



OLDMUTUAL

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

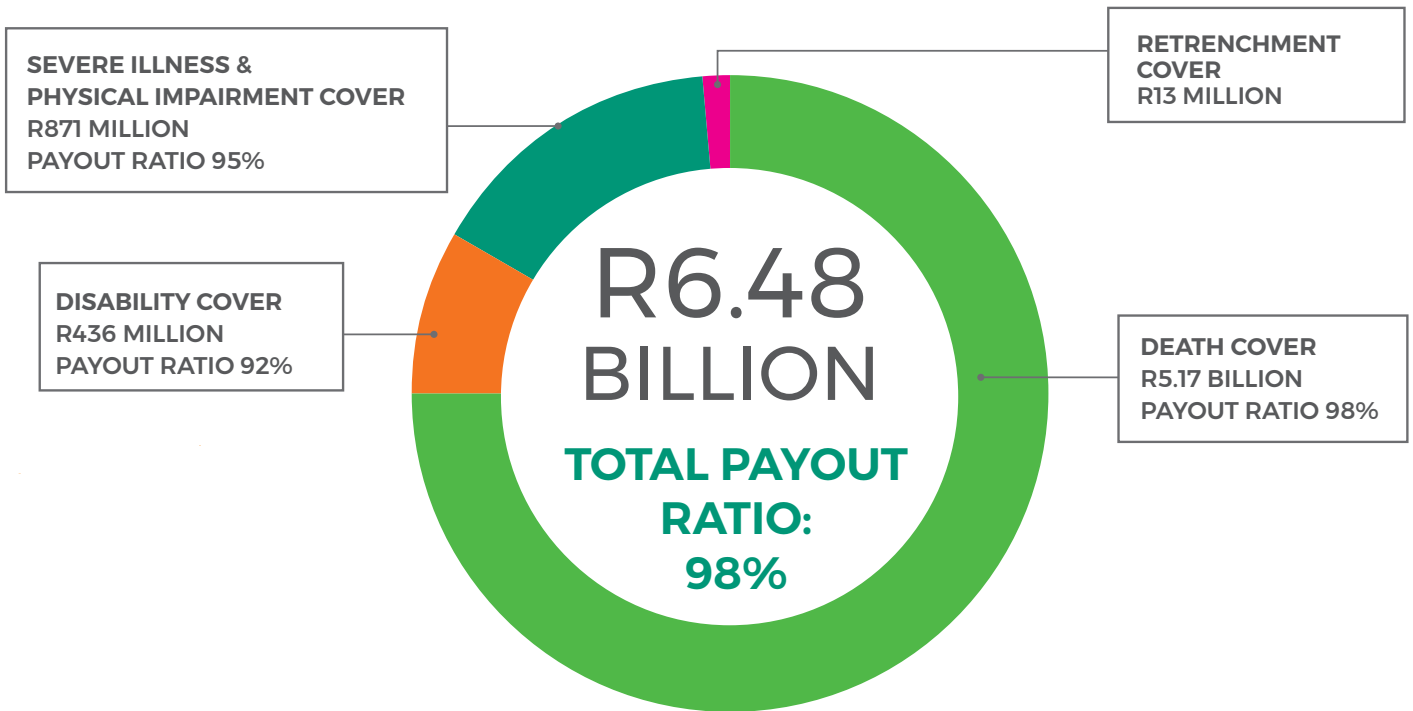
**R3
BILLION**



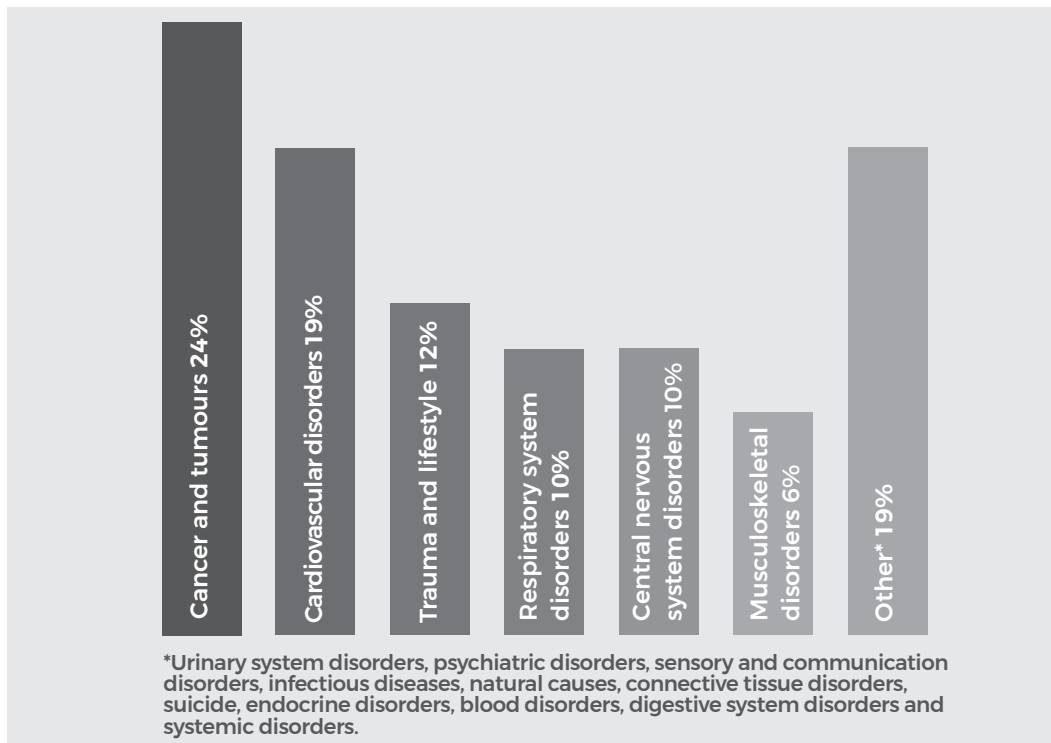
**We were there
every single day.
We paid out
R39 million daily
so we could be
there for our
customers
when they
depended
on us most.**

