

There when you need us

HOUSEHOLD INSURANCE CLAIM STATISTICS 2018

For adviser use only



We've made payments on over

66,000

claims in 2018.



That's

181

claims paid each day.



with an average of

£2,581

payout per claim.

TOP 4 SETTLED HOUSEHOLD CLAIMS FOR 2018



1. Accidental damage

£550

average claim payout. 35,419 of settled claims (37%).



2. Escape of water

£2,367

average claim payout. 21,993 of settled claims (23%).



3. Theft

£2,473

average claim payout. 14,139 of settled claims (15%).



4. Storm

£679

average claim payout. 7,831 of settled claims (8%).

*All figures include meeting customer's claims and supplier fees for zero settled claims where no benefit was paid to the customer in 2018

TOP 4 HOME EMERGENCY CLAIM REASONS



Water supply

47%

blocked toilets, sinks, baths and pipes.



Property

24%

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



Gas

23%

hot water, heating and boiler failure.



Electricity

5%

wiring, lighting and power failure.



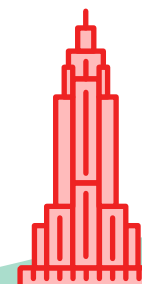
296

bike claims – placed end to end that's 5x the height of Big Ben!



522

claims for white goods – end to end we're talking as tall as the Empire State building!



Insurer Innovation of the Year - Insurance Times Awards 2018



Legal & General