

WE WERE THERE...

...since 1845, through the toughest of times, and most importantly - during a time when our customers needed us most.

That's why the R14 billion we paid out in claims in 2020 is more than just a number. There's a story behind every rand - a story about how we were there.

DO GREAT THINGS EVERY DAY

WE PAID OVER R14 BILLION IN CLAIMS
ACROSS OLD MUTUAL SOUTH AFRICA IN 2020

Underwritten claims
R6.5 BILLION

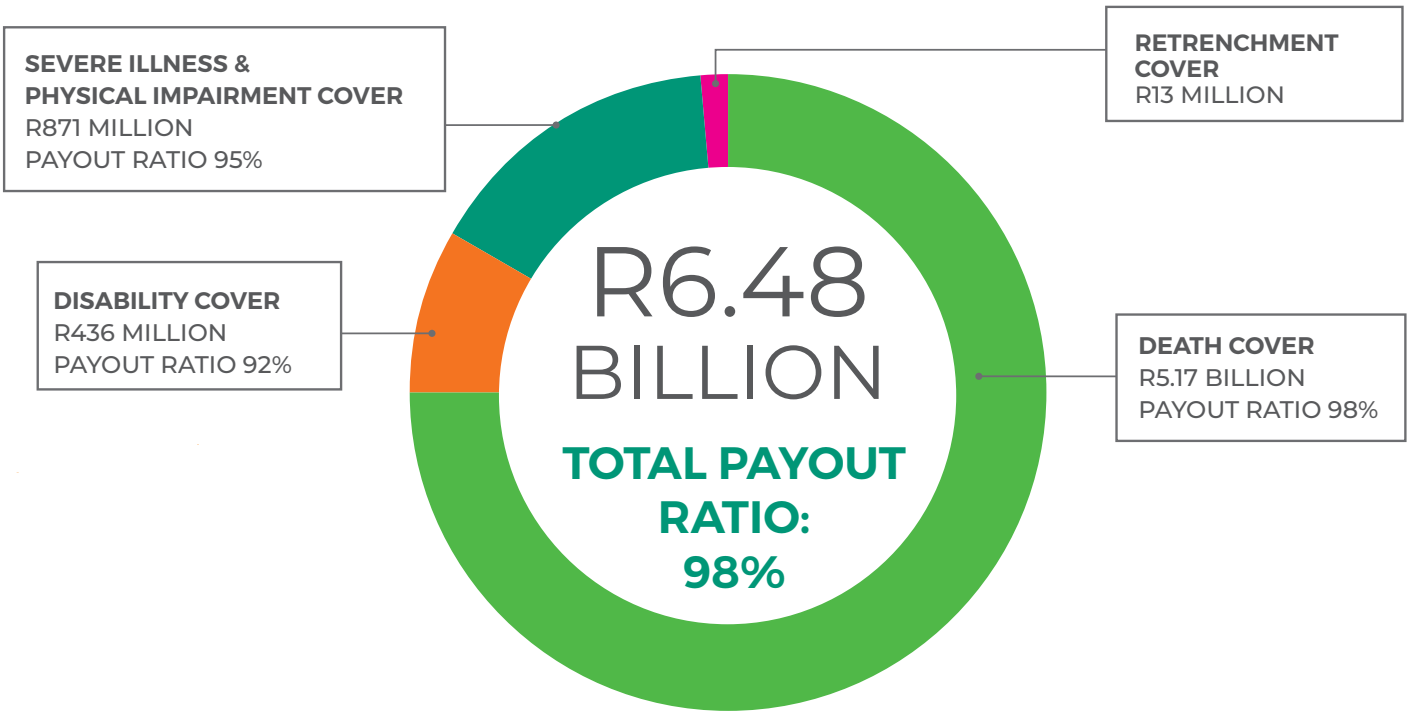
Corporate claims
R4.6 BILLION

Non-underwritten claims
