



OLDMUTUAL

175
YEARS

WE MADE A PROMISE 175 YEARS AGO

And we kept it.

We promised to be a certain friend in uncertain times, and the proof is in our claims statistics.

We paid over R11 billion in claims in 2019



175 YEARS OF DOING GREAT THINGS

WE PAID R11.3 BILLION IN CLAIMS

ACROSS OLD MUTUAL SOUTH AFRICA IN 2019

Underwritten
claims

**R5.3
BILLION**

Corporate
claims

**R3.7
BILLION**

Non-underwritten
claims

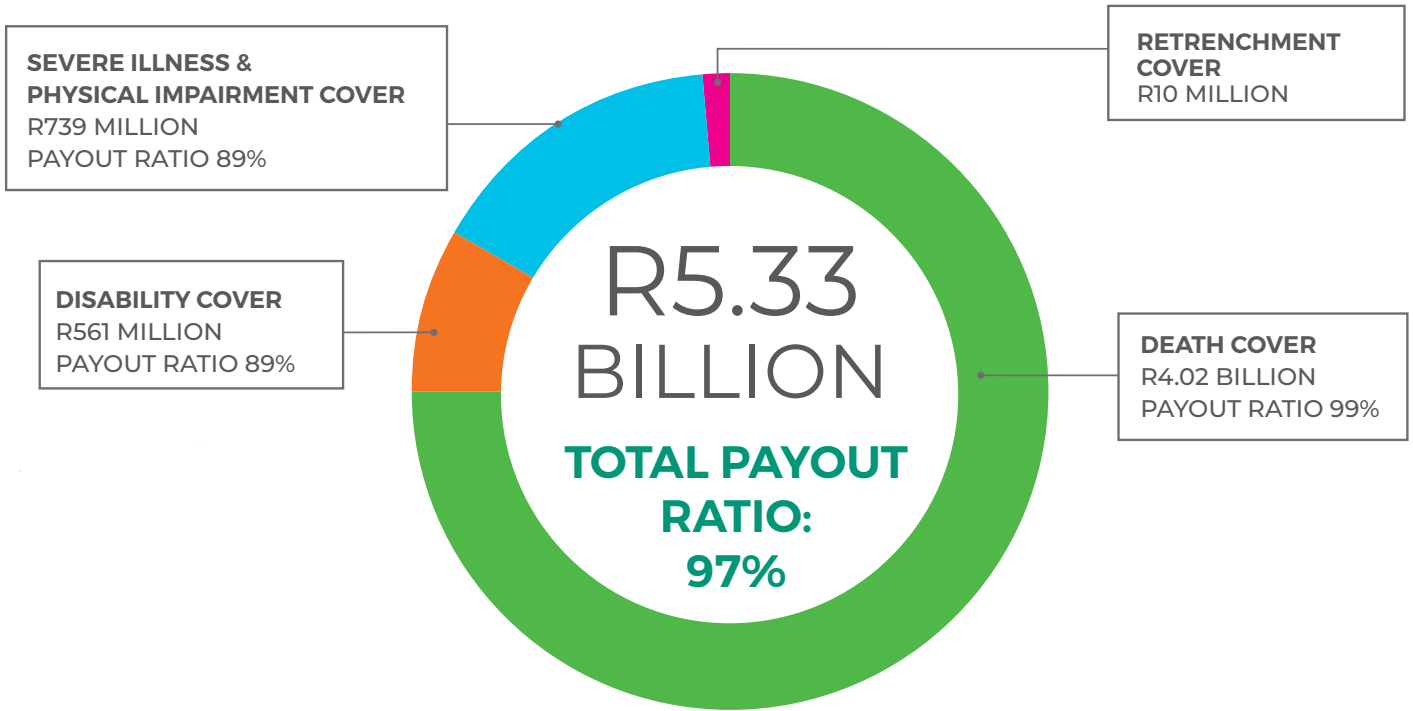
**R2.3
BILLION**



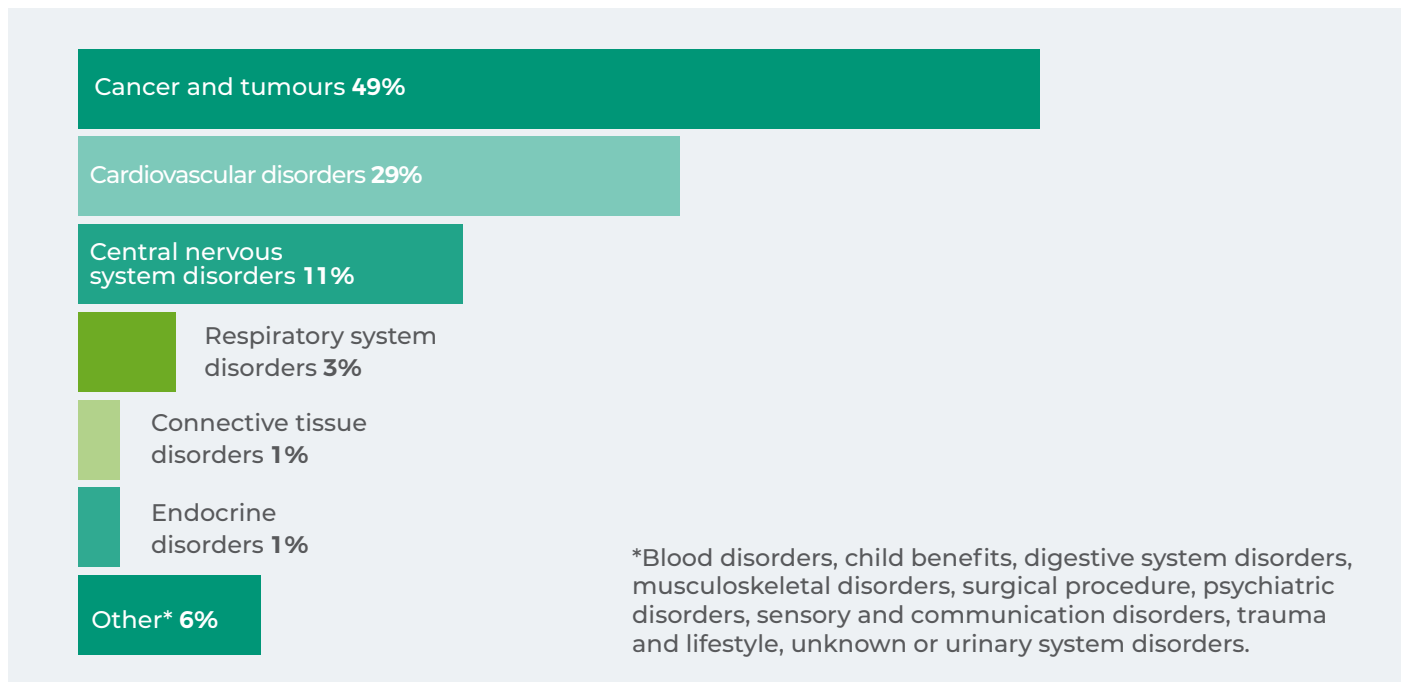
R11.3 billion means that we paid out over **R45 million every working day**. This is our way of being there for our customers when they depend on us most.

Since 2005, we've paid a **total of R170 million** in immediate cover claims to customers who hadn't even paid their first premium.

