



2019 Claim Statistics

We paid out a record total of 4,821 claims
in 2019 amounting to €129,732,482



Bank of
Ireland
Life

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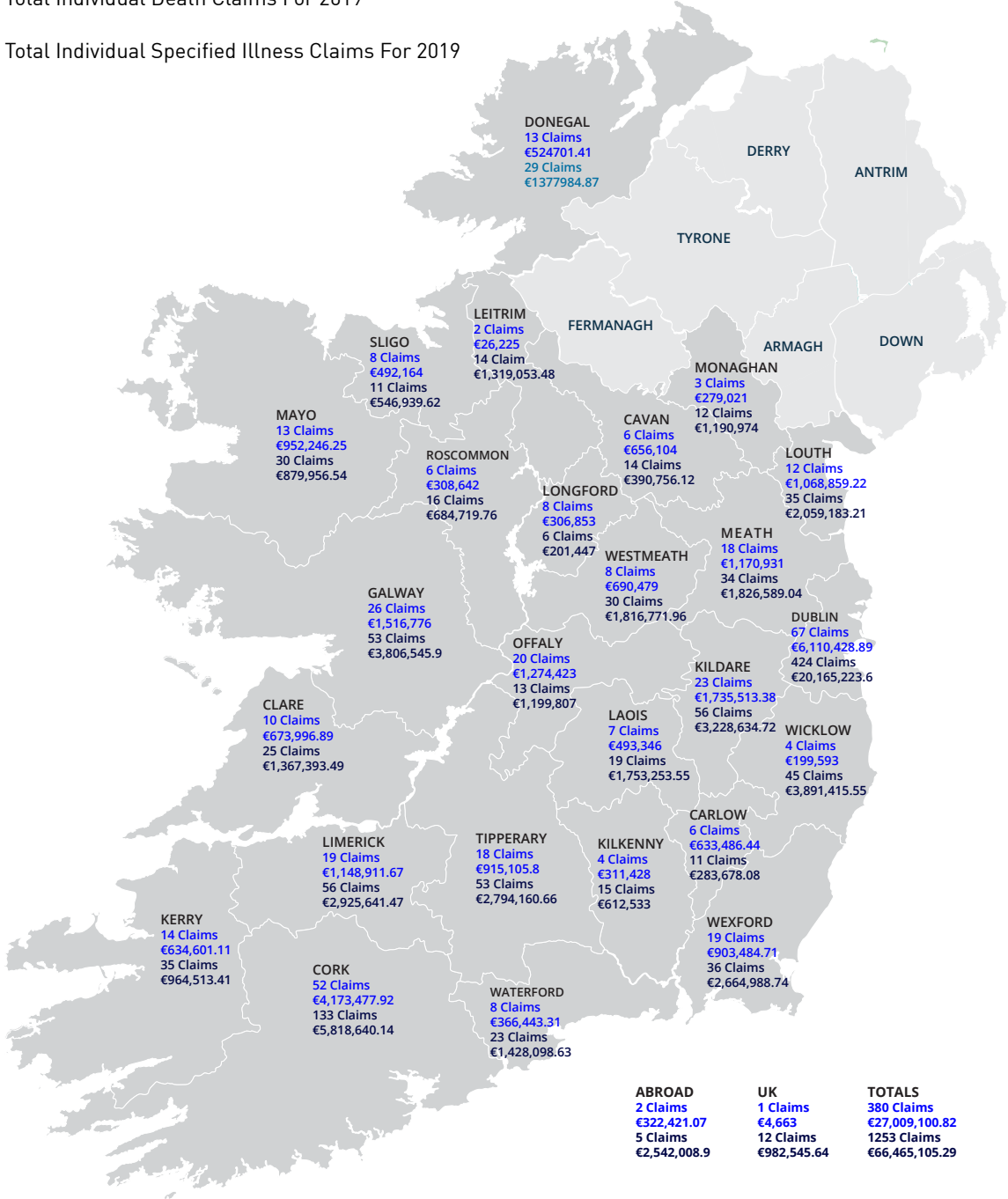
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2019 Claims Statistics

- Total Individual Death Claims For 2019
- Total Individual Specified Illness Claims For 2019



Next Steps

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

Email
info@bankofirelandlife.ie

Online
bankofireland.com/protection

* From January to December 2019.

Amounts quoted are approximate values and figures and include Death and Specified Illness claims paid to policyholders living outside Ireland. Figures are based on Bank of Ireland Life's and claims in 2019.

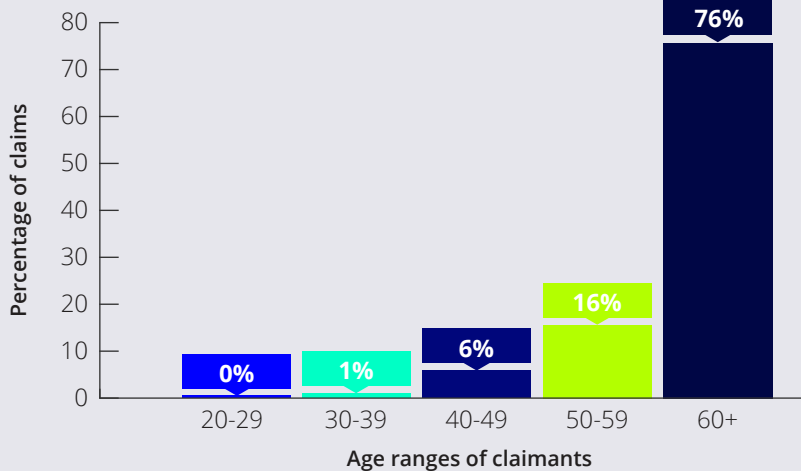
Death Claims

There were only 8 claims declined for death and 1,237 paid.
8 were due to non-disclosure and 1 was due to a policy exclusion non-disclosure.

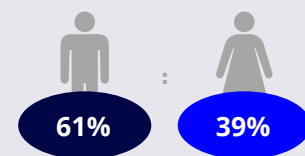
€53,203
Average pay out

68
Average age pay out

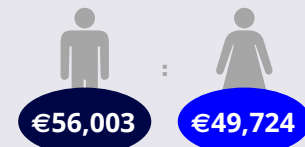
Age of claimants



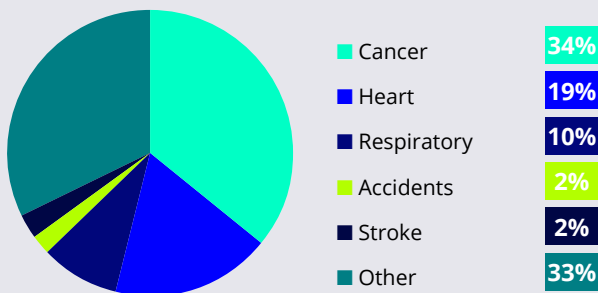
Of new claims paid, gender split was



Average claim amount



% of claims for the following reasons:



Age of youngest claimant **23**

Number of claims we paid **1,237**

Percentage of claims paid for €100,000 or more **18%**

Percentage of claims that arose from policies less than 10 years old **45%**

Examples of death claims

Claimant's age	Years policy was in force	Cause of death	Payout
33	<1	Road Traffic Accident	€310,237
43	7	Stroke	€310,237
40	<1	Accident	€150,000
47	4	Cardiac Event	€1,033,580
34	2	Suicide	€400,000

Statistics for individual claims paid from 1 January to 31 December 2019.
Figures shown exclude Children's Death claims.

Specified Illness Claims

We paid 369 Individual Specified Illness claims and declined 65.

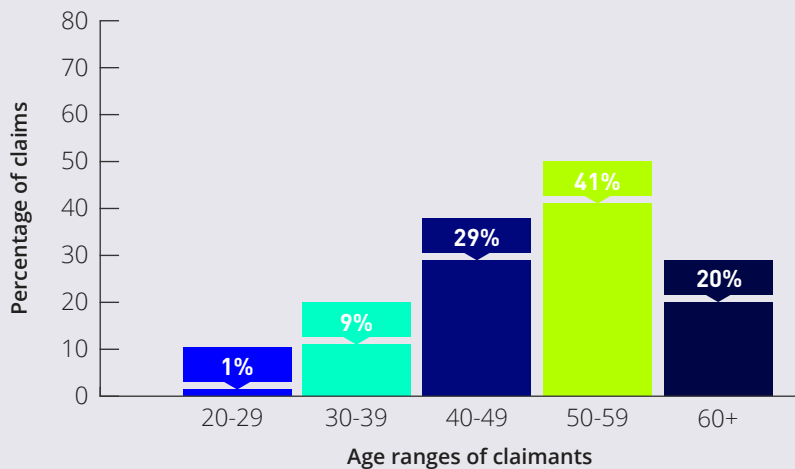
Declined claims breakdown

Did not meet definition	52
Non-disclosure	13

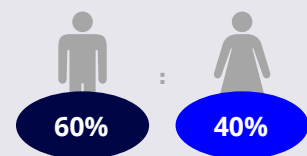
€72,644
Average pay out

53
Average age pay out

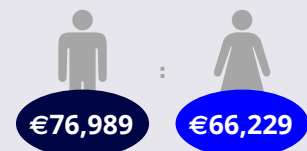
Age of claimants



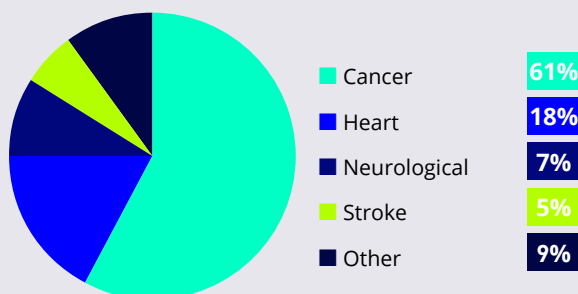
Of new claims paid, gender split was



Average claim amount



% of claims for the following reasons:



Age of youngest claimant

24

Number of claims we paid

369

Percentage of claims paid for €100,000 or more

26%

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

49%

Examples of death claims

Claimant's age	Years policy was in force	Cause of death	Payout
32	5	Multiple Sclerosis	€76,000
37	2	Brain Surgery	€12,500
40	9	Accident	€217,000
59	19	Heart Surgery	€387,000
57	3	Parkinson's Disease	€140,000
44	14	Cancer	€255,000
38	4	Stroke	€100,000

Statistics for individual claims paid from 1 January to 31 December 2019.

Figures shown exclude Children's Specified Illness claims.

Bank of Ireland Life's Claims Team

Every year, the Claims Team sees 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. 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 19 Claims Assessors who 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 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 email.

For general queries:

info@bankofirelandlife.ie

To make a claim:

[claim@bankofirelandlife.ie*](mailto:claim@bankofirelandlife.ie)

* 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 Assurance Company plc. 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.

Life assurance and pension products are provided by New Ireland Assurance Company plc., trading as Bank of Ireland Life. 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.

Advice on Bank of Ireland Life products is provided by Bank of Ireland, trading as Bank of Ireland Insurance & Investments, Insurance & Investments, Bank of Ireland Private Banking or Private Banking. Bank of Ireland is regulated by the Central Bank of Ireland. Bank of Ireland is a tied agent of New Ireland Assurance Company plc for life assurance and pensions business. A member of Bank of Ireland Group.

Summary Claims Statistics

Figure by Claim Type	Total Amount	Total Number
Individual Death	€66,465,105.29	1253
Group Death	€14,750,694.08	1056
Income on Death	€138,072.99	10
Terminal Illness	€1,926,428.81	14
Individual Specified Illness	€27,009,100.82	380
Group Specified Illness	€1,462,928.62	97
Income Protection	€16,295,459.42	1159
Absence from Work & Accident Benefit	€939,895.68	253
Hospital Cash	€572,273.71	498
Broken Bones	€131,594.00	88
Surgical Cash	€5,713.00	2
Waiver of Premium	€35,215.94	11
Total and Permanent Disability	€0.00	0
Children's Death	€63,809	16
Children's Death	€203,527	11
Children's Hospital Cash	€42,017	76
Total Paid	€129,732,482.36	4821

Breakdown By Age of Claimants 2019

Age Group	20-29	30-39	40-49	50-59	60+
Death Claims	0%	1%	6%	16%	76%
Specified Serious Illness	1%	9%	29%	41%	20%
Hospital Cash	3%	18%	31%	36%	12%

Figures shown exclude Children's claims.

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

April 2020

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