



# 2024 Claim Statistics

We paid out a total of 5,538 claims  
in 2024 amounting to €184,032,706

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# Introduction

Looking back to 2024 gives us the opportunity to reflect on the support our claims teams provided to our customers throughout the year. We have been there for them during their time of need and have delivered on the promise we at Bank of Ireland Life have made to them. In 2024, Bank of Ireland Life paid over 99% of all Death Claims and over 90% of Specified Illness Claims. A total of over €97 million in Death Claims, over €36 million in Specified Illness Claims and over €43.5 million to Income Protection claimants.

We are very proud of our claims accepted figures and amounts paid, but it is not just about the numbers, it's about the individuals we have supported at their time of need. Everyday in our dealings with customers it is clear the importance of the products we offer, the benefit provided and the role they play in taking care of you.



**Geoffrey Butcher**

Head of Risk Claims

# Death Claims

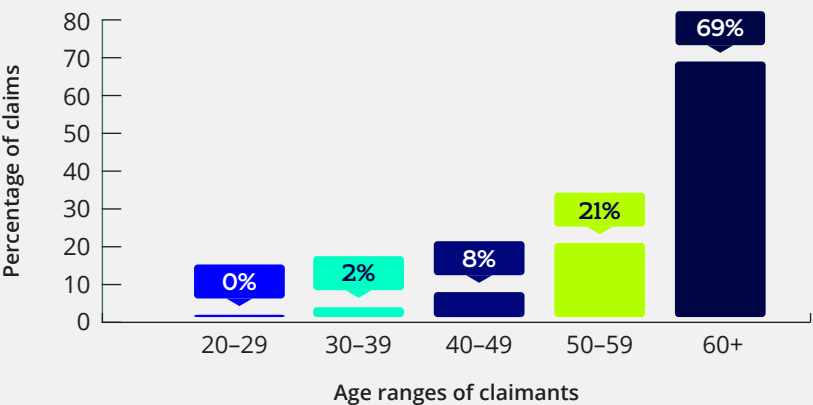
There were 1,516 death claims paid and only 3 claims declined. All were due to non-disclosure. These were outright declines where no benefit at all was paid.



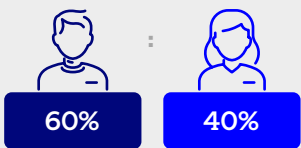
**€84,173.83**  
Average pay out  
(excludes funeral cover life policies)

**67**  
Average age pay out  
(excludes funeral cover life policies)

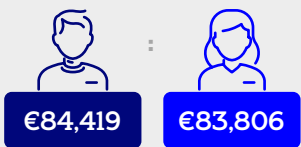
Age of claimants



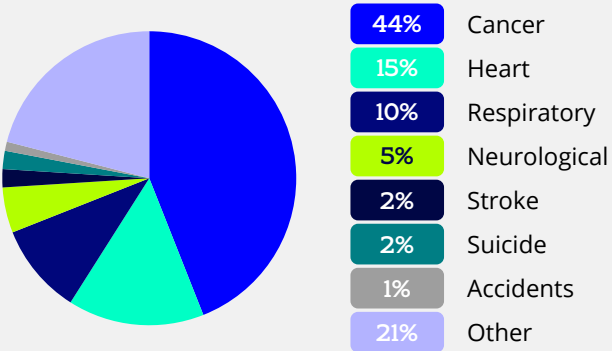
Of new claims paid, gender split was



Average claim amount



% of claims for the following reasons:



Age of youngest claimant **33**

Number of claims we paid **1,516**

Percentage of claims paid for €100,000 or more **28%**

Percentage of claims that arose from policies less than 10 years old **24%**

## Examples of death claims

Claimant's age	Years policy was in force	Cause of death	Payout
50	15	Cancer	€916,820
33	10	Cancer	€252,000
68	27	Accident	€10,290
49	1	Heart	€200,000

## Statistics for individual claims paid from 1 January to 31 December 2024.

Figures shown exclude Children's Death claims.

# Specified Illness Claims

We paid 442 Individual Specified Illness claims and declined 47.

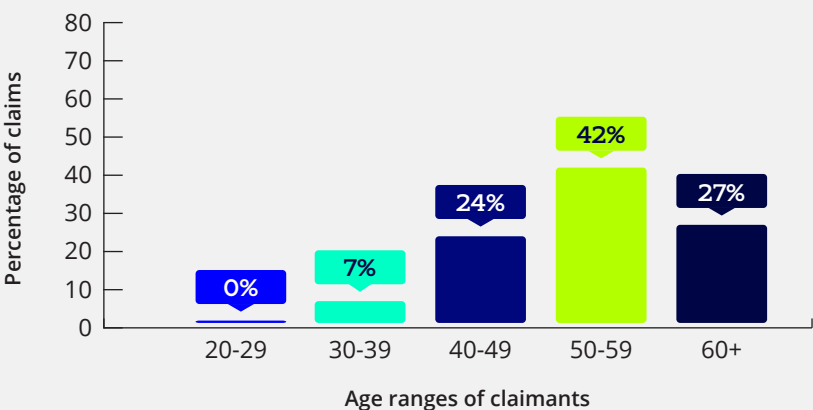
### Declined claims breakdown

Did not meet definition	42
Non-disclosure	5

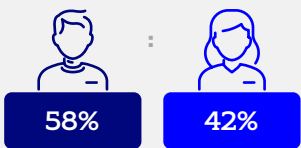
€76,387  
Average pay out

55  
Average age pay out

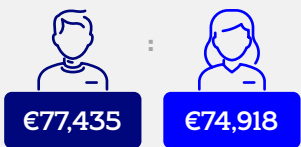
### Age of claimants



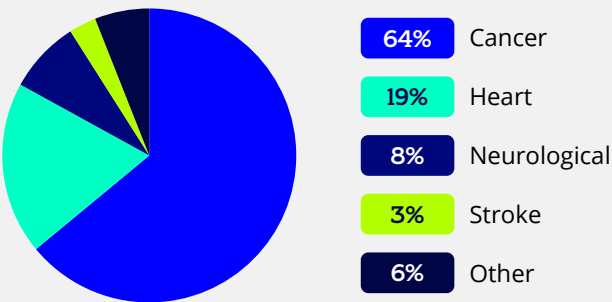
### Of new claims paid, gender split was



### Average claim amount



### % of claims for the following reasons:



Age of youngest claimant	29
Number of claims we paid	442
Percentage of claims paid for €100,000 or more	27%
Percentage of claims that arose from policies less than 10 years old	45%

### Examples of specified illness claims

Claimant's age	Years policy was in force	Specified Illness diagnosed	Payout
60	36	Cancer	€35,837
40	9	Neurological	€545,196
86	31	Heart	€29,126
31	1	Cancer	€228,241

Statistics for individual claims paid from 1 January to 31 December 2024.

# Bank of Ireland Life Claims Team

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. This includes a quick and efficient process, regular updates and we will provide additional supports to assist and make it easy for you to contact us. Our experienced team consists of Claim Assessors who are available to help you with your claim.

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

We understand the difficult and potentially life changing event that our customers are going through when facing serious illness or when dealing with a bereavement. We look to help in any way possible and one such example is our willingness to accept customer supplied medical information. In recent years we have noticed that customers can have medical reports available from their Doctors which can confirm a medical condition or diagnosis. We are happy to review this information and in many cases have seen quicker settlements as a result of this initiative. Please note that medical reports are subject to verification.

## 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: **01 6172974** \* or email: [claim@bankofirelandlife.ie](mailto:claim@bankofirelandlife.ie) \*\*

Claim forms may be downloaded directly from [bankofireland.com](http://bankofireland.com).

\* Calls may be recorded for service, verification, analysis and training purposes.

\*\* 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 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.

# Summary Claims Statistics

Figure by Claim Type	Total Amount	Total Number
Individual Death	€73,002,010.30	1,516
Group Death	€24,066,300.77	334
Income on Death	€431,237.93	28
Terminal Illness	€4,812,688.37	22
Individual Specified Illness	€33,763,062.70	442
Group Specified Illness	€2,711,137.20	159
Income Protection	€43,572,388.52	2,473
Absence from Work & Accident Benefit	€797,811.74	187
Hospital Cash	€476,441.42	285
Broken Bones	€86,671.00	52
Surgical Cash	€1,816.00	1
Total and Permanent Disability	€25,000.00	1
Children's Death	€44,000.00	11
Children's Specified Illness	€190,000.00	8
Children's Specified Illness (Group)	€47,500	5
Children's Hospital Cash	€4,640.00	14
<b>Total paid 2024</b>	<b>€184,032,705.95</b>	<b>5,538</b>

Bank of Ireland Life is a trading name of New Ireland Assurance Company plc.  
New Ireland Assurance Company plc trading as Bank of Ireland Life is regulated by the Central Bank of Ireland.  
A member of Bank of Ireland Group.