



THE MOMENT
OF TRUTH >

OUR STORY OF
HOW WE PAID OUT
R3.1 BILLION IN 2013

INVESTMENT | SAVINGS | PROTECTION

DO GREAT THINGS



OLDMUTUAL



This guide gives details about risk cover claims paid during 2013, by Old Mutual South Africa.

It includes claims paid for the Conventional, Flexi and GREENLIGHT product ranges. It does not include any Group Cover or Investment and Savings products. All Rand amounts shown include all claims paid for benefits that were either fully or partially underwritten or via a conversion option with reduced underwriting.

The details shown in this guide are for the period:

1 January 2013 till 31 December 2013.

If you need more details about this guide, please speak to your financial adviser or broker, or call us on 0860 50 60 70.

1

Old Mutual was voted the most trusted insurer in South Africa.



2

We regularly publish claim payout ratios and Old Mutual pays out the MOST in the South African insurance market.

R3.1 billion

PAID IN 2013

3

Since 2002, we have paid out R26 billion in claims.

**R26
billion**

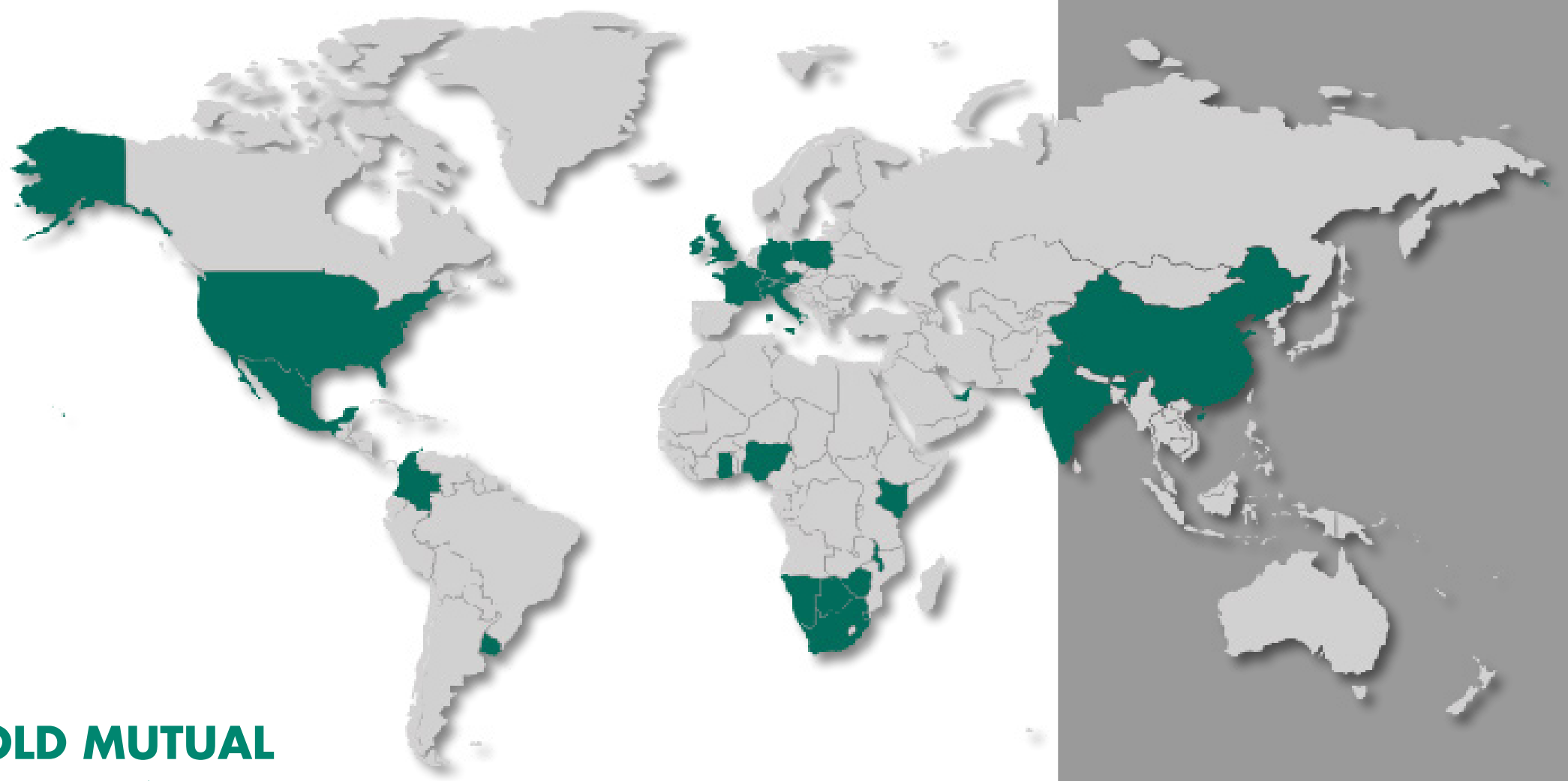
4

OLD MUTUAL is a global company with a footprint in multiple countries around the world.

