

Claims Statistics 2015



We are committed to supporting our Members when they need us most. By publishing our claims statistics in this simple 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 claims submitted are valid

94%
OF CLAIMS
WERE PAID

787 applications for benefit were dealt with by the Society in 2015

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

- the claim was for an already excluded medical condition
- the claim occurred during the initial 30 day waiting period
- the claim ended before the expiry of the deferred period

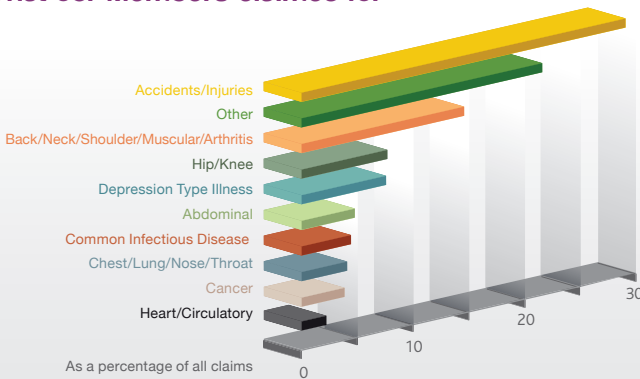
768 claims to be considered

43 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

**As a result 94% of claims were paid
...to the value of £3.2m in sick pay benefit**

What our Members claimed for



29% of claims assessed were for accidents or injuries highlighting the need for protecting against the effect an accident can have on earnings.

*Please note that these figures relate to all new claims in 2015.

Protect the things you care about

Did you know...



*Please note that these figures relate to all claims we were paying in 2015.

Avoid claims being rejected - how to help your clients

- Remind them that they will not be able to claim for **certain standard and specified conditions**.
- Point out that failure to provide **full medical and financial information** by the due date may delay consideration of their claim and could lead to a loss of benefit.
- Stress to them the **importance** of disclosing full and accurate information at both application and at claim.
- Remind them to **keep up to date** with their premium payments to avoid falling into arrears which could lead to a loss of benefit.
- **Regularly review** their cover to ensure it remains **appropriate** to their needs and cover can be supported by financial **evidence**.

For more information

on our income protection contracts **My Earnings Insurance** and **Income Assured Plus*** contact our Customer Care Team on **0800 587 5098**.

Alternatively email us at customercare@cirencester-friendly.co.uk

or visit our website at www.cirencester-friendly.co.uk.

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Sales Aid which can be used by intermediaries as required when discussing the benefits of the Society or its products with clients.

*As Income Assured Plus has an investment option you will need to be authorised by the Financial Conduct Authority to give investment advice to your clients on the suitability of this product (CF30).