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



MALE AND FEMALE SPLIT



54%

Average age 57
Youngest 20
Oldest 93



46%

Average age 53
Youngest 18
Oldest 100

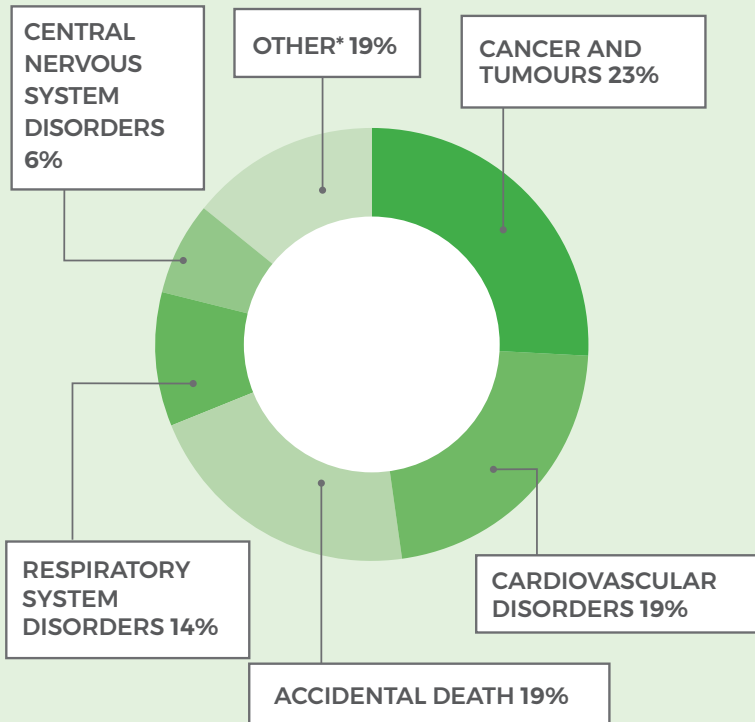
TOTAL CLAIMS NOT PAID: 2%

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%

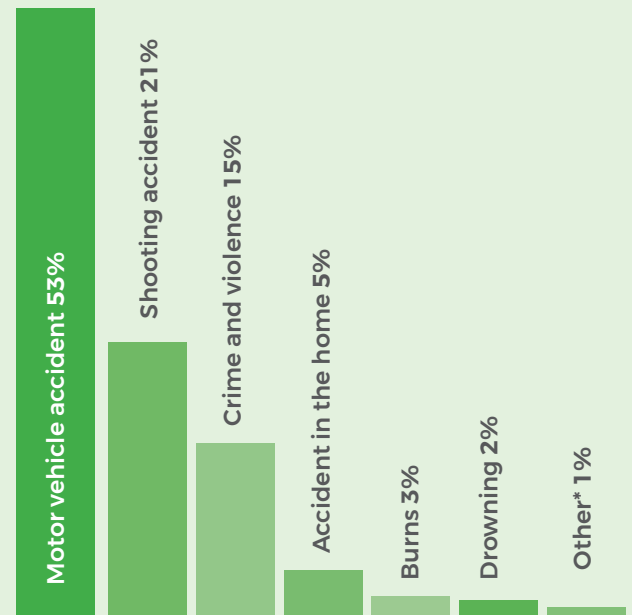
DEATH CLAIMS R5.17 billion | 98%

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

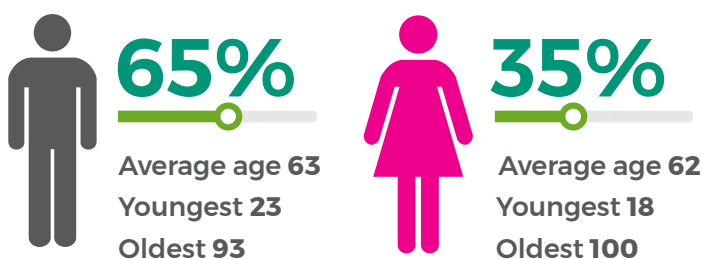


*Railway accident or fire and smoke



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



