

# A person behind every number

Our claims statistics are much more than just numbers. They represent real people with real stories who we are able to support because of you.

Over the last 5 years we've paid out over **£2.9 billion** in protection claims to help support your clients and their families when they needed it most.

Hear real stories from the people we help.  
[legalandgeneral.com/claims](http://legalandgeneral.com/claims)



Life Claims		
We helped <b>10,046</b> families		
<b>£34,279</b> average payout	<b>67</b> average age	<b>97%</b> claims paid

Terminal Illness Claims		
We helped protect <b>1,023</b> families		
<b>£107,901</b> average payout	<b>55</b> average age	<b>97%</b> claims paid

Critical Illness Claims		
We helped support <b>3,041</b> families		
<b>£63,477</b> average payout	<b>48</b> average age	<b>93%</b> claims paid*

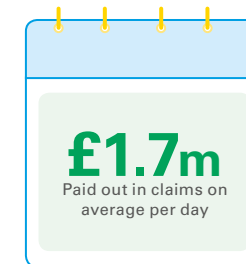
Childrens Critical Illness Claims		
We supported the parents of <b>115</b> children		
<b>£17,838</b> average payout	<b>7</b> average age	<b>96%</b> claims paid

Income Protection Claims			
<b>New and continued claims**</b>	<b>New claims admitted in 2018</b>		
<b>474</b> families supported	We supported <b>143</b> families		
<b>95%</b> claims paid	<b>£932</b> average monthly payout	<b>41</b> average age	<b>86%</b> claims paid

\*\*New claims admitted in 2018 and those already being paid before Jan 2018 that continued to be paid.  
 \*Includes Children's Critical Illness Cover claims

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## The value of protection



In 2018, together we helped over **14,000** families through difficult periods in their lives, this equates to **£638m** in protection claims.

On average that's, **£53m per month**  
**£12m per week**, **£1.7m per day**.

## Claims handled with care

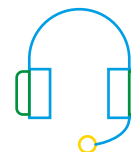
We know that when our customers are making a claim, it's at a distressing and emotional time. This is why our dedicated UK claims handlers are trained for sensitivity.



"You made a very sad and difficult time in our lives a bit more bearable as you dealt with everything professionally and compassionately"  
 Legal & General Customer



We have specialist medical officers who support our underwriting and claims assessors.



All our advisers are trained by the Samaritans in "Conversations with vulnerable people"

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 1060924 W13917 05/19