R3 BILLION

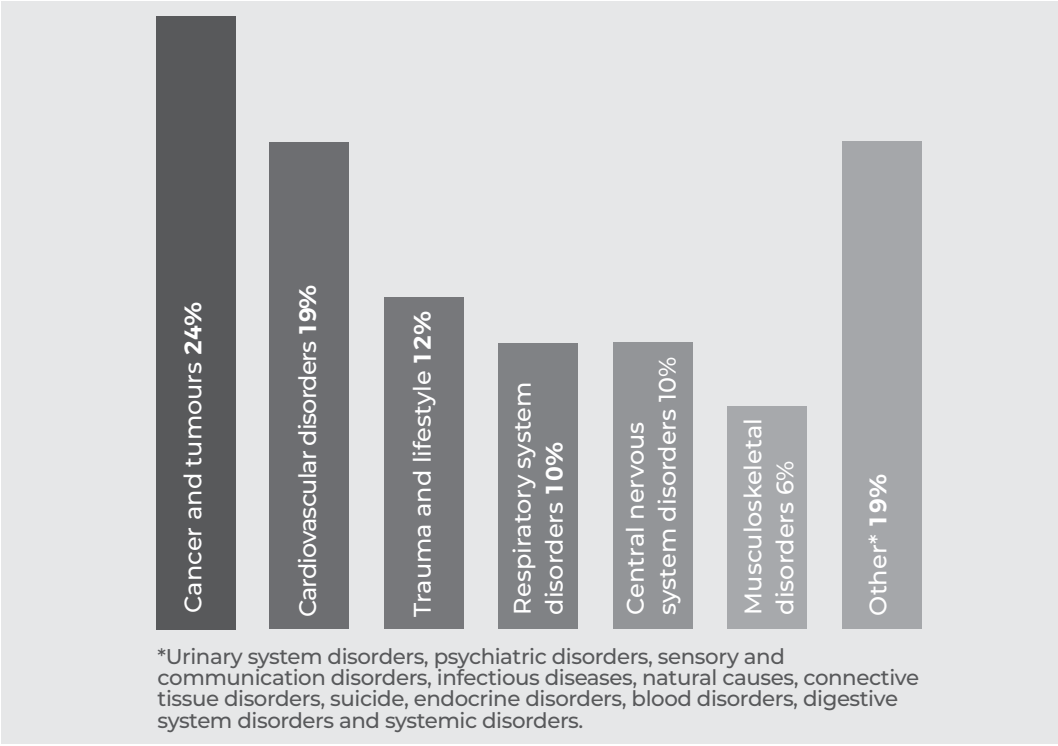


Since 2005, we've paid a **total of R176 million** in immediate cover claims to customers who hadn't even paid their first premium.

TOTAL UNDERWRITTEN CLAIMS



CAUSES OF **TOTAL UNDERWRITTEN CLAIMS**



*Urinary system disorders, psychiatric disorders, sensory and communication disorders, infectious diseases, natural causes, connective tissue disorders, suicide, endocrine disorders, blood disorders, digestive system disorders and systemic disorders.

