



Tough times call for an easy process

In 2024, we paid out 98% of all claims. Making the claims process as easy as possible, and helping our customers move forward.

Hear what our customers have to say and explore our claims statistics in our 2024 claims report.

[2024 claims report](#)



of all claims paid



of Life Cover
claims paid out



of Critical Illness
claims paid out

Find out about our customers' real-life experiences of claiming with us and how they felt supported through some of their most difficult times.



Carla who, diagnosed with breast cancer at the age of 35, found having the reassurance of a Critical Illness policy invaluable.

[Watch Carla's film](#)



Mark explains how a Critical Illness policy changed his life after having a stroke aged 32.

[Watch Mark's film](#)



Thomas was diagnosed with Testicular Cancer aged 29, he explains how having Critical Illness Cover helped put his mind at ease during this worrying time.

[Read Thomas's story](#)

Our straight forward claims process

We have a straightforward process in place, so we can be there for your clients through difficult times, making things as easy as possible.

- ✓ Each client will have a claims assessor who will stay with them throughout the process
- ✓ Online claim forms mean clients can log their claim at any time of day, getting the process started when it suits them
- ✓ Birth, marriage and death certificates can be accepted digitally
- ✓ Our dedicated Claims Team is made up of assessors with experience in all protection claims: critical illness, terminal illness, premium protection and life cover.

[Read our 2024 claims report](#)



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