

2021

Claims Statistics

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

93.6%
OF CLAIMS WERE PAID

More than **£8m** was paid in Benefit to Members*

*Including all payments for Income Protection Benefit, My Extra Benefits Benefit and Children's Critical Illness Support Benefit.

Did you know?

Average Claimant Age

Male - 39
Female - 40

Highest Annual Payment

£48,727.50

Average Annual Payment

£4,241.67

Oldest Claimant

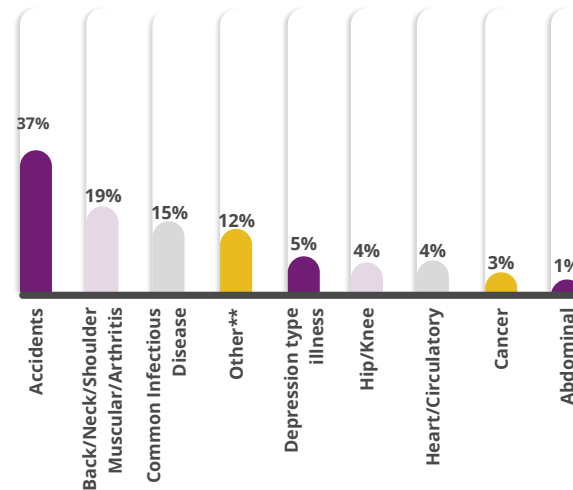
65 Years Old

Longest Claim

31 Years

*These figures relate to all claims paid in 2021.

Reasons why our Members claimed



13.6%

of our claims were due to **COVID-19** which form part of the Common Infectious Disease category

37% of claims assessed were for **accidents or injuries** highlighting the need for protecting against the effect an accident can have on earnings

37%

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



1,324

applications for Income Protection Benefit were dealt with by the Society in 2021

19 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

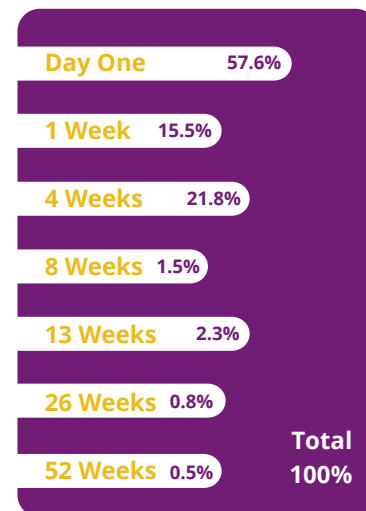
1,305

claims to be considered

84 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

Claims paid by Deferred Period



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
- 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 loss of benefit
- Stress to them the importance of disclosing full and accurate information at both application and 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 with financial evidence

For more information...

on our Income Protection contracts **My Earnings Protected** and **Income Assured Enhanced***, contact our **Sales Team** on **0800 587 5098**. Alternatively email us at **sales@cirencester-friendly.co.uk** or visit our website at **www.cirencester-friendly.co.uk**

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 Enhanced has an investment option, you or an Adviser in your firm will need to be authorised to advise on investment business (formerly CF30) by the Financial Conduct Authority to give investment advice to your clients on the suitability of this product.

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