**OLD MUTUAL
WORLDWIDE**



**DID YOU
KNOW**



OLD MUTUAL
WORLDWIDE

Countries displayed are correct as at 1 April 2014

IN WHICH LIFESTAGE ARE YOU?

As you get older, your needs change and so should your personal and business cover solution. With GREENLIGHT you can tailor your cover as your life changes. You can add, remove and change your benefits whenever you need to. Below are eight LIFESTAGES which you might journey through within your lifetime. As you pass from one LIFESTAGE to the next, your cover needs could change. A regular review of what type of cover you have at your current LIFESTAGE is vital.



STUDENT

Around about now, you might be learning who you really are and what you really want. This is a time of late nights and long days. About love and life, and about money. But there are other serious matters to consider too, like who will pay for your student loans and provide you with an income if you get severely ill or suffer a serious injury?



WORKING PROFESSIONAL

It's either a time to discover what you love doing or continue doing what you love. At this stage, you may have few or no dependents and some extra cash. It's also important for you to think about what might happen should you become disabled or suffer a severe illness. Will you be able to contribute towards your retirement if this happens?



MARRIED

This is a time for you to forge a partnership with the person who brings out the best in you. It's a time when things are shared like bond payments, salaries, responsibilities and so on. Will you be able to survive financially if one of you could no longer earn an income, becomes severely ill or dies?



NEW PARENTS

It's a time of laughter and joy, tears and tantrums, and when your well-being is not your only responsibility but the well-being of your children too. You need the peace of mind that your children will be taken care of if you suffer a disability, a severe illness or you die. Will they be able to continue their education and survive financially when you are unable to provide?



SINGLE PARENT

There are never enough hours in the day as a single parent. And with your income being the bread and butter for your family, it is very important to protect it in the event of a disability or severe illness. Will your family survive financially if you can no longer earn an income?



ESTABLISHED FAMILY

It's a time when you can dream together as a family – look forward to that holiday, get a puppy or find your dream home. And with the right financial plan, there's no reason those dreams won't come true and why that standard of living can't be maintained because of a severe injury or illness.



EMPTY NESTERS

This is your time to rediscover your partner, hobbies and what really makes them tick. But in this time of rediscovery, it's important not to let financial stress overpower what should be a care-free time. Do you have disability and severe illness cover in place to help pay for medical expenses and to pay off debt should your health and well-being take an unexpected turn?



RETIRED

It's a time that's met with relief and excitement for some, a time of apprehension for others. A whole new chapter in your life, retirement requires a big shift – one that many South Africans are insufficiently prepared for financially. Have you thought about how you will pay for a full-time caregiver if you become frail or suffer a severe illness? Will your retirement savings be enough?

DID YOU KNOW



1

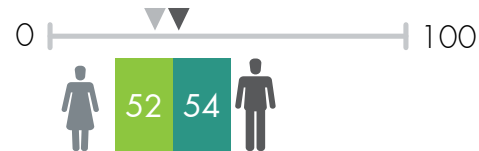
We paid out R78 million in immediate cover claims. This means that customers claimed without paying any premiums.

IMMEDIATE COVER
78 million

APRIL 2005 TILL DECEMBER 2013

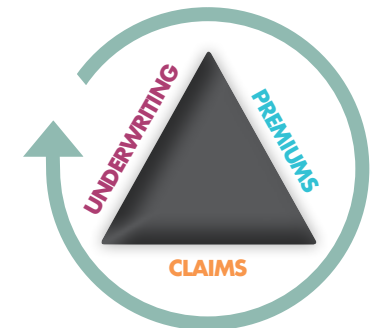
2

The average age of our male customers is 54 while females are 52.



3

We underwrite thoroughly upfront, so that the risks are well understood. This means that we price accurately which allows us to deliver on our promise when you claim.