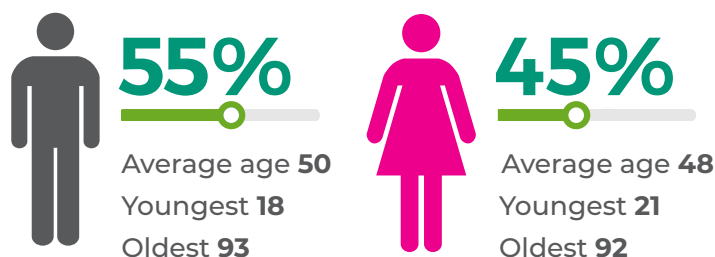
TOTAL UNDERWRITTEN CLAIMS



CAUSES OF TOTAL UNDERWRITTEN CLAIMS



GENDER SPLIT



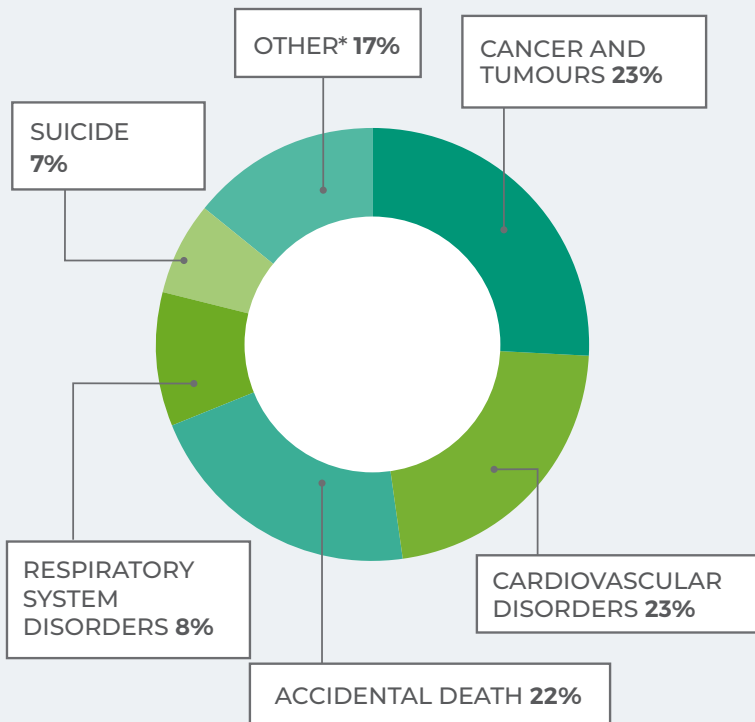
TOTAL CLAIMS NOT PAID: 3%

The reasons these claims weren't paid include:

Benefit definition not met	66%
Non-disclosure	18%
Suicide exclusion	6%
Fraud	5%
Underwriting exclusion	3%
General exclusion	2%

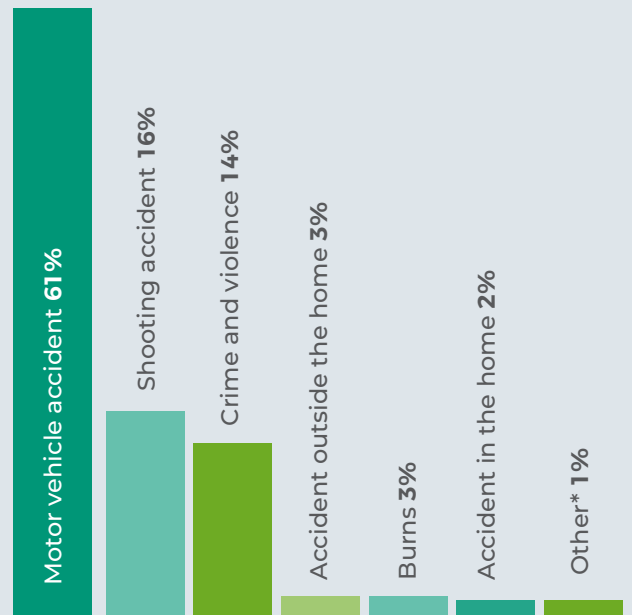
DEATH CLAIMS R4.02 billion | 99%

CAUSES OF DEATH CLAIMS



*Central nervous system disorders, digestive system disorders, blood disorders, urinary system disorders, systemic disorders, endocrine disorders, musculoskeletal disorders, HIV/AIDS, surgical procedure, infectious disease, connective tissue disorders, reproductive system disorders or gastrointestinal disorders.

CAUSES OF ACCIDENTAL DEATH CLAIMS



*Drowning and war death.

We paid a total of **R107 million in terminal illness claims to customers** while they were still alive so they could make the most of their last moments with their loved ones.

GENDER SPLIT



55%

Average age **56**
Youngest **18**
Oldest **93**



45%

Average age **57**
Youngest **21**
Oldest **92**

TOTAL CLAIMS NOT PAID: 1%

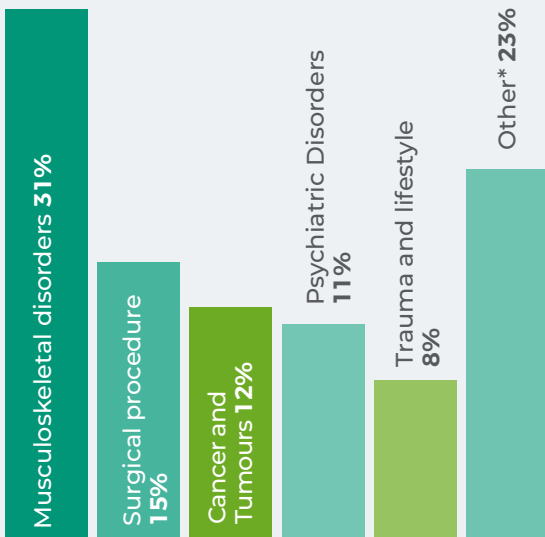
The reasons these claims weren't paid include:

