

Our claims statistics 2020

There when you need us

The emergence of Covid-19 has affected billions of lives across the world, and we recognise that many families have suffered the loss of loved ones. We want to reassure you and your clients that we're still here for you now, the same as ever.

And to demonstrate our commitment to delivering the highest standards in the claims process, we've signed up to **The Protection Distributors Group Claims Charter**.

For more information please speak to your **Business Development Manager** today



Legal & General Assurance Society Limited. Registered in England and Wales No. 00166055. Registered office: One Coleman Street, London EC2R 5AA. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority 1885-1

Helping your clients through 2020



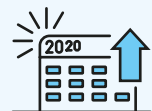
15,855

customers helped



£763 million

in claims were paid out to support individuals and their families



£32 million

more than we paid in 2019



£3.19 billion

paid out in total over the last 5 years

Our Covid-19 related claims statistics



1,214

claims paid to support our customers and their families



£39,196,220

of valid Life Insurance* claims were paid out, where Covid-19 was an attributing factor



9 years

Average length of policy at claim



£32,287

Average payout



30% Female

70% Male

Gender split



34 years

Youngest claimant



69 years

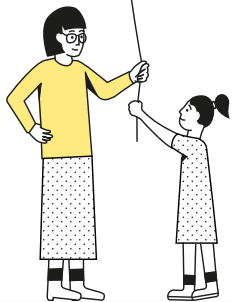
Average claimant age



96 years

Eldest claimant

Our claims figures in detail



Life Insurance*
11,755 Total number of people helped
97% Claims paid
£459,551,840 Total paid
£39,094 Average payout
9 years Average length of policy at claim
22 years Youngest claimant
103 years Eldest claimant
68 years Average claimant age
40% Female 60% Male Gender split
34% Cancer 15% Heart related 9% Covid-19 Top 3 claims

Terminal Illness Cover
911 Total number of people helped
94% Claims paid
£97,671,794 Total paid
£107,214 Average payout
9 years Average length of policy at claim
28 years Youngest claimant
77 years Eldest claimant
56 years Average claimant age
41% Female 59% Male Gender split
94% Cancer 4% Motor neurone disease 0.7% Respiratory failure Top 3 claims

Critical Illness Cover
2,843 Total number of people helped
92% Claims paid
£202,559,414 Total paid
£71,248 Average payout
8 years Average length of policy at claim
24 years Youngest claimant
69 years** Eldest claimant
48 years Average claimant age
52% Female 48% Male Gender split
64% Cancer 13% Heart related 7% Stroke Top 3 claims

Children's Critical Illness Cover
130 Total number of people helped
97% Claims paid
£1,947,523 Total paid
£14,981 Average payout
4 years Average length of policy at claim
Less than 1 year Youngest claimant
20 years Eldest claimant
8 years Average claimant age
42% Female 58% Male Gender split
63% Cancer 7% Child funeral benefit 5% Benign brain tumour Top 3 claims

Income Protection
New and continued claims†: 544 Total number of people helped
93% Claims paid
New admitted in 2020†: £872 Average monthly payout
4 years Average length of policy at claim
19 years Youngest claimant
62 years Eldest claimant
41 years Average claimant age
39% Female 61% Male Gender split
32% Musculoskeletal 17% Cancer 12% Mental health Top 3 claims

*Life & Over 50's life insurance **Whole of Life policy †New claims admitted in 2020 and those already being paid before Jan 2020 that continued to be paid.

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