

For customers

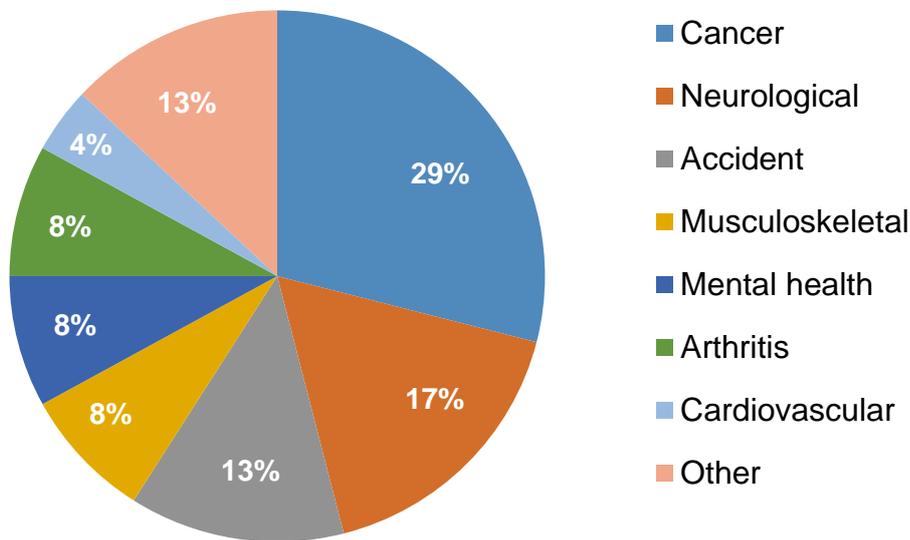
Income protection claims paid

Before choosing a protection provider, you'll want to know about its [claims payment history](#). So, we've pulled together some of the statistics behind the claims made during 2017, including some examples of real-life claims we've received recently.

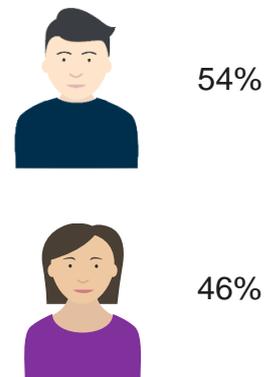
Key figures

In 2017, we paid out 96% of income protection claims.

Main reasons for claims



Split of claims



'Other' includes claims as a result of multiple sclerosis, balance issues and immune system disorders.

Total value of claims paid:

£426,000 a year

Average claim value:

£17,760 a year

Highest claim value paid:

£60,000 a year

Average age at claim:

48 years old

Average age of policy at claim:

8 years, 9 months

Case studies

Here we highlight how our claims payouts have helped real families and businesses in 2017.

In December 2003, a 41-year-old male revenue executive took out income protection on an own occupation basis. He had a policy with two income protection benefits - one with a 26-week deferred period and one with a 52-week deferred period. This was because his employer provided full pay for the first six months of sickness, half pay for the next six months and then no pay after 12 months.

In March 2017, he contacted us to advise that he'd been unable to work since July 2016 due to problems with his balance. Since taking the policy out with us, he'd had surgery twice on his ears. His balance problems were thought to be complications from this surgery. He was unable to stand up, felt like the room was permanently spinning and it was impacting his ability to think. He was unable to drive or walk safely. He'd been referred to an ear, nose and throat specialist as well as a neurologist. The attending consultant provided medication to help with the symptoms and brain exercises to improve his cognitive functioning. He was expected to make a full recovery.

In May 2017 we agreed to pay the claim, but when we contacted him, he advised that he was returning to work the following week. We therefore agreed to make a full and final payment under the benefit with a 26-week deferred period, for the period January-May 2017. No payment was due under the benefit with a 52-week deferred period, as he'd not been off work for more than 52 weeks.

In April 2008, a husband and wife took out joint-life critical illness cover including total permanent disability. The husband also took out income protection cover on an own occupation basis, with an eight-week deferred period. He was a self-employed graphic designer, aged 30 when the policy started.

In 2016, aged only 38, he suffered a severe stroke. He was hospitalised, including a stay in intensive care following surgery. The couple submitted both a critical illness and an income protection claim in January 2017. We paid the critical illness lump sum payment as soon as we received the medical information.

We medically and financially assessed the income protection claim. The stroke had left him with mobility, vision and speech problems. He was only able to walk very short distances and was getting physio support six months after the stroke. We agreed to pay the income protection claim.

He was keen to get his business back up and running and, nearly a year after the stroke, was able to start taking on smaller pieces of work. We're still paying the claim at the full benefit amount and, as he starts to become more productive and earn an income, we'll look to offer a proportionate payment until he's back to full working capability.

We hope you've found this information useful. You can find out more about our claims service by searching for 'Claims' on our website at www.aegon.co.uk/support

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