His arm was in a sling for the first few weeks and he was unable to use his right shoulder. Over the following weeks, with pain relief and rest he improved.

He contacted us about his injury in October and emailed us a copy of the GP letter that confirmed the break. He'd already returned to work when he submitted his claim.

The claimant had been off work for just over five weeks, and hadn't received an income during this time. After allowing for the four-week deferred period, he was eligible to claim for eight days of income protection benefit. We agreed and paid his claim immediately.

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

A long-term diagnosis

In February 2004, a 33-year-old female policy adviser took out an income protection policy with an 'own occupation' definition of incapacity and 26-week deferred period.

In September 2017, she noticed a weakness in one of her arms. A referral to a neurologist led to further investigations and in February 2018, a diagnosis of motor neurone disease. Her symptoms progressed to the point that it affected both arms and legs, and she was struggling to carry out simple tasks like lifting up a cup of tea or walking without aids or the assistance of another person.

In October 2018, she got in touch with our Claims team to let us know about her diagnosis. We then began the claims process by gathering her medical information.

When she took out the policy, she'd been employed. However, for the last few years she hadn't worked as she'd become a mother and was bringing up her children. We therefore assessed her claim under the 'activities of daily work' definition of incapacity, which applies to both housepersons and the unemployed.

It was clear that her illness was limiting her daily activity and she was unable to perform three or more of the activities listed under this definition of incapacity.

We agreed the claim less than one month after being notified and payments will continue indefinitely, due to motor neurone disease being a progressive condition.



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