WE PAID OUT
THE MOST IN
2013

R3 100 000 000


12
MILLION
RAND
paid on average
each working day

&


76%
LIFE
COVER


11%
DISABILITY
COVER


13%
ILLNESS
COVER


<1%
RETRENCHMENT
COVER

R2.34bn
LIFE COVER

R331m
DISABILITY COVER

R409m
ILLNESS AND PHYSICAL
IMPAIRMENT COVER

R6.5m
RETRENCHMENT COVER

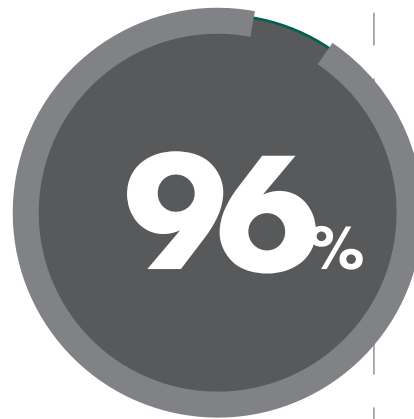
HOW WE CALCULATE OUR CLAIM PAYOUT RATIOS

In the past we calculated claim payout ratios based on all claims received - whether valid or not.

We have reviewed this and aligned with the industry standard of only showing valid claims received. This means claims paid and claims repudiated.

We have excluded invalid claims for example:

- where a claim was submitted under an incorrect benefit (ie a disability claim for a fractured arm under a death benefit), or
- where the benefit was paid-up or cancelled before the claim event occurred.



ALL CLAIMS
RECEIVED
WERE PAID
IN 2013

WE PAID

98.8%
DEATH CLAIMS

81.3%
DISABILITY CLAIMS

84.3%
ILLNESS CLAIMS

We didn't pay some of the claims we received. These were:

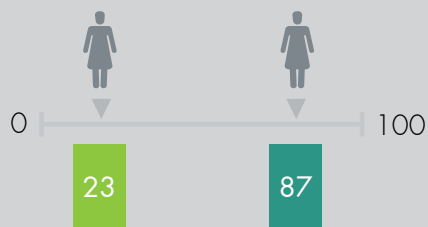
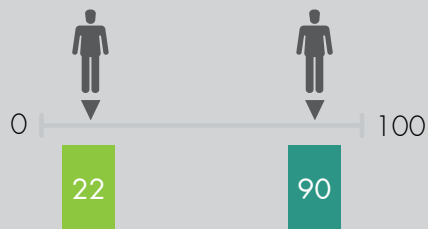
- claims where important facts were not disclosed on the application - this is known as non-disclosure
- where fraudulent claims were submitted
- where a general or specific exclusion applied to the benefit
- claims where the benefit definition was not met

DEATH 1.2% | DISABILITY 18.7% | ILLNESS 15.7%

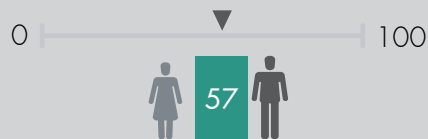
DEATH CLAIMS



YOUNGEST & OLDEST



AVERAGE AGE



CAUSES & REASONS

DEATH

20%
Cancer

19%
Cardiovascular disorders

19%
Accidental deaths

12%
Natural deaths

11%
Respiratory system disorders

6%
Nervous system disorders

4%
Suicide

3%
Digestive system disorders

2%
Urinary system disorders

2%
Blood disorders

1%
Endocrine system disorders

<1%
Soft tissue disorders

<1%
Connective tissue disorders

<1%
Musculoskeletal disorders

<1%
HIV

CAUSES & REASONS

ACCIDENTAL DEATH

64%
Motor vehicle accident

21%
Crime and violence

8%
Shooting accident

3%
Burns

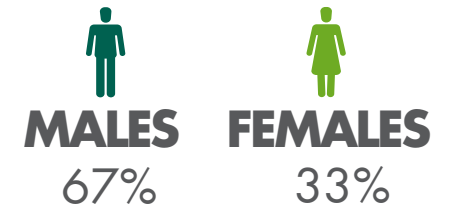
1%
Accident in the home

1%
Aeroplane accident

<1%
Drowning

<1%
Accidental poisoning

<1%
Accident outside the home



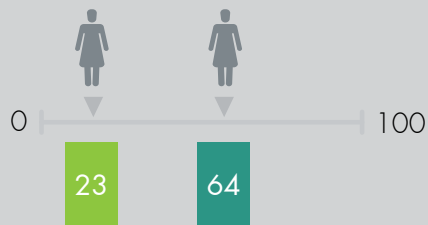
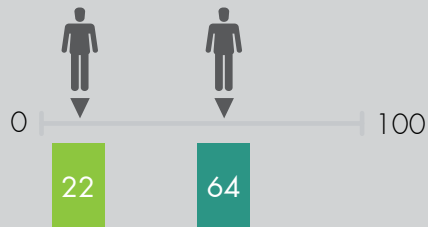
98.8%
DEATH CLAIMS
PAID IN 2013