Non-disclosure	42%
Suicide exclusion	25%
Fraud	21%
Benefit definition not met	4%
Underwriting exclusion	4%
General exclusion	4%

DISABILITY CLAIMS R561 million | 89%

CAUSES OF DISABILITY INCOME CLAIMS

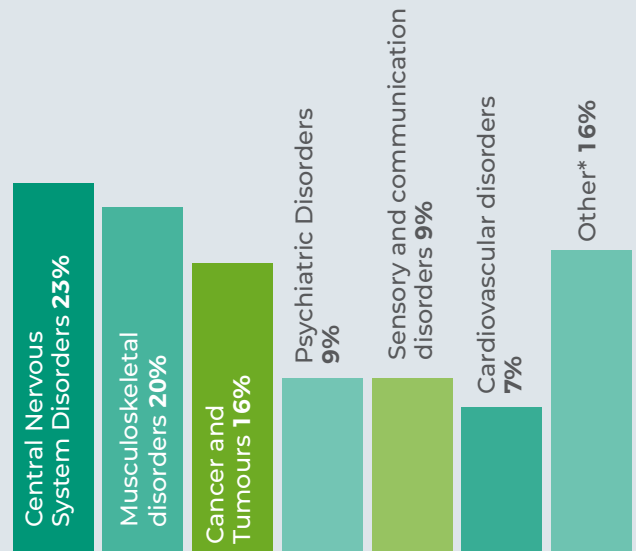
PAYOUT RATIO
94%



*Central nervous system disorders, connective tissue disorders, digestive system disorders, urinary system disorders, respiratory system disorders, cardiovascular disorders, sensory and communication, blood disorders, medical procedure or reproductive system disorders

CAUSES OF DISABILITY LUMP SUM CLAIMS

PAYOUT RATIO
84%

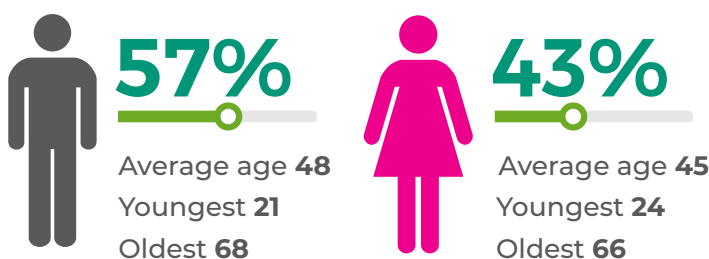


*Connective tissue disorders, respiratory system disorders, urinary system disorders, trauma and lifestyle, digestive system disorders, surgical procedure, child benefits, infectious disease or medical procedure

Since 2016, we have paid out **59% more** in **Psychiatric Disorder** claims under Disability Income cover.

OVERALL DISABILITY CLAIMS:

GENDER SPLIT



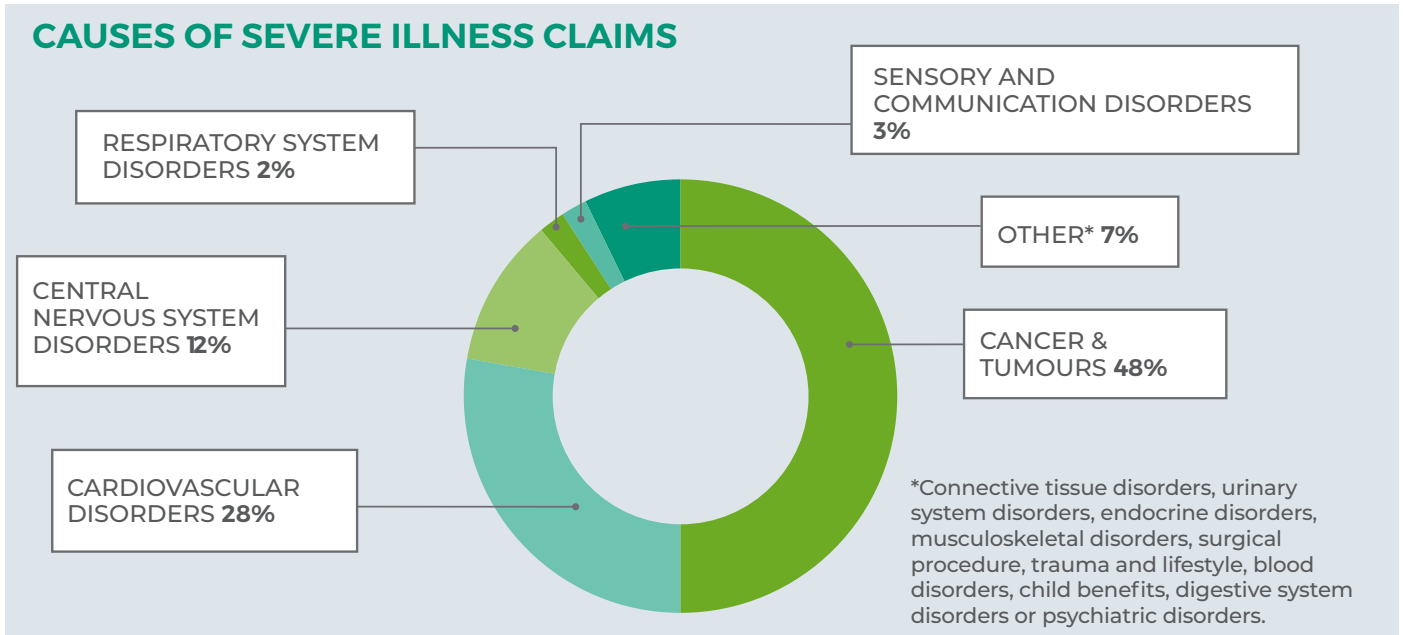
TOTAL CLAIMS NOT PAID: 11%

The reasons these claims weren't paid include:

Benefit definition not met	85%
Non-disclosure	11%
Underwriting exclusion	4%

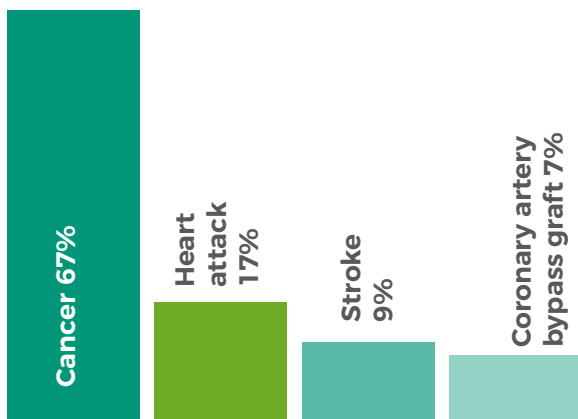
SEVERE ILLNESS CLAIMS

R739 million | 89%



The 'Big 4' illnesses made up 73% of all severe illness claims.

THE BIG 4 SEVERE ILLNESSES



THE TOP 3 SEVERE ILLNESSES PER GENDER

Males

Cardiovascular disorders **42%**

Cancer and tumours **41%**

Central nervous system disorders **9%**

Females

Cancer and tumours **60%**

Central nervous system disorders **14%**

Cardiovascular disorders **14%**

GENDER SPLIT



55%

Average age **56**
Youngest **27**
Oldest **80**



45%

Average age **52**
Youngest **21**
Oldest **76**

TOTAL CLAIMS NOT PAID: 11%

The reasons these claims weren't paid include:

Benefit definition not met	88%
Non-disclosure	9%
Underwriting exclusion	2%
General exclusion	1%

OUR PROMISE STILL STANDS

We remain a certain friend in uncertain times.

The time is now for risk cover that pays claims.

Speak to your Old Mutual financial adviser or your broker about Old Mutual's risk cover solutions, call 0860 60 60 60, or visit oldmutual.co.za

