

95.4%
of claims
were paid

CLAIMS STATISTICS 2022

We are committed to supporting our members when they need us most. By publishing our claims statistics in this information card, our intentions are:

- to help you as advisers, and your clients, make an informed choice when selecting income protection cover
- to help you and your clients ensure submitted claims are valid

We've maintained an average of 94% for over 10 years

95.7%
2019

94%
2020

93.6%
2021

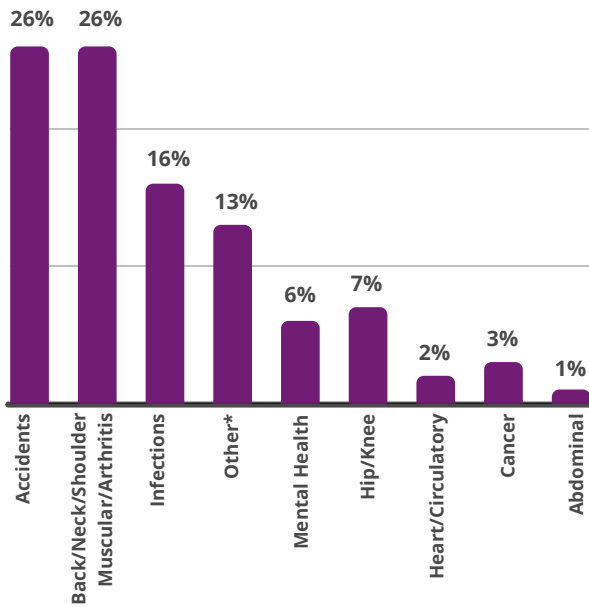
More than £8.5m was paid in benefit to Members*

*Including all benefit payments for income protection, My Extra Benefits, and Children's Critical Illness Support

CLAIMS BY DEFERRED PERIODS

Day One	53.3%
1 week	23.2%
4 weeks	19%
8 weeks	1.1%
13 weeks	2.4%
26 weeks	0.6%
52 weeks	0.4%
Total	100%

REASONS OUR MEMBERS CLAIMED



14% of our claims were due to **COVID-19**, which form part of the Infections category

26% of claims assessed were for **accidents or injuries** highlighting the need for protecting against the effect an accident can have on earnings

*Some examples of Other include claims relating to Digestive, Nervous System, Respiratory, Ear, Eye, Skin, Blood and Allergies

DID YOU KNOW?



Average Claimant Age Female - 41



Average Claimant Age Male - 39



Oldest Claimant 65 Years Old



Longest Claim 32 Years



Highest Annual Payment £48,859.50



Average Annual Payment £4,262.76

*These figures relate to all claims paid in 2022

1,433

applications for income protection benefit were dealt with by the Society in 2022

20 of these were **NOT** eligible for these reasons;

- the claim was for an already excluded medical condition
- the claim ended before the expiry of the deferred period

1,413

claims considered

65 of these were **declined** for the following reasons;

- proof of earnings could not be supplied
- there was no loss of earnings
- there was non-disclosure

HOW TO HELP YOUR CLIENTS AVOID CLAIMS BEING REJECTED?

- Remind them that they will not be able to claim for certain standard and specified exclusions
- Stress the importance of disclosing full and accurate information at both application and claim
- Regularly review their cover

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FOR MORE INFORMATION

on our income protection contracts **My Earnings Protected** and **Income Assured Enhanced***, contact our **Agency Services Team** on **0800 587 5098**. Alternatively email us at **agency.services@cirencester-friendly.co.uk** or visit our website at **www.cirencester-friendly.co.uk**

*Advisers must be authorised to advise on investment business (formerly CF30).
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