

2023/24 LIFE INSURANCE CLAIMS PAID



Last financial year we supported

50,128

customers, paying \$4.2 billion in claims¹.

73%

of claims paid were to customers recovering from an illness or injury².



THE MOST COMMON REASONS FOR ACCEPTED CLAIMS³

Mental health conditions

Including post-traumatic stress disorder and depression



20% of all the claims we accepted

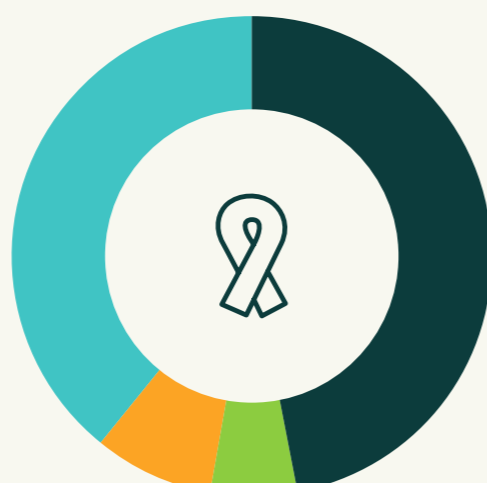
- 3%** Life Insurance
- 30%** Total & Permanent Disability Insurance
- 67%** Income Protection



DID YOU KNOW...
43% of Australians have experienced a mental health condition in their life⁴

Cancer

Including breast and pancreatic cancers



17% of all the claims we accepted

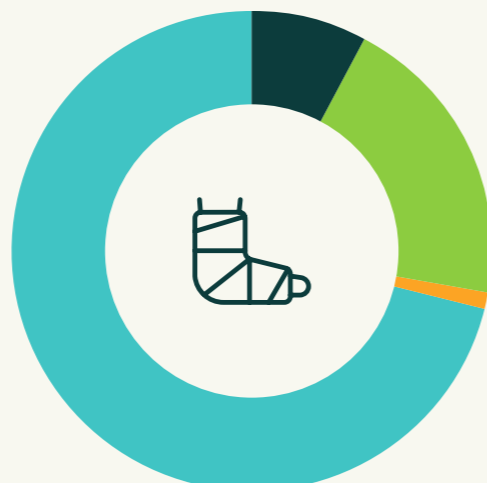
- 47%** Life Insurance
- 6%** Total & Permanent Disability Insurance
- 8%** Critical Illness Insurance
- 39%** Income Protection



DID YOU KNOW...
The annual number of cancer cases diagnosed is estimated to surpass 200,000 by 2033⁵

Injuries and fractures

Including joint dislocation and bone fractures



15% of all the claims we accepted

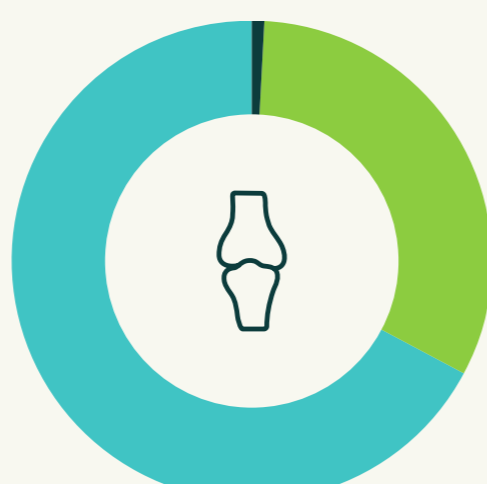
- 8%** Life Insurance
- 20%** Total & Permanent Disability Insurance
- 1%** Critical Illness Insurance
- 71%** Income Protection



DID YOU KNOW...
There are around 538,000 hospitalisations for injuries each year⁶

Musculoskeletal and connective tissue conditions

Including back pain and arthritis



12% of all the claims we accepted

- 1%** Life Insurance
- 32%** Total & Permanent Disability Insurance
- 67%** Income Protection



DID YOU KNOW...
1 in 8 Australians has arthritis⁷

Conditions of the circulatory system

Including heart attack and stroke



9% of all the claims we accepted

- 55%** Life Insurance
- 9%** Total & Permanent Disability Insurance
- 5%** Critical Illness Insurance
- 31%** Income Protection



DID YOU KNOW...
Heart disease is the leading cause of death in Australia, accounting for 10% of all deaths⁸

OTHER REASONS FOR ACCEPTED CLAIMS

5%

Conditions of the nervous system

4%

Conditions of the respiratory system

2%

Conditions of the digestive system

16%

Other reasons

© TAL Life Limited 2024. This page contains a summary of the combined volume and value of claims paid or decided on by TAL Life Limited and TAL Life Insurance Services Limited under a range of insurance products and in a range of circumstances between 1 April 2023 and 31 March 2024. The assessment, acceptance, and payment of each claim is subject to the individual policy terms, conditions, limits and exclusions, which are set out in the applicable Product Disclosure Statement (PDS) and Policy Document. This information is general in nature only and does not take into account your personal financial situation, needs or objectives. You should consider the relevant Product Disclosure Statement when deciding whether to acquire, continue to hold, or dispose of a financial product. Relevant PDS and TMD available at tal.com.au.

1. Claims statistics based on total claims paid under TAL Life Limited and TAL Life Insurance Services Limited insurance products (including funeral insurance) between 1 April 2023 and 31 March 2024. **2.** Claims statistics based on total number of accepted claims that were determined to be eligible for payment between 1 April 2023 and 31 March 2024. A claim is assessed in order to determine whether or not the claim is payable. A claim is accepted when the claim is determined to be payable. **3.** Claims statistics based on total number of assessed claims (including funeral insurance) that were accepted between 1 April 2023 and 31 March 2024. A claim is assessed in order to determine whether or not the claim is payable. A claim is accepted when the claim is determined to be payable. **4.** Refer to 'Mental Health: Prevalence and Impact', a web report prepared by the Australian Institute of Health and Welfare, Australian Government, last updated on 14 February 2024. Accessed online at Prevalence and impact of mental illness - Mental health - AIHW on 31 May 2024. **5.** Refer to 'Cancer data in Australia', a web report published by the Australian Institute of Health and Welfare, Australian Government, last updated on 31 August 2023. Accessed online at Injury in Australia, Introduction - Australian Institute of Health and Welfare (aihw.gov.au) on 31 May 2024. **6.** Refer to 'Injury in Australia', a web report prepared by the Australian Institute of Health and Welfare, Australian Government, last updated on 24 October 2023. Accessed online at Injury in Australia, Introduction - Australian Institute of Health and Welfare (aihw.gov.au) on 31 May 2024. **7.** Refer to 'Chronic musculoskeletal conditions', a web report published by the Australian Institute of Health and Welfare, Australian Government, last updated on 14 December 2023. Accessed online at Chronic musculoskeletal conditions, Summary - Australian Institute of Health and Welfare (aihw.gov.au) on 31 May 2024. **8.** Refer to 'Causes of Death, Australia' published by the Australian Bureau of Statistics in respect of the year 2022, released on 27 September 2023. Accessed online at (Causes of Death, Australia, 2022 | Australian Bureau of Statistics (abs.gov.au) on 31 May 2024.