TOTAL CLAIMS NOT PAID: 2%

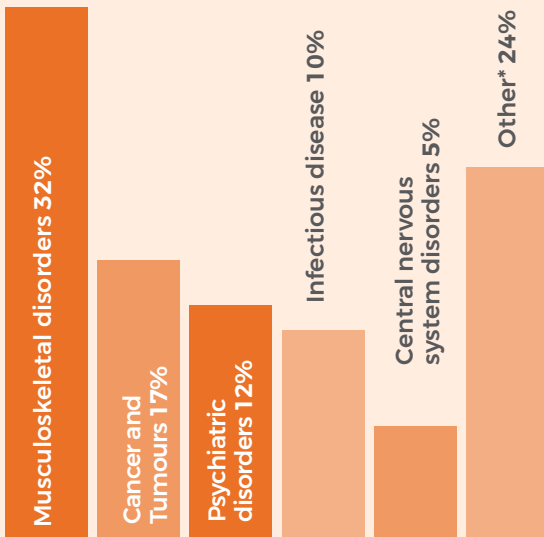
The reasons these claims weren't paid include:

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

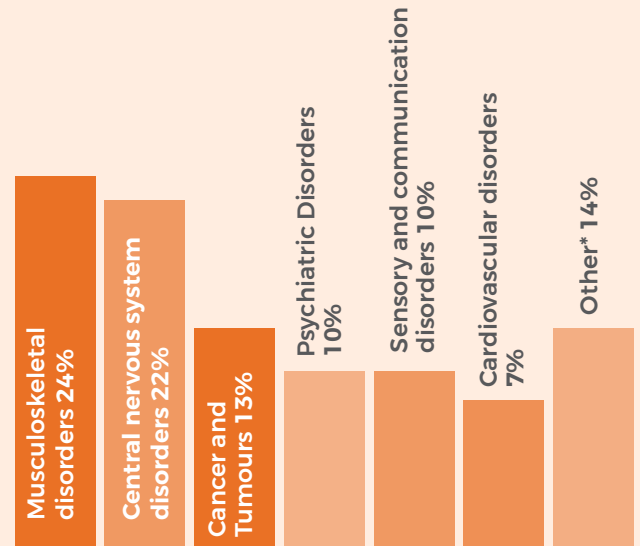
PAYOUT RATIO 93%



*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%



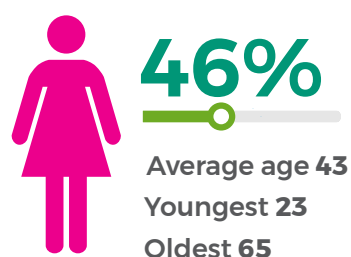
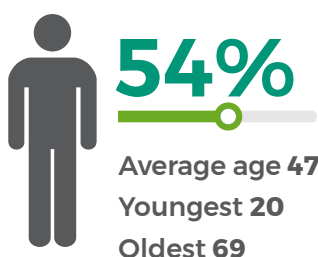
*Connective tissue disorders, respiratory system disorders, urinary system disorders, trauma and lifestyle, surgical procedures, blood disorders, endocrine disorders and child benefits