MALE AND FEMALE SPLIT

54%

Average age **57**
Youngest **20**
Oldest **93**

46%

Average age **53**
Youngest **18**
Oldest **100**

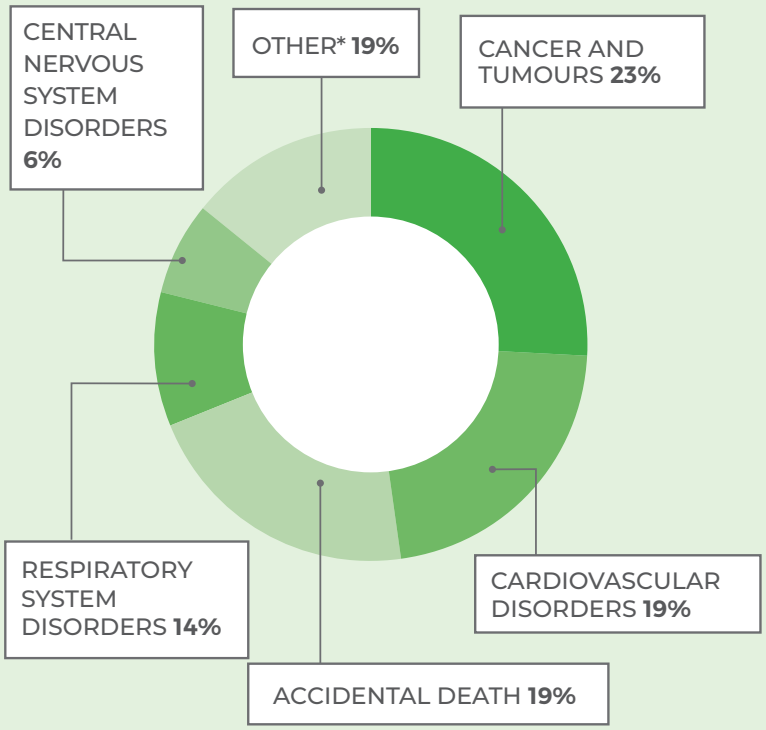
TOTAL CLAIMS NOT PAID: 2%

The reasons these claims weren't paid include:

Benefit definition not met	**70%**
Non-disclosure	**15%**
Fraud	**5%**
Suicide exclusion	**4%**
Underwriting exclusion	**4%**
General exclusion	**2%**

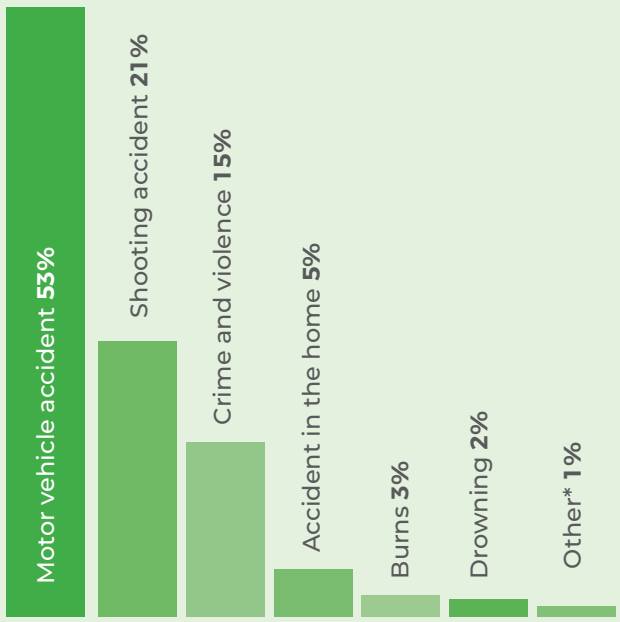
DEATH CLAIMS R5.17 billion | 98%

CAUSES OF **DEATH CLAIMS**



*Suicide, urinary system disorders, digestive system disorders, blood disorders, systemic disorders, surgical procedures, infectious disease, musculoskeletal disorders, endocrine disorders or sensory and communication disorders.

CAUSES OF **ACCIDENTAL DEATH CLAIMS**



*Railway accident or fire and smoke



We paid a total of **R147 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.

MALE AND FEMALE SPLIT

65%

Average age **63**
Youngest **23**
Oldest **93**

35%

Average age **62**
Youngest **18**
Oldest **100**

TOTAL CLAIMS NOT PAID: 2%

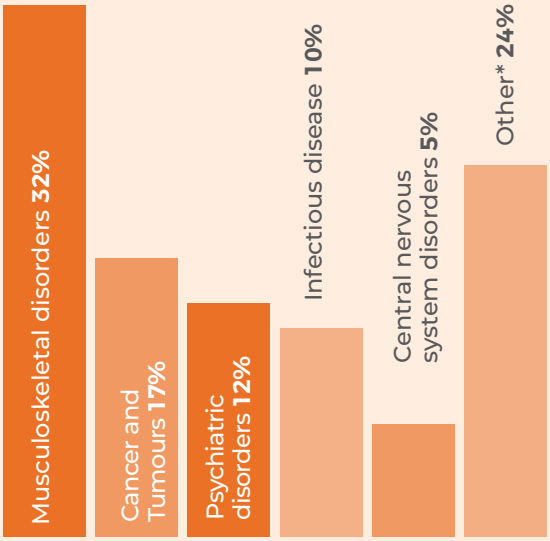
The reasons these claims weren't paid include:

Non-disclosure	**38%**
Suicide exclusion	**26%**
Fraud	**26%**
Benefit definition not met	**6%**
General exclusion	**4%**

DISABILITY CLAIMS R436 million | 92%

CAUSES OF **DISABILITY INCOME CLAIMS**

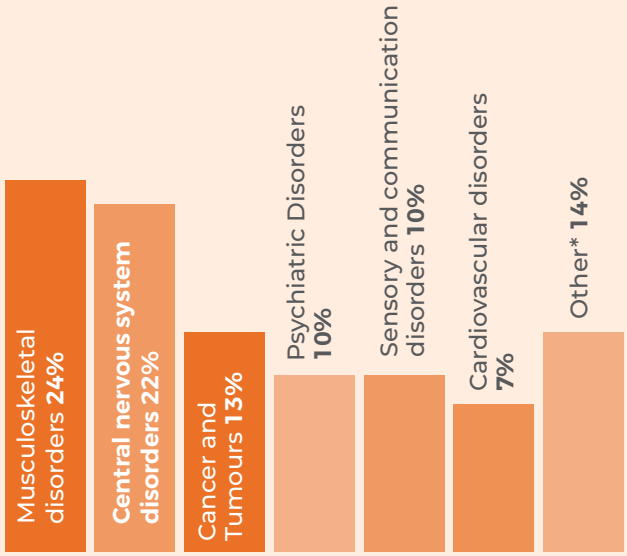
PAYOUT RATIO 93%



*Surgical procedures, trauma and lifestyle, cardiovascular disorders, sensory and communication disorders, connective tissue disorders, digestive system disorders, respiratory system disorders, medical procedure, blood disorders, reproductive system disorders and dermatological disorders

CAUSES OF **DISABILITY LUMP SUM CLAIMS**

PAYOUT RATIO 91%



*Connective tissue disorders, respiratory system disorders, urinary system disorders, trauma and lifestyle, surgical procedures, blood disorders, endocrine disorders and child benefits

Sickness Income claims have increased 3.5 times from the previous year. The highest cause of claims was "Infectious Diseases", which is the category under which COVID-19 claims fall.



OVERALL DISABILITY CLAIMS:

MALE AND FEMALE SPLIT

54%

Average age **47**
Youngest **20**
Oldest **69**

46%

Average age **43**
Youngest **23**
Oldest **65**

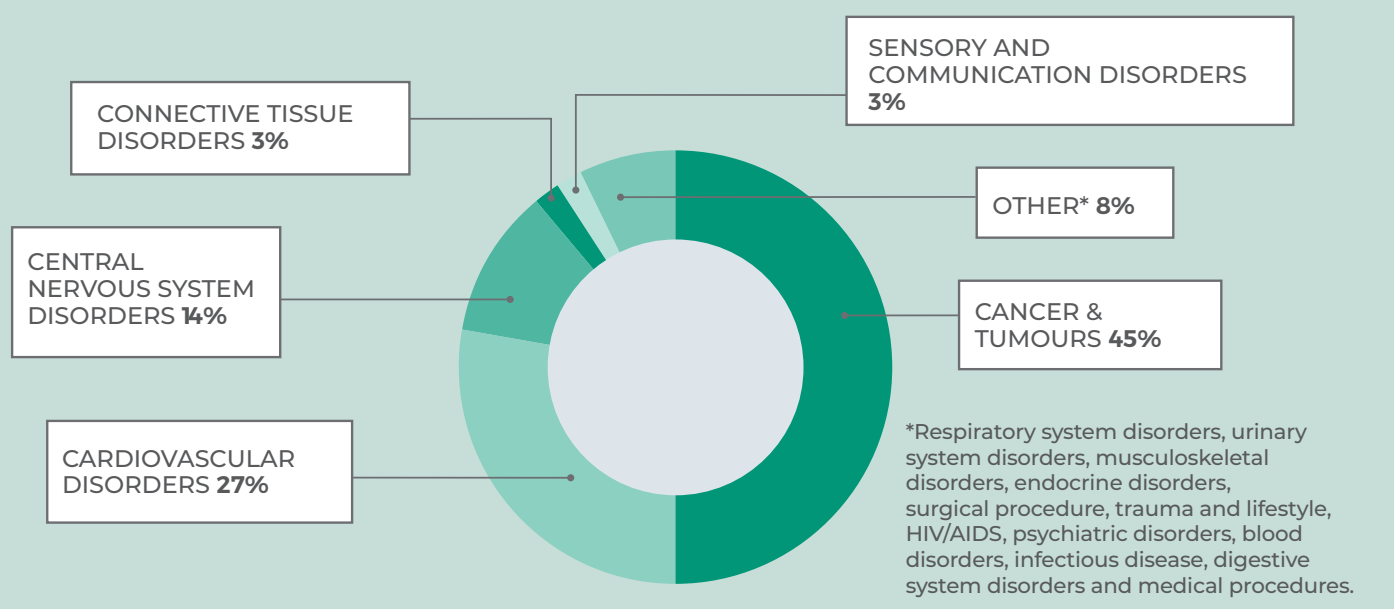
TOTAL CLAIMS NOT PAID: 8%

The reasons these claims weren't paid include:

Benefit definition not met	**83%**
Underwriting exclusion	**8%**
Non-disclosure	**7%**
General exclusion	**2%**

ILLNESS CLAIMS
R871 million | 95%

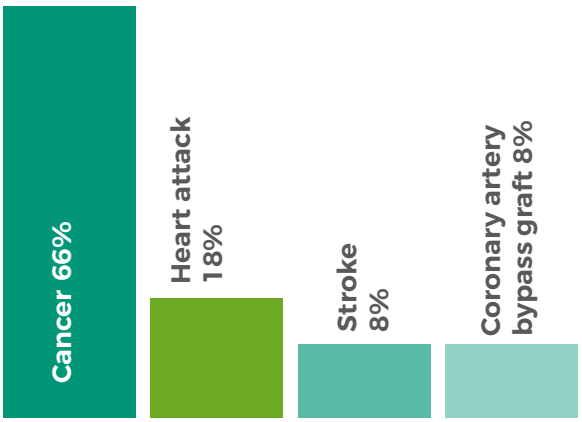
CAUSES OF **ILLNESS CLAIMS**





The illness payout amount has increased by 18% from the previous year.

THE BIG 4 SEVERE ILLNESSES



THE TOP 3 SEVERE ILLNESSES

Males

Cardiovascular disorders **41%**

Cancer and tumours **37%**

Central nervous system disorders **12%**

Females

Cancer and tumours **60%**

Central nervous system disorders **15%**

Cardiovascular disorders **13%**

MALE AND FEMALE SPLIT

56%

Average age **56**
Youngest **22**
Oldest **78**

44%

Average age **53**
Youngest **25**
Oldest **78**

TOTAL CLAIMS NOT PAID: 5%

The reasons these claims weren't paid include:

Benefit definition not met	**94%**
Non-disclosure	**3%**
Underwriting exclusion	**3%**

We were there in 2020.

We are here to provide the best solutions and protect what matters most to you.

We will remain anchored in our promise to be a certain friend in uncertain times.

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

Note: The claim statistics reported on exclude Old Mutual Protect claims

OLDMUTUAL

Ts & Cs apply

Old Mutual Life Assurance Company (SA) Limited is a Licensed FSP and Life Insurer.