



Supporting our customers and their families through the claims we pay is the most important thing we can do

Last year, we paid

\$2.7 billion

in claims to 36,901 customers¹. That's equivalent to over \$45 million a week.

We accepted

95%

of all claims received and, of the total volume of claims we paid, 68% helped our customers continue living their lives while recovering from an illness or injury.

The most common reasons for making a claim²



Cancer

Including Breast and Pancreatic Cancers



- 51% Life Insurance
- 6% Total & Permanent Disability Insurance
- 5% Recovery Insurance
- 38% Income Protection



Mental Health Conditions

Including Post-Traumatic Stress Disorder and Depression



- 2% Life Insurance
- 27% Total & Permanent Disability Insurance
- 71% Income Protection



Injuries and Fractures

Including Joint Dislocation and Bone Fractures



- 3% Life Insurance
- 18% Total & Permanent Disability Insurance
- 1% Recovery Insurance
- 78% Income Protection



Musculoskeletal and Connective Tissue Conditions

Including Back Pain and Sciatica



- 1% Life Insurance
- 31% Total & Permanent Disability Insurance
- 1% Recovery Insurance
- 67% Income Protection



Conditions of the Circulatory System

Including Heart Attack and Stroke



- 56% Life Insurance
- 10% Total & Permanent Disability Insurance
- 4% Recovery Insurance
- 30% Income Protection

Other reasons our customers claimed

4%

Conditions of the nervous system

3%

Conditions of the respiratory system

2%

Conditions of the digestive system

21%

Other reasons

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¹ Claims statistics based on total number of claims paid by TAL Life Limited and Asteron Life & Superannuation Limited between 1 January 2020 and 31 December 2020. ² Claims statistics based on total claims paid under TAL Life Limited and Asteron Life & Superannuation Limited insurance products (excluding funeral insurance) between 1 January 2020 and 31 December 2020.