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



TOTAL CLAIMS NOT PAID: 8%

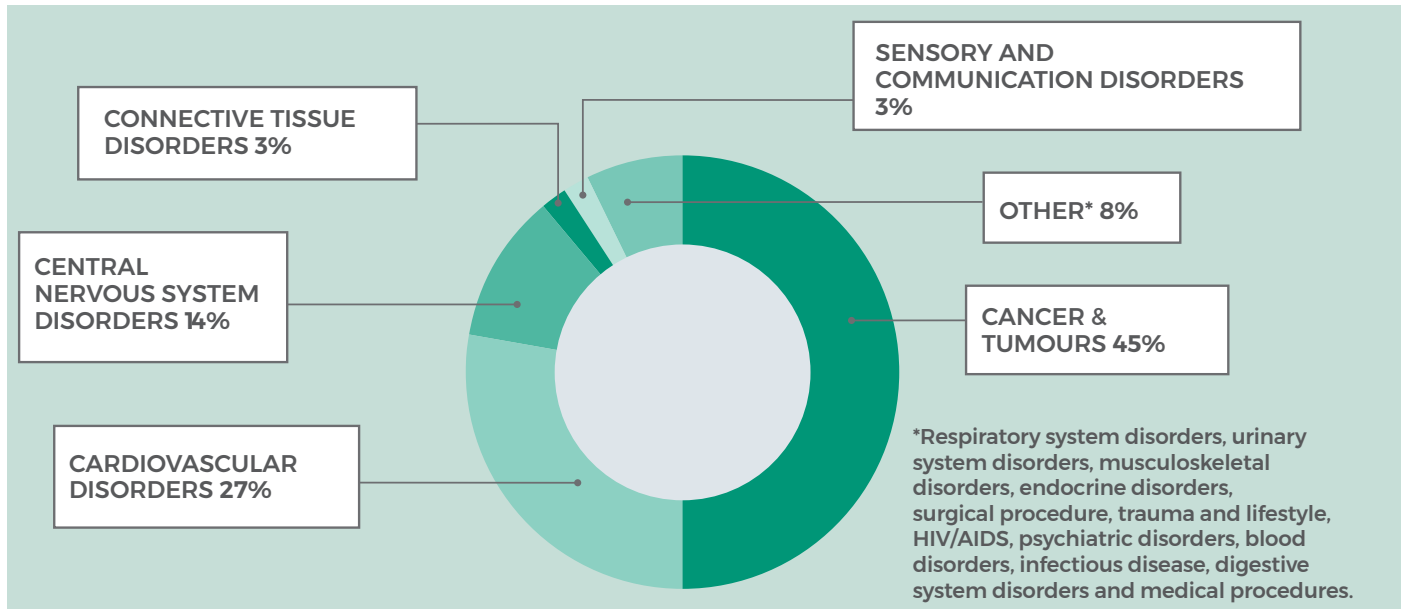
The reasons these claims weren't paid include:

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

ILLNESS CLAIMS

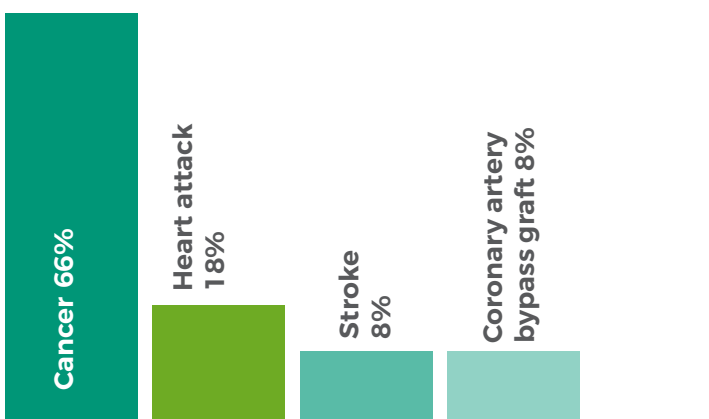
R871 million | 95%

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%**

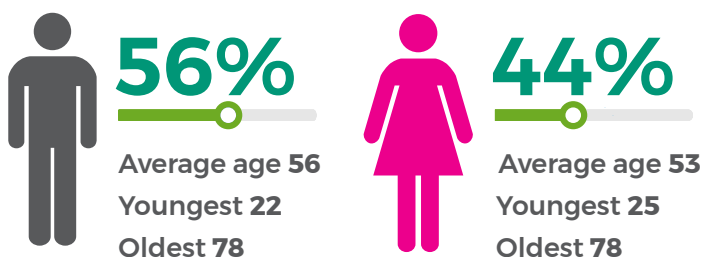
Females

Cancer and tumours **60%**

Central nervous system disorders **15%**

Cardiovascular disorders **13%**

MALE AND FEMALE SPLIT



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 or your Broker 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



Ts & Cs apply

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