HELPING YOU STAY AHEAD EVEN WHEN LIFE HAPPENS

At Old Mutual, we believe that staying consistent throughout the years has been our greatest strength. Even when life happened, we stood firm in our promise to help our customers stay ahead of life by honouring their claims. Our consistency shone through when we paid over

R21 BILLION IN CLAIMS IN 2021.

DO GREAT THINGS EVERY DAY

WE PAID OVER R21 BILLION IN CLAIMS
ACROSS OLD MUTUAL SOUTH AFRICA IN 2021

Underwritten claims	Corporate claims	Non-underwritten claims
R11 BILLION	**R6.6 BILLION**	**R3.6 BILLION**

Greatness is something we practise everyday and by so doing we paid out **R43.8 million every working day** in claims, ensuring we keep our promise to you.

Total underwritten claims paid over the past three years

2021
R11 BILLION

2020
R6.5 BILLION

2019
R5.3 BILLION

Did you know?

- Since 2002, we've paid **R69.8 billion** in claims, which averages out to paying **R15.5 million every working day**.
- Since 2005, we've paid a total of **R184 million** in immediate cover claims to customers who hadn't even paid their first premium.
- We paid 70% more in underwritten claims compared to the previous year.

TOTAL UNDERWRITTEN CLAIMS

R11 BILLION WITH A TOTAL PAYOUT RATIO OF 98%

RATIO		
99%	R9.7bn	DEATH CLAIMS
87%	R432m	DISABILITY CLAIMS
85%	R824m	ILLNESS & PHYSICAL IMPAIRMENT CLAIMS
	R8.7m	RETRENCHMENT CLAIMS

CAUSES OF TOTAL UNDERWRITTEN CLAIMS

- Cancer and tumours 22%
- Respiratory system disorders 18%
- Cardiovascular disorders 16%
- Trauma and lifestyle 10%
- Central nervous system disorders 9%
- Musculoskeletal disorders 7%
- Urinary system disorders 3%
- Other* 15%

*Connective tissue disorders, surgical procedure, suicide, endocrine disorders, HIV/AIDS, systemic disorders, digestive system disorders, blood disorders, medical procedure, reproductive system disorders, child benefits, dermatological disorders, infectious disease, psychiatric disorders, sensory and communication disorders.

MALE AND FEMALE SPLIT

55%
Average 59
Youngest 21
Oldest 93

45%
Average 57
Youngest 20
Oldest 94

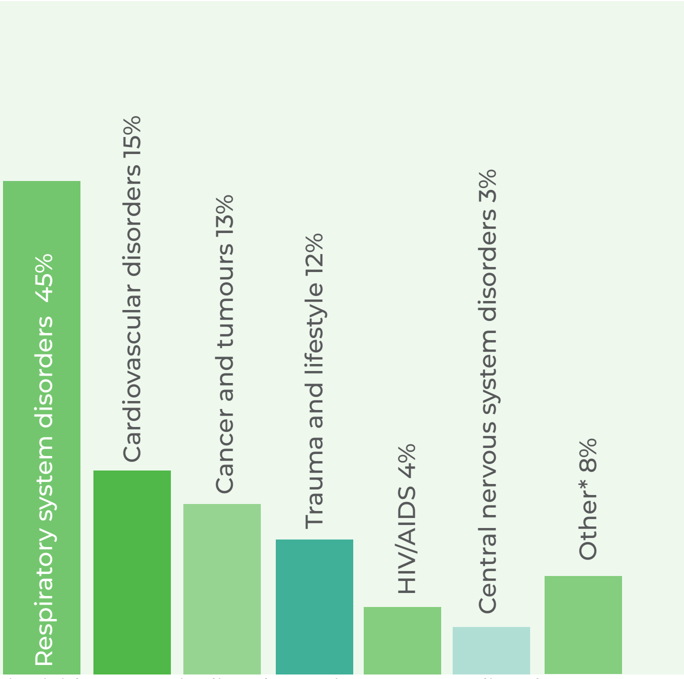
TOTAL CLAIMS NOT PAID: 2%

The reasons these claims weren't paid include:

