



Sanlam Individual Life:
Claim Statistics 2020

Paying on our promise

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| [Investments](#)

| [Insurance](#)

| [Retirement](#)

| [Wealth](#)

Our Claims Philosophy

We strive to offer clients a claims experience that sets the standard in the industry at all times.

We measure ourselves, on an ongoing basis, against the benchmark according to feedback from reinsurers, regulators, and the Ombudsman for Long-Term Insurance; as well as the overall view of our clients and advisors.

Sanlam follows a consistent, fair and objective assessment approach to ensure payment of valid claims. We pride ourselves on applying an equitable decision making process by using objective and evidence-based information.



Underwriting Philosophy

Sanlam's underwriting philosophy is to carry more risk for our clients. Any changes in occupation or smoking habits or the taking up of risky activities by our clients after your policy was issued, will have no effect on that policy.

For our clients, it provides peace of mind knowing that they can change occupations, travel abroad and live life to the fullest with their cover secured.

So that our clients can benefit from peace of mind knowing that they are covered when it is time to make a claim.



Sanlam Claim Statistics 2020

Total claims paid over the past 3 years:

2018

R3 903,5m

2019

R4 378,3m

2020

R4 754,7m

Claims paid for 2020:

Life cover

R3 969 626 816

Income cover

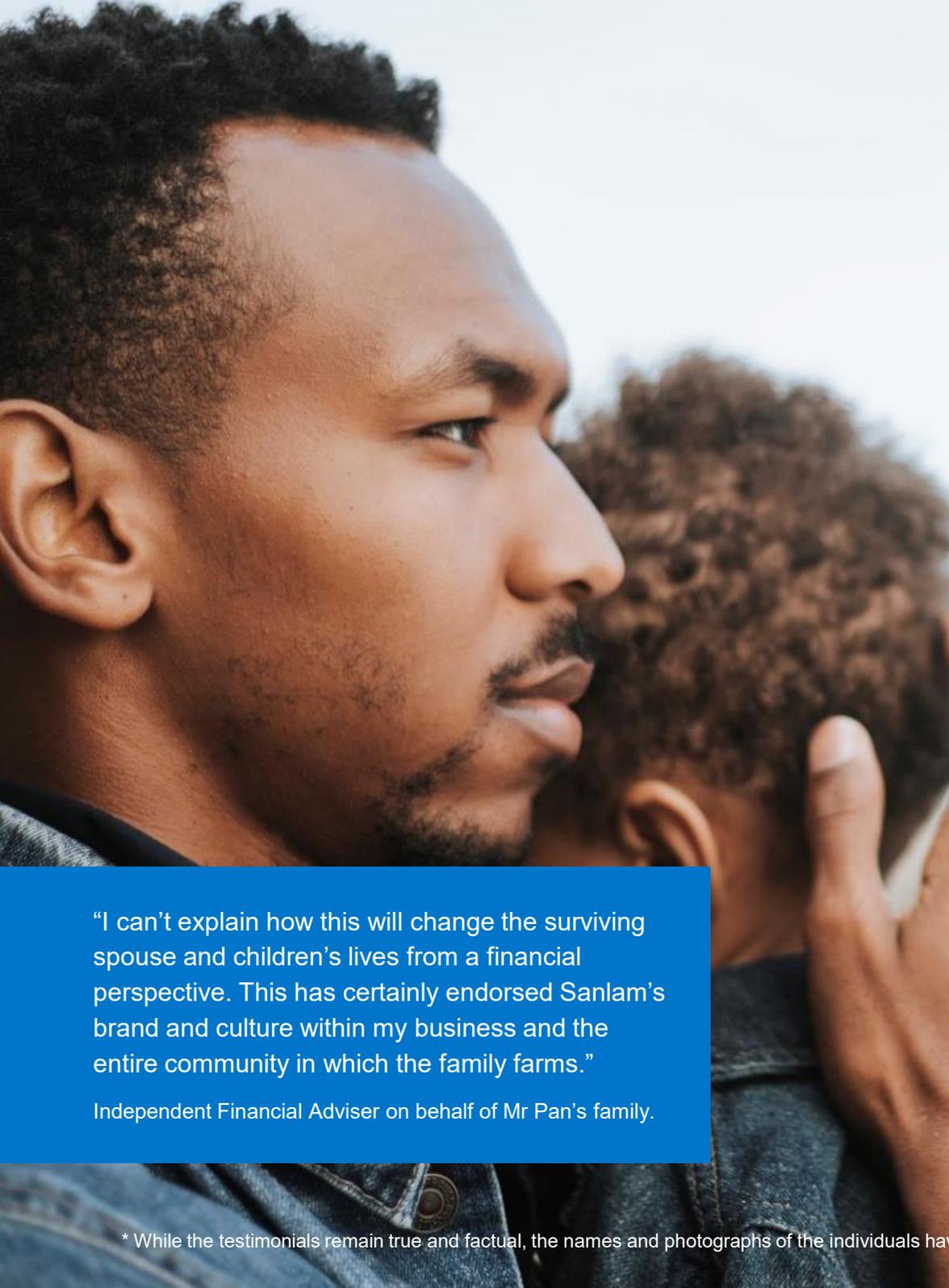
R398 915 000

Trauma & injury

R386 113 555

Total paid

R4 754 655 371



Life cover

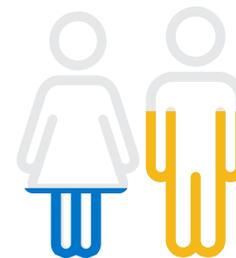
Most death and funeral claims in 2020 paid for **ages 55+**

Due to Covid-19 claims increased to:

Diseases of the respiratory system **21%**

We paid **60%** more for **Funeral claims** in 2020 than in 2019 **60%**

More than 99% of all death claims in 2020 received, were paid.



32% of death claims paid were for women and 68% were for men.

“I can’t explain how this will change the surviving spouse and children’s lives from a financial perspective. This has certainly endorsed Sanlam’s brand and culture within my business and the entire community in which the family farms.”

Independent Financial Adviser on behalf of Mr Pan’s family.

Disability cover



cancer, mental disorders, bones, back, joints and connective tissue.



mental disorders
(include the increase from 2019 to 2020).

Most claims paid were for:



Women

Mental disorders

22%



Men

Cancer

20%

48% of claims paid were in the age category 46-55 years.

“Thank you so much to Sanlam and everyone who delivered excellent service. It is actions like these that make it worthwhile to be an adviser. It is our duty to ensure that clients are treated fairly, and Sanlam makes it very easy.”

Independent Financial Adviser on behalf of Mr Theesan, 67 years old, recovering from a muscular dystrophy event

Severe Illness cover



76%

76% of most of the severe illness claims for women were paid for cancer.



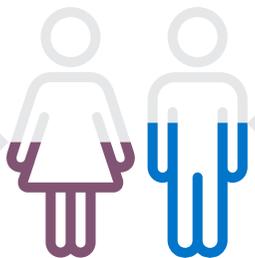
51%

51% of most of the severe illness claims for men were paid for cancer.

Of which were for:

Breast cancer **46%**

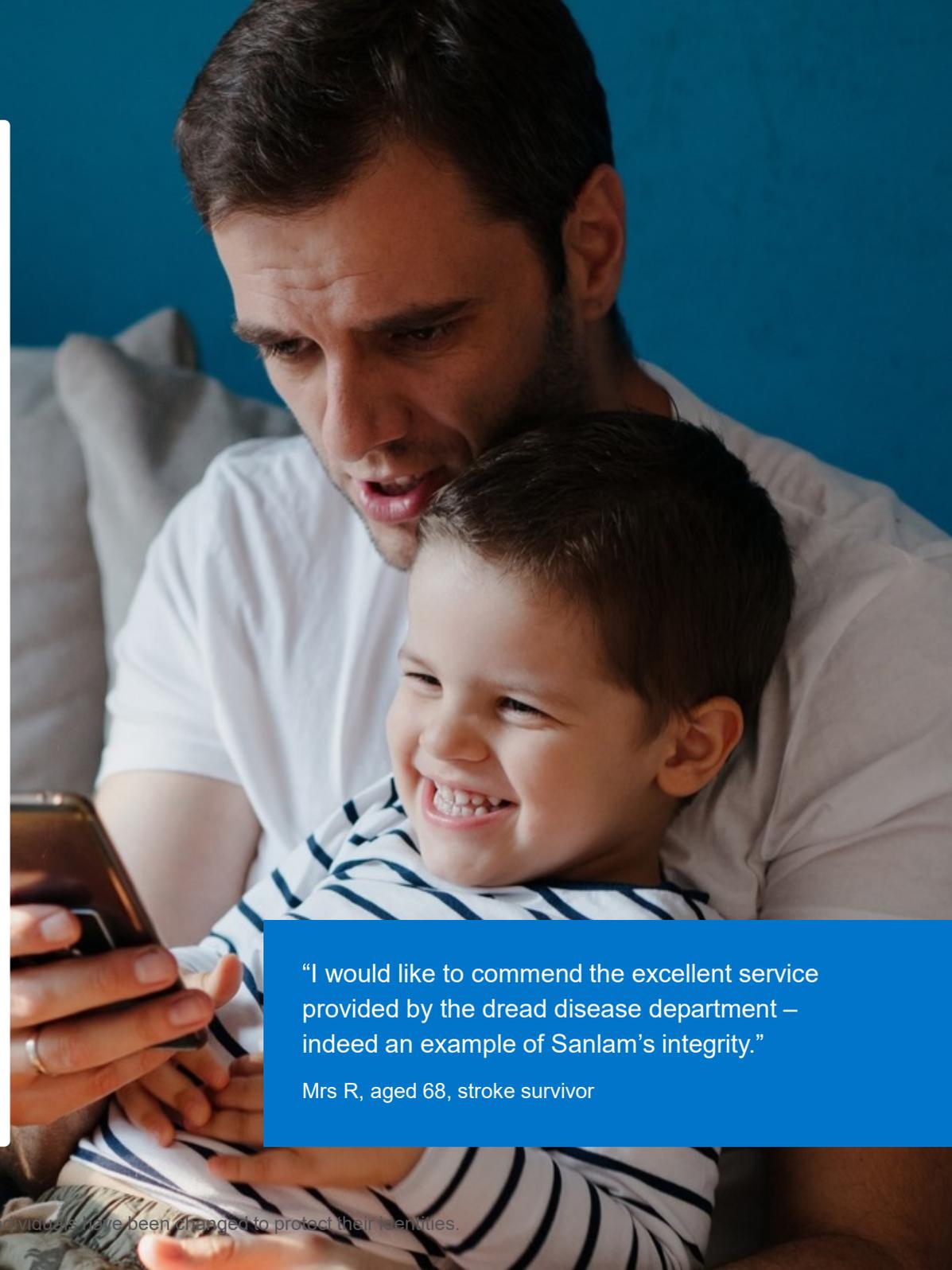
Prostate cancer **26%**



46%

54%

46% of all severe illness claims paid were for women and 54% for men

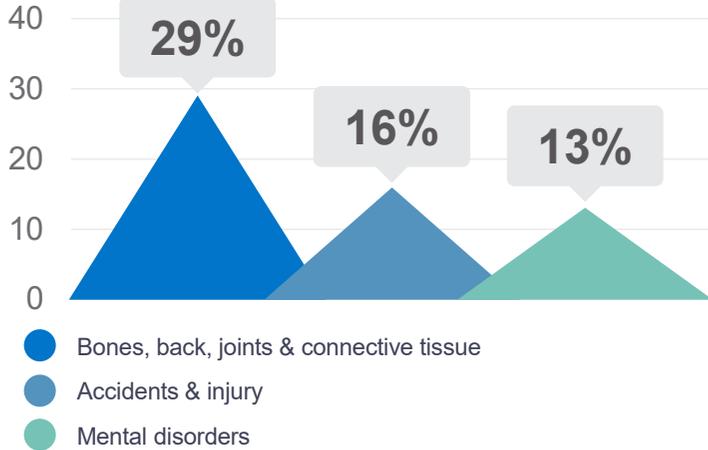


"I would like to commend the excellent service provided by the dread disease department – indeed an example of Sanlam's integrity."

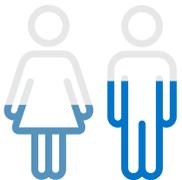
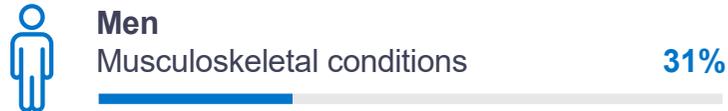
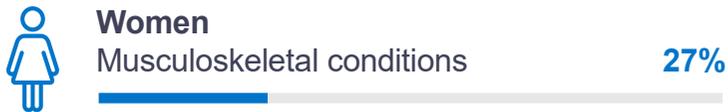
Mrs R, aged 68, stroke survivor

Income Protector

Most claims were admitted in respect of:



Most of the income protection claims were admitted for:



43% of income protector claims paid were for women and 57% for men.



Sickness

Most sickness claims were paid in respect of clients between **26 and 45 years old**

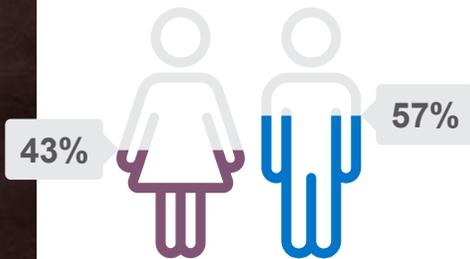


Women: Covid-19

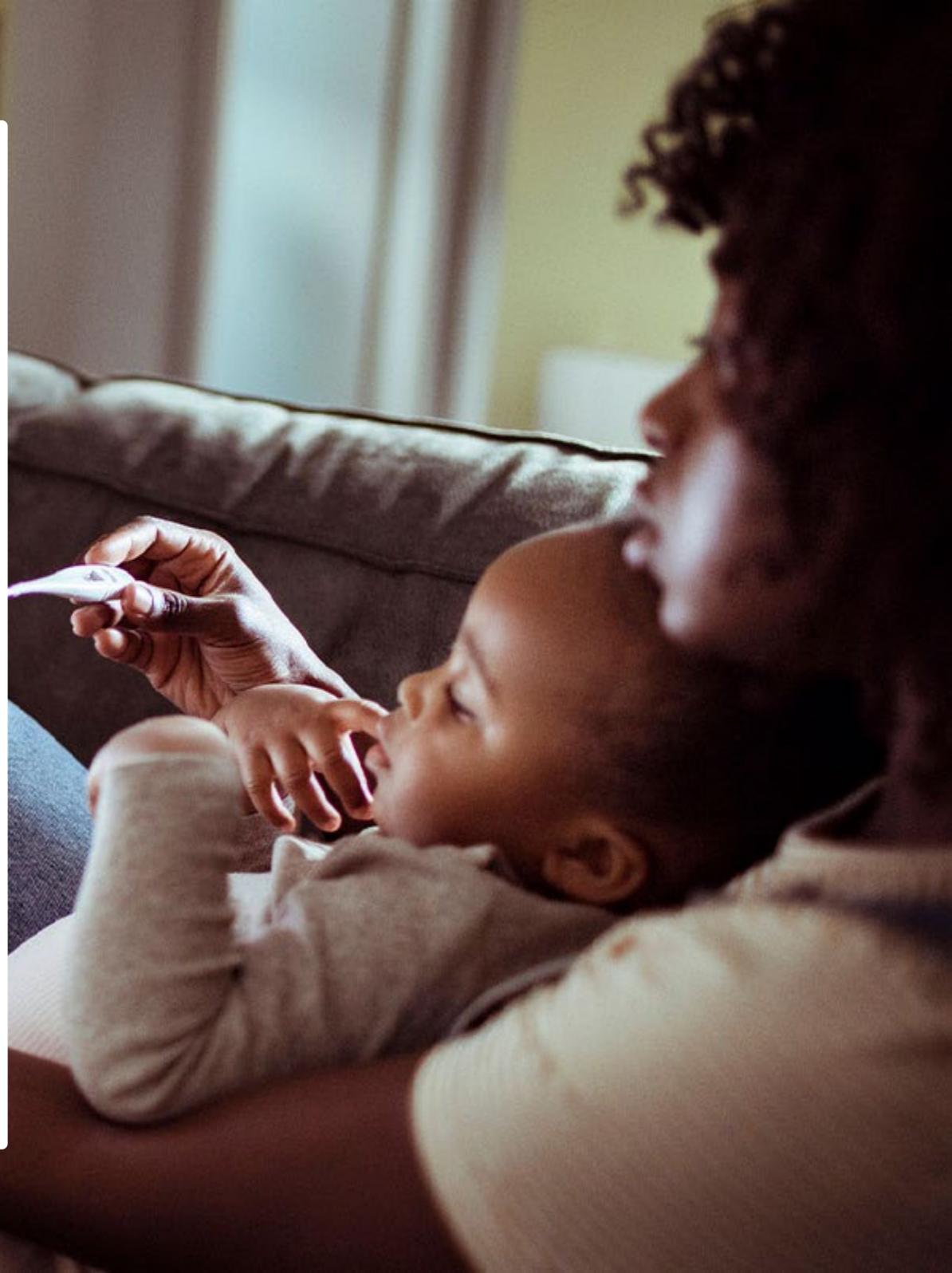


Men: Covid-19

R29,25 million paid in 2020 for being booked off from work for Covid-19.



43% of all sickness claims paid were for women and 57% for men.



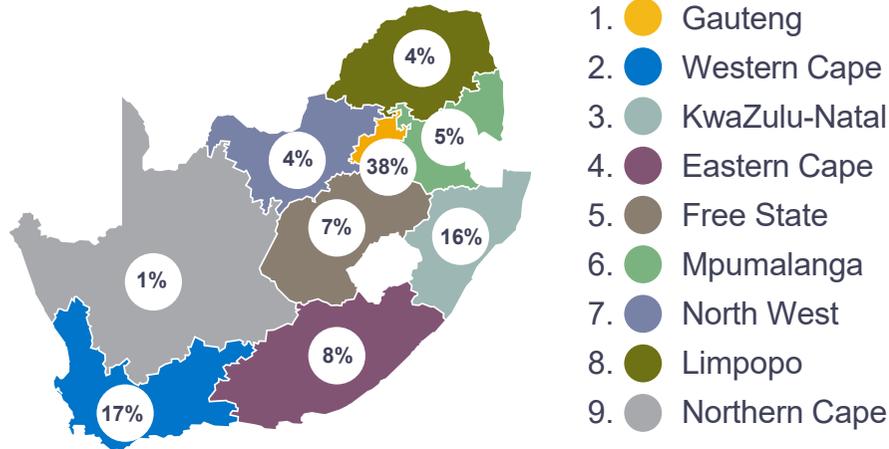
COVID-19 Statistics 2020

Sickness-and Income Protector claims paid:

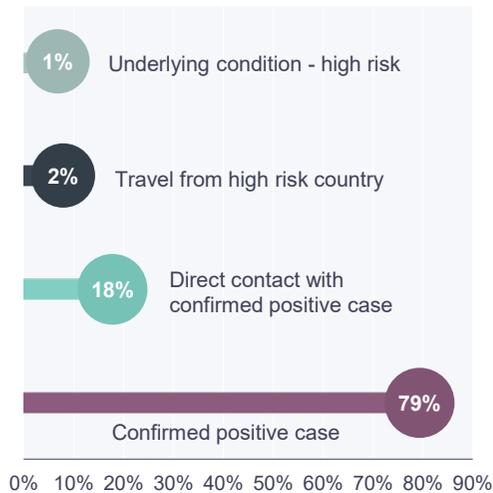
R29.25 million

(1061 claims)

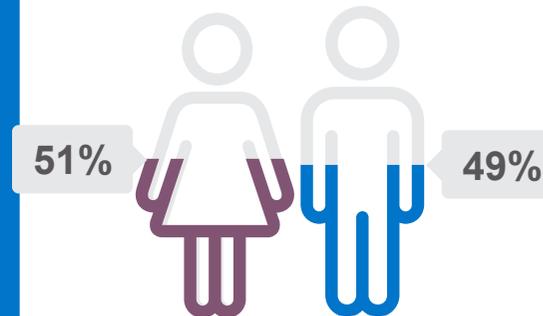
Claims paid per Province



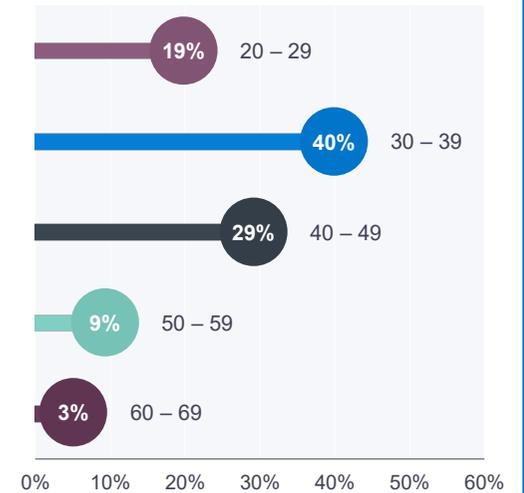
Causes of claims



Gender

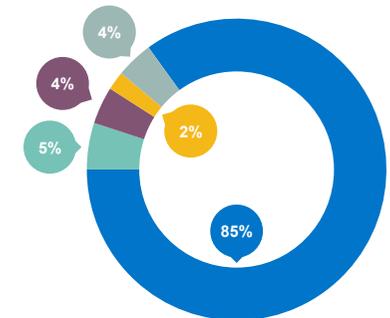


Age Groups



Occupations

- Medical/Health services
- Financial services
- Legal services
- Management
- Other

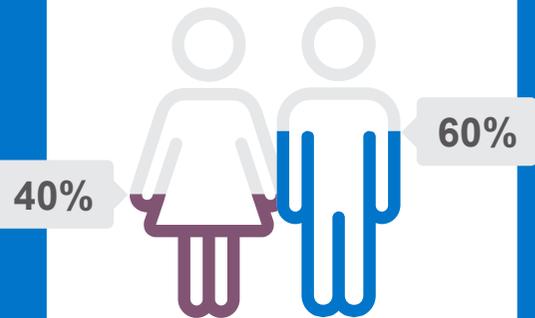


COVID-19 Statistics 2020

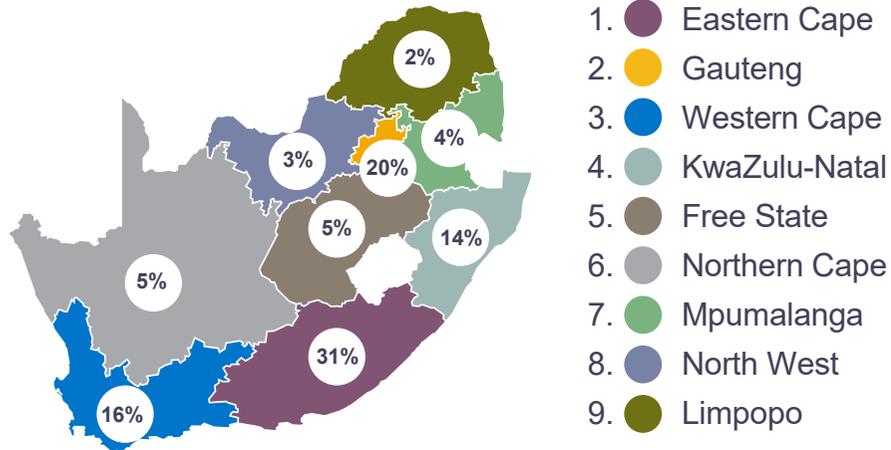
Death- and Funeral claims paid:

R426.92 million
(727 deaths)*

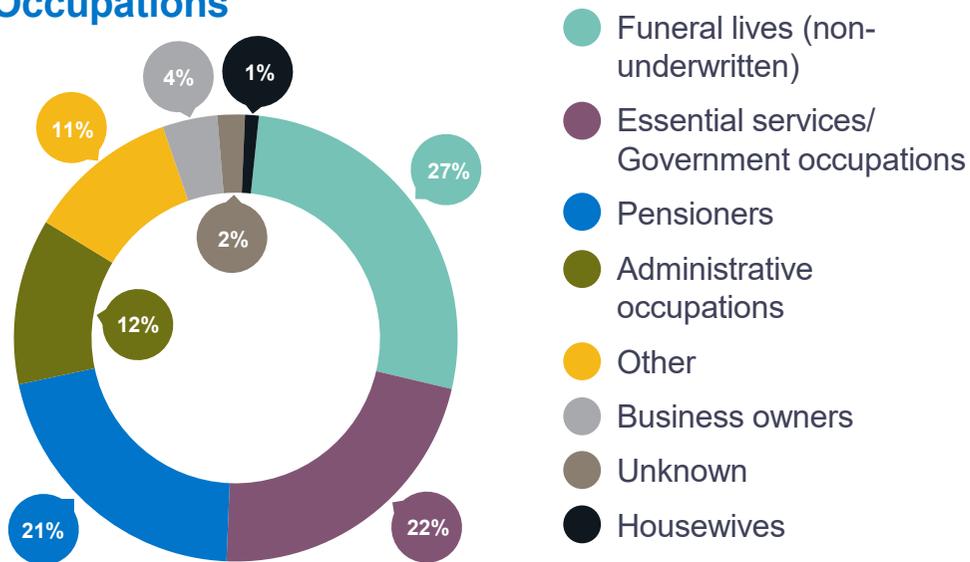
Gender



