

Claims we paid in 2020

We're passionate about making sure families and businesses in the UK are protected against life's uncertainties.

We want to give people in the UK peace of mind that if the unthinkable happens, they'll have a financial safety net to fall back on.

That's why we're sharing our claims payment information.



We paid over **£139 million** in claims to support our customers in 2020



We paid **1,584** claims in 2020, providing valuable support to families and businesses



How many claims did we pay?

- **96%** of life protection claims, to the value of **£81.3 million**
- **92%** of terminal illness claims, to the value of **£23.3 million**
- **93%** of critical illness claims, to the value of **£34.4 million**
- **91%** of income protection claims, to the value of **£1.42 million a year** (including new claims and those already in payment)



Why did people claim?

- **Cancer** continued to be the most common claim condition
- **62%** of critical illness claims were for cancer
- **40%** of life protection claims were as a result of cancer
- **32%** of income protection claims were due to cancer
- Cancer, heart attack and stroke accounted for **80%** of all critical illness claims



How many claims have you paid, on average, over the last three years?

- **97%** of life protection claims
- **94%** of terminal illness claims
- **93%** of critical illness claims
- **95%** of income protection claims

Ten-year view of protection claims paid

Here, we share our claims payment information from the last 10 years, to demonstrate that we consistently pay claims.

¹ We receive a very small number of income protection claims each year, which means a single decline can make a big difference to our figures.

	Life protection claims	Terminal illness claims	Critical illness protection claims	Income protection claims ¹
2020	96%	92%	93%	91%
2019	96%	93%	94%	100%
2018	98%	95%	93%	98%
2017	98%	94%	94%	92%
2016	98%	95%	95%	97%
2015	98%	97%	97%	85%
2014	98%	95%	93%	92%
2013	94%	89%	93%	93%
2012	94%	90%	91%	83%
2011	92%	Included with life protection claims	93%	81%

Visit aegon.co.uk/claims to find out more about our claims experience.