R72m
TERMINAL ILLNESS
CLAIMS PAID

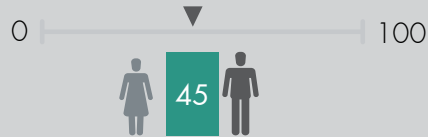
DISABILITY CLAIMS



YOUNGEST & OLDEST



AVERAGE AGE



CAUSES & REASONS

DISABILITY LUMP SUM

29%
Musculoskeletal disorders

24%
Nervous system disorders

8%
Psychiatric disorders

5%
Soft tissue disorders

3%
Visual disorders

1%
Urinary system disorders

1%
Endocrine disorders

14%
Cancer

6%
Cardiovascular disorders

5%
Ear, nose & throat disorders

2%
Respiratory system disorders

1%
Digestive system disorders

<1%
Blood disorders

CAUSES & REASONS

DISABILITY INCOME

38%
Musculoskeletal disorders

22%
Nervous system disorders

7%
Cardiovascular disorders

6%
Ear, nose & throat disorders

3%
Digestive system disorders

1%
Visual disorders

1%
Endocrine system disorders

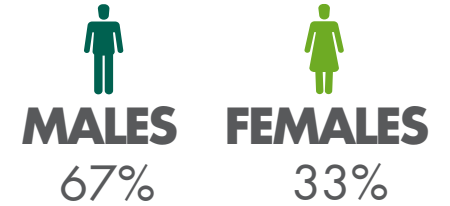
9%
Cancer

6%
Psychiatric disorders

3%
Urinary system disorders

3%
Respiratory system disorders

1%
Soft tissue disorders



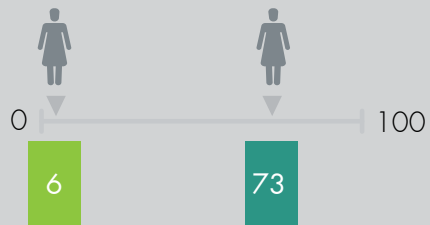
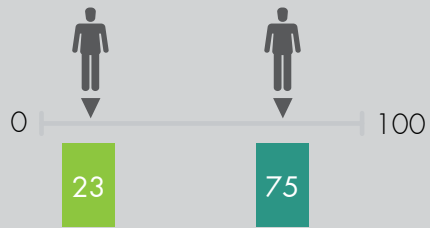
81.3%
DISABILITY CLAIMS
PAID IN 2013

DID YOU KNOW
90%
OF DISABILITY INCOME CLAIMS
LAST FOR LESS THAN 90 DAYS

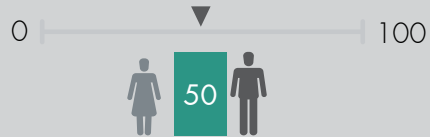
ILLNESS CLAIMS



YOUNGEST & OLDEST



AVERAGE AGE



CAUSES & REASONS

ILLNESS

53%
Cancer and blood

28%
Heart and artery

11%
Stroke and nervous system

3%
Trauma and lifestyle

2%
Digestive system and kidneys

1%
Connective tissue

1%
Lungs

<1%
Sensory and communication

<1%
HIV and AIDS

<1%
Hormones

CAUSES & REASONS

THE 'BIG FOUR' ILLNESSES

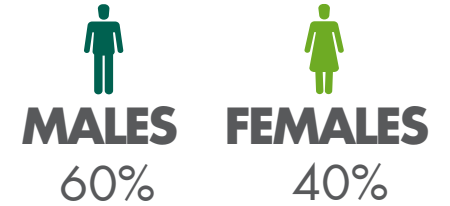
52%
Cancer

8%
Stroke

18%
Heart attack

5%
Coronary artery bypass graft

83%
IN TOTAL



84.3%
ILLNESS CLAIMS
PAID IN 2013

R205
MILLION
PAID IN CANCER
CLAIMS IN 2013



For more information about Old Mutual's claim statistics for 2013, please contact your Financial Adviser or Broker in the first instance. Alternatively you can contact Old Mutual on 0860 50 60 70.

Visit www.oldmutual.co.za/greenlight

DO GREAT THINGS



OLDMUTUAL