



2024 protection claims experience

In 2024, we paid 98.7% of all protection claims, amounting to more than £751 million, helping 65,385 customers, families and businesses.

When looking at claims statistics each year, we remember that behind every number is a real person – a family facing challenging times. These figures represent individuals who have turned to us for support during their most vulnerable moments.

Our commitment goes beyond just paying claims. From product improvements to help more clients make successful claims, to providing a single point of contact to simplify the claims process, we strive to offer compassionate and effective support. We don't just see numbers – we see people like you or I, and their families. Real people with real lives. And we aim to be there for them, every step of the way.

Explore [our latest claims report](#) that takes an in-depth look at our 2024 claims.

Claims case studies

To support your client conversations and demonstrate the real value of protection, we've developed a claims [case study hub](#).

This hub features a collection of real-life stories, showing how our support goes beyond financial relief to offer emotional and practical help.

Explore the hub to see how Royal London provides help and reassurance when it's needed most.

Protection podcast series

Our latest [podcast series](#), in collaboration with Mortgage Strategy, brings you protection and claims insights from the professionals in the industry.

In each episode, we're joined by experts covering topics of underwriting pitfalls, the power of claims case studies, tips for speeding up the claims process, the importance of protection for young clients, and how protection can help bridge the NHS mental health crisis.