

# 2016 Claim Statistics

We paid out a total of **€105,385,473** in claims in 2016

Percentages paid for:

Death Claims (Individual)	<b>99.5%</b>
Specified Illness Claims (Individual)	<b>88%</b>
Income Protection Claims	<b>94%*</b>

\*Percentage of cases received, where a decision has been made in 2016.



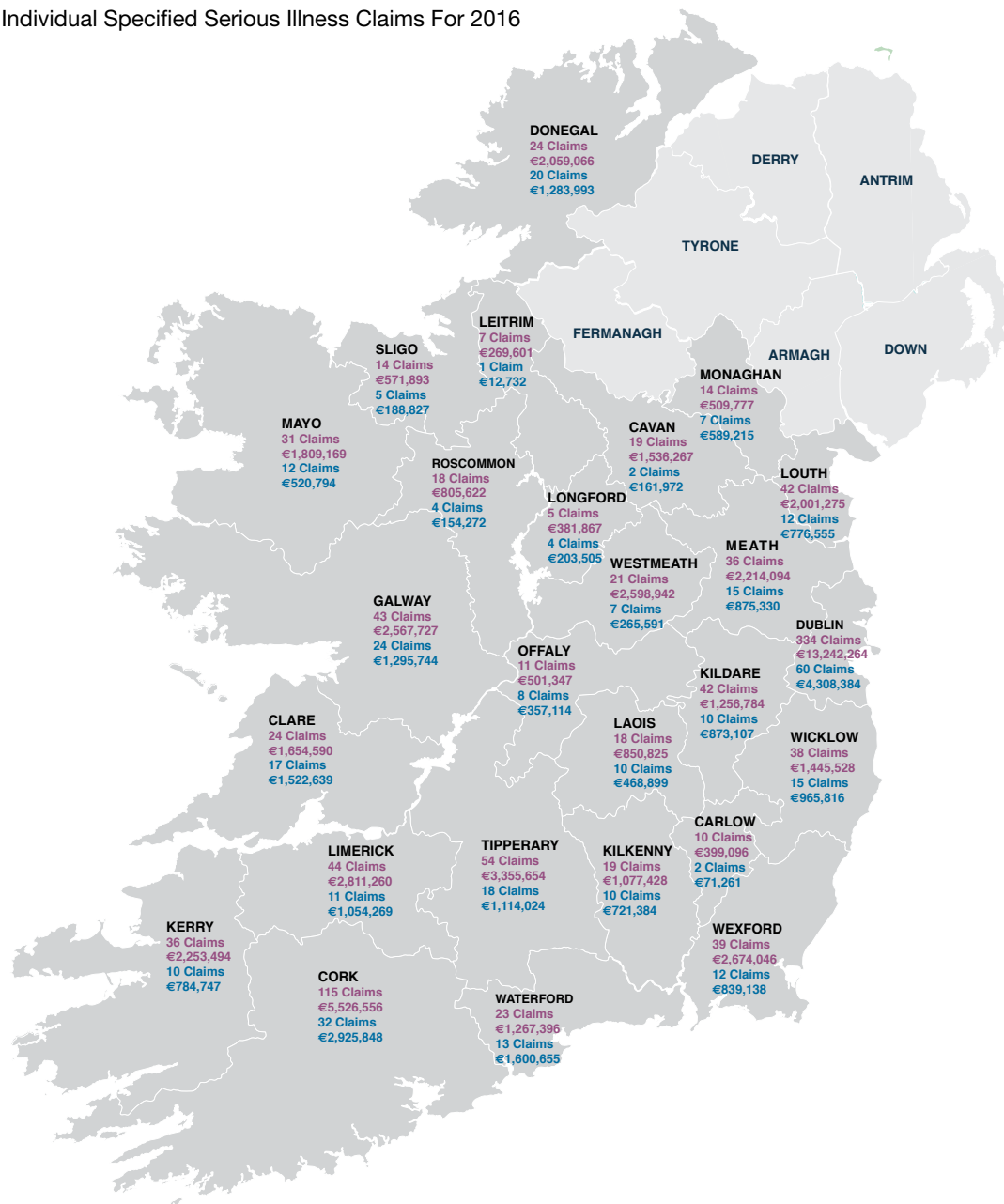
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# 2016 Claims Statistics

