

There when you need us

HOUSEHOLD INSURANCE CLAIM STATISTICS 2019

For adviser use only



We've made payments on over

58,000

claims in 2019.



That's

159

claims paid each day.



with an average of

£3,280

payout per claim.

TOP 4 SETTLED HOUSEHOLD CLAIMS FOR 2019



1. Accidental damage

£552

average claim payout. 30,964 of settled claims (38%).



2. Escape of water

£3,146

average claim payout. 18,178 of settled claims (22%).



3. Theft

£2,577

average claim payout. 11,824 of settled claims (15%).



4. Storm

£772

average claim payout. 4,643 of settled claims (6%).

*Above figures include meeting customer's claims and supplier fees for zero settled claims where no benefit was paid to the customer in 2019

TOP 4 HOME EMERGENCY CLAIM REASONS



Water supply

46%

blocked toilets, sinks, baths and pipes.



Property

28%

roof tiles, broken windows/doors and replaced external locks.



Gas

19%

hot water, heating and boiler failure.



Electricity

5%

wiring, lighting and power failure.



210

bike claims – placed end to end that's taller than the Eiffel tower



553

claims for TV's – end to end that's 2x the height of Big Ben!



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Legal & General

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