Benefit definition not met	69%
Non-disclosure	20%
Fraud	4%
Underwriting exclusion	3%
Suicide exclusion	2%
General exclusion	2%

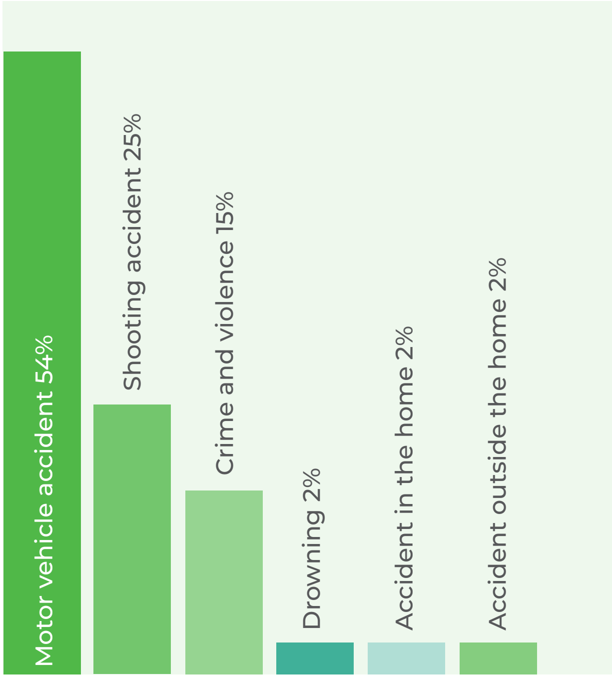
DEATH CLAIMS R9.7 billion | 99%

CAUSES OF **DEATH CLAIMS**



*Suicide, systemic disorders, urinary system disorders, endocrine disorders, blood disorders, digestive system disorders, surgical procedure, sensory and communication disorders and infectious diseases.

CAUSES OF **TRAUMA & LIFESTYLE CLAIMS**



We paid a total of R156 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 62
Youngest 21
Oldest 93

35%
Average 62
Youngest 23
Oldest 94

TOTAL CLAIMS NOT PAID: 1%

The reasons these claims weren't paid include:

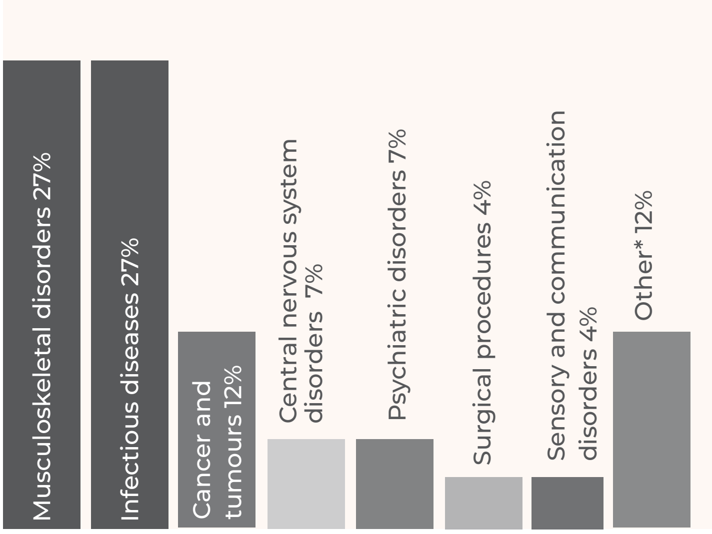
Non-disclosure	73%
Fraud	20%
General exclusion	5%
Suicide exclusion	2%

For the past three years, the top causes for terminal illness claims have been lung cancer and cancer of the digestive system.

DISABILITY CLAIMS R432 million |87%

CAUSES OF DISABILITY INCOME CLAIMS

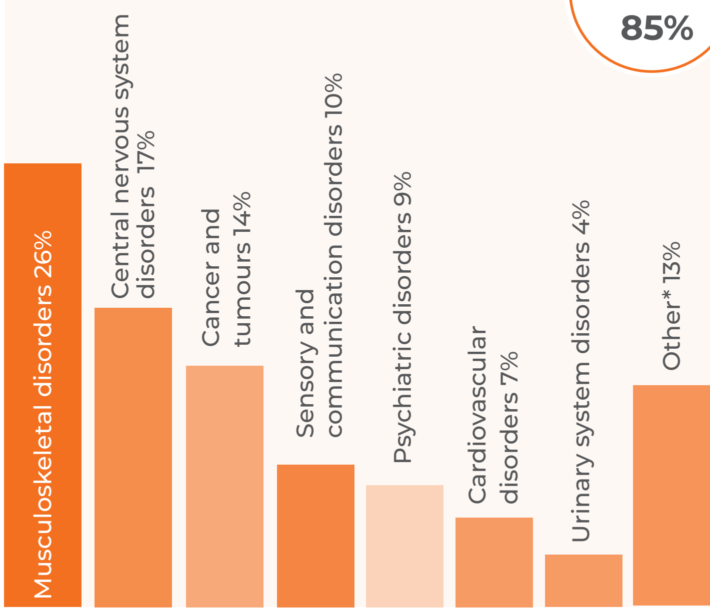
PAYOUT RATIO **90%**



*Cardiovascular disorders, urinary system disorder, trauma and lifestyle, connective tissue disorders, digestive system disorders, reproductive system disorders, respiratory system disorders, systemic disorders and medical procedure.

CAUSES OF DISABILITY LUMP SUM CLAIMS

PAYOUT RATIO **85%**



*Connective tissue disorders, respiratory system disorders, digestive system disorders, surgical procedure, endocrine disorders, child benefits, trauma and lifestyle and infectious diseases

68% of all psychiatric disorder claims we received in 2021 were under the disability income benefits, while **32%** were made under disability lump sum benefits.

The top 3 psychiatric disorder claim events were:

Major depression	51%
Anxiety	20%
Post traumatic stress disorder	4%

OVERALL DISABILITY CLAIMS:

MALE AND FEMALE SPLIT

60%
Average 48
Youngest 24
Oldest 67

40%
Average 45
Youngest 25
Oldest 68

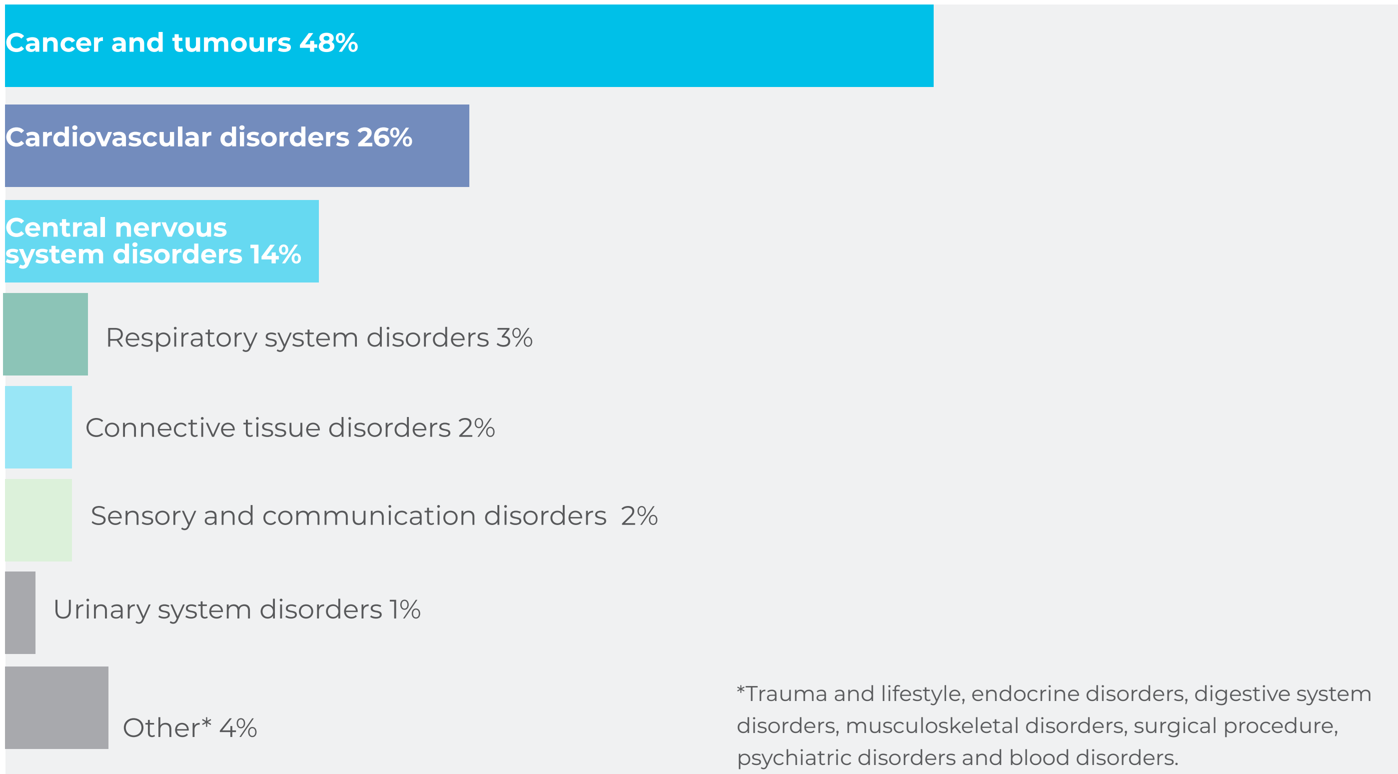
TOTAL CLAIMS NOT PAID: 13%

The reasons these claims weren't paid include:

Benefit definition not met	82%
Underwriting exclusion	9%
Non-disclosure	9%

ILLNESS CLAIMS R824 million|85%

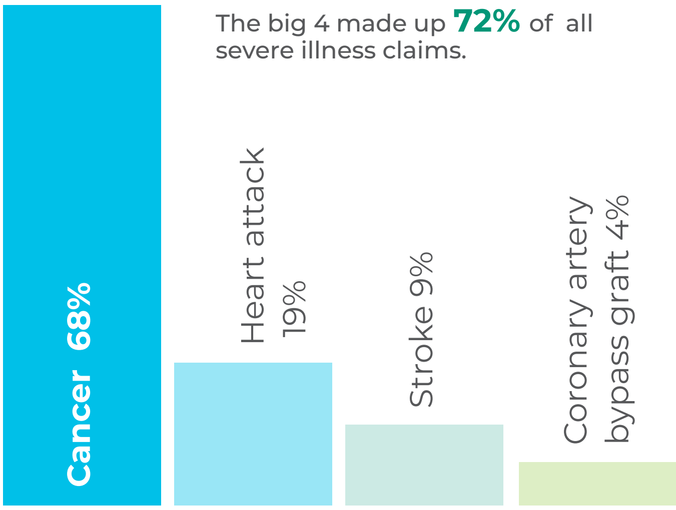
CAUSES OF SEVERE ILLNESS CLAIMS



*Trauma and lifestyle, endocrine disorders, digestive system disorders, musculoskeletal disorders, surgical procedure, psychiatric disorders and blood disorders.

THE BIG 4 SEVERE ILLNESSES

The big 4 made up **72%** of all severe illness claims.



THE TOP 3 SEVERE ILLNESSES

Males

Cardiovascular disorders **41%**

Cancer and tumours **40%**

Central nervous system disorders **12%**

Females

Cancer and tumours **60%**

Central nervous system disorders **14%**

Cardiovascular disorders **12%**

MALE AND FEMALE SPLIT

54%
Average 56
Youngest 22
Oldest 83

46%
Average 54
Youngest 20
Oldest 79

TOTAL CLAIMS NOT PAID: 15%

The reasons these claims weren't paid include:

Benefit definition not met	96%
General exclusions	1%
Underwriting exclusion	1%
Non-disclosure	2%

WHEN LIFE HAPPENS, OUR CONSISTENCY SHINES THROUGH.

Paying claims has been a promise we've made and kept for over 176 years.

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

OLDMUTUAL