- Total Individual Death Claims For 2016
- Total Individual Specified Serious Illness Claims For 2016



Amounts quoted are approximate values and figures and include Death and Specified Serious Illness claims paid to policyholders living outside Ireland. Amounts quoted may exclude certain large claims to protect the identity of claimants. Figures are based on New Ireland and Bank of Ireland Life's claims in 2016.

## Next Steps

Take the next step to financially protect you and your family today.

Phone

0818 200 338<sup>†</sup>

Online

[www.bankofireland.com/protection](http://www.bankofireland.com/protection)

<sup>†</sup> To improve our service to you, calls may be recorded.

# Breakdown of 2016 Claims Statistics

	2016	2015	2014
<b>Total Death Claims*</b>	€66,573,237	€70,829,603	€64,435,406
<b>Total Specified Illness Claims*</b>	€26,285,733	€26,744,919	€23,338,388
<b>Total Income Protection Claims</b>	€10,144,194	€9,498,713	€8,202,471

The table above includes individual and group risk claims paid out each year.

\*Excludes child death claims.



# Death Claims

**99.5%** Admitted

There were only four claims declined for death and 1125 paid.

Declined claims due to non-disclosure of medical information.

€52,400  
Average pay out

67  
Average age pay out

	2016	2015	2014
	63%            37%	62%            38%	61%            39%
Cancer	57%	44%	48%
Heart	14%	16%	18%
Accidents	5%	2%	2%
Stroke	4%	5%	-%
Respiratory	3%	8%	10%
Other	17%	25%	22%

Age of youngest claimant	28	30	26
Number of claims we paid	1125	1063	971
% of claims for policies less than 10 yrs in force	48%	51%	46%
% of claims from people aged 59 years or younger	26%	28%	31%
% of claims cancer & heart related	71%	60%	66%
Number of claims > €100,000	186	192	172

Examples of death claims:

Age of client on death	Years policy was in force	Cause of death	Payout
62	4	Cancer	€2,000,000
53	20	Cancer	€1,400,000
52	4	Cancer	€402,000
35	8	Heart attack	€200,000
34	4	Accident	€188,000

Statistics for individual claims paid from 1 January to 31 December 2016.

# Specified Illness Claims







**88%** Admitted

€69,898  
Average pay out

52  
Average age pay out

We paid 360 Specified Illness claims and declined 49.

Declined claims breakdown	
Definition not met	34
Non-disclosure of material facts	8
Not a covered condition	7

	2016	2015	2014
	 54%  46%	 56%  44%	 59%  41%
Cancer	61%	58%	56%
Heart	11%	14%	20%
Neurological	6%	5%	4%
Stroke	3%	7%	6%
Other	19%	16%	14%

Age of youngest claimant	27	26	27
Number of claims we paid	360	423	329
% of claims for policies less than 10 yrs	45%	41%	32%
% of claims from people aged 59 years or younger	80%	80%	80%
% of claims cancer & heart related	72%	72%	76%
Number of claims > €100,000	79	84	81

Claimant's age	Years policy was in force	Specified Illness diagnosed	Payout
51	13	Cancer	€566,000
44	3	Cancer	€500,000
33	4	MS	€314,000
42	9	MS	€395,000
32	1	Testicular Cancer	€120,000

Statistics for individual claims paid from 1 January to 31 December 2016.

# Income Protection Claims

**94%** Admitted

Declined Income Protection claims were because our assessment deemed the claimants medically fit to work.

	2016	2015	2014
	24%            76%	25%            75%	23%            77%
Mental Illness	30%	28%	26%
Musculoskeletal	30%	26%	25%
Cancer	19%	18%	15%
Neurological	4%	6%	8%
Chronic fatigue	1%	2%	5%
Other	16%	20%	21%

	2016	2015	2014
Age of youngest claimant	23	27	24
Number of claims we paid	678	621	504
% of claims as a result of mental illness	30%	28%	26%
average annual cover amount	€21,395	€21,144	€20,579
Number of claims > €20,000	44%	39%	38%

## New claims received in 2016

Age of claimant	Illness	Payout
31	Cancer	€29,000 p.a.
28	Bi Polar	€22,000 p.a.
45	Crohn's disease	€23,000 p.a.

## Claims in payment in 2016

Age of claimant	Illness	Claim in payment for	Total paid to date
49	Stroke	5 years	€160,848
34	Haemorrhage during child birth	2 years	€161,813
39	Brain injury	20 years	€519,618

Statistics for individual claims paid from 1 January to 31 December 2016.



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## Children's Cover

Children's Death Claims	
Total amount paid	€34,000
Total number of claims	9
Average sum paid	€3,778

Children's Specified Illness Claims	
Total amount paid	€132,894
Total number of claims	6
Average sum paid	€22,149

Statistics for individual claims paid from 1 January to 31 December 2016.

## Hospital Cash

### Total Amounts Paid Out In Hospital Cash

Age	Female	Male	Total
20 - 29	€11,774.00	€10,409.90	€22,183.90
30 - 39	€66,316.61	€49,875.77	€116,192.38
40 - 49	€89,866.31	€114,321.94	€204,188.25
50 - 59	€65,554.06	€149,797.65	€215,351.71
60+	€9,444.53	€33,855.59	€43,300.12
<b>Total</b>	<b>€242,955.51</b>	<b>€358,260.85</b>	<b>€601,216.36</b>

Total Hospital Cash Claims paid out	
20 - 29	4%
30 - 39	24%
40 - 49	33%
50 - 59	33%
60+	6%

# Bank of Ireland Life's Claim Team

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Every year, the Claims Department see the serious life changing and personal challenges that our customers have to face, along with the real value of having a relevant protection plan in place.

At Bank of Ireland Life, we pride ourselves on the professionalism and dedication of our Claims Assessors. If you ever need to make a claim, we promise to offer a compassionate and professional personal service. Deliver a quick and efficient process, keep you informed regularly, provide additional supports to assist you and make it easy to contact us. Our experienced team of 17 Claims Assessors are available to help you with your claim. They will help make the claims process as easy and straightforward as possible.

## **Making it easier for you to do business with us**

For income protection policies we offer a confirmed Income Option. This means that you can supply us with proof of your relevant income when taking out your policy and then you don't have to go through this again at claim stage. This means that we guarantee to pay you the full sum assured on your policy at claim stage, so you don't need to worry about the financials when making your claim.

If we receive your completed income protection claim form within the specified timelines in our claims guide, we promise to commence payment of your claim at the end of the deferred period even if we have not finalised our assessment of your claim.

## **Making a claim**

If you need to make a claim, please contact us as early as possible. This will help us pay your claim as quickly as possible. Simply email or call us directly and we will guide you through the claims process.

## **Who do I contact?**

You can contact us by phone or email:

**1850 200 319<sup>†</sup>**

**[claim@bankofirelandlife.ie](mailto:claim@bankofirelandlife.ie)<sup>††</sup>**

<sup>†</sup> To improve our service to you, calls may be recorded.

<sup>††</sup> Please ensure if sending personal data (especially sensitive personal data i.e. medical information) by email that appropriate security measures (including encrypting the data) are taken to comply with relevant regulatory obligations.

It is important to note that all of the reasons for claims listed have satisfied the specific definition of the particular illness contained in the policy conditions. Amounts quoted are approximate values and figures and also includes Death and Specified Serious Illness claims paid to policyholders living outside of Ireland. Terms and conditions apply. Benefits are subject to underwriting and acceptance by Bank of Ireland Life. The payment of benefits is dependent on meeting the terms set out in the policy conditions. It is important to note that certain restrictions and exclusions apply.

