

MetLife UK supports on almost 24,000 claims in just 12 months

- MetLife approved almost 24,000 claims in the last 12 months to Individual Protection (IP) customers, paying out more than £22 million
- Claims data shows an average of 95 accident and illness claims are paid every day
- Last year also saw almost 13,000 hospitalisation claims, and 9,561 broken bones claims paid
- MetLife continues to offer a much-needed financial lifeline paying customers in as little as 3-5 working days
- With sickle cell disease the most claimed sickness and roadside accidents the biggest cause of injury claims

XX March 2024: [MetLife UK](#) has paid out more than £22 million (£22,410,481) in just 12 months. The protection and employee benefits provider approved and paid 23,942 claims, averaging 95 accident and illness payments every day, to its individual protection customers.

The approved claims paid out include customers who had motorcycle accidents and hospitalisations, falls from ladders, and accidents whilst on holiday. Also included are adult sporting injuries from cycling, football, and rugby accidents, and falls from horse riding.

The claims analysis also shows that almost 13,000 (12,949) hospitalisation claims were paid, as well as 9,561 broken bone claims. Claims paid out to cover hospital stays for sickness include asthma, diabetes, as well as funeral benefits.

Dominic Grinstead, CEO of MetLife UK comments: “We know that sometimes the unexpected can happen and this is the moment our offering and support can provide customers with a much-needed financial lifeline. Supporting our customers is our number one priority, so ensuring we paid claims as quickly as possible has been key to our offering and the service we strive to provide.

“Our claims philosophy is built on trust that one day, when you really need it, we will deliver what you expect from us – to pay your claim in a timely manner, with no fuss and with an understanding of what has happened to you.

“That’s why we’re proud we send most payments within 3-5 working days.”

ENDS

Notes to editors:

MetLife protection portfolio period 1st January 2023 – 31st December 2023 inclusive. Figures based on UK working days during this period.

For further information about MetLife please contact:

Teamspirit
Jessica Riley
07841661651
MetLifePR@teamspirit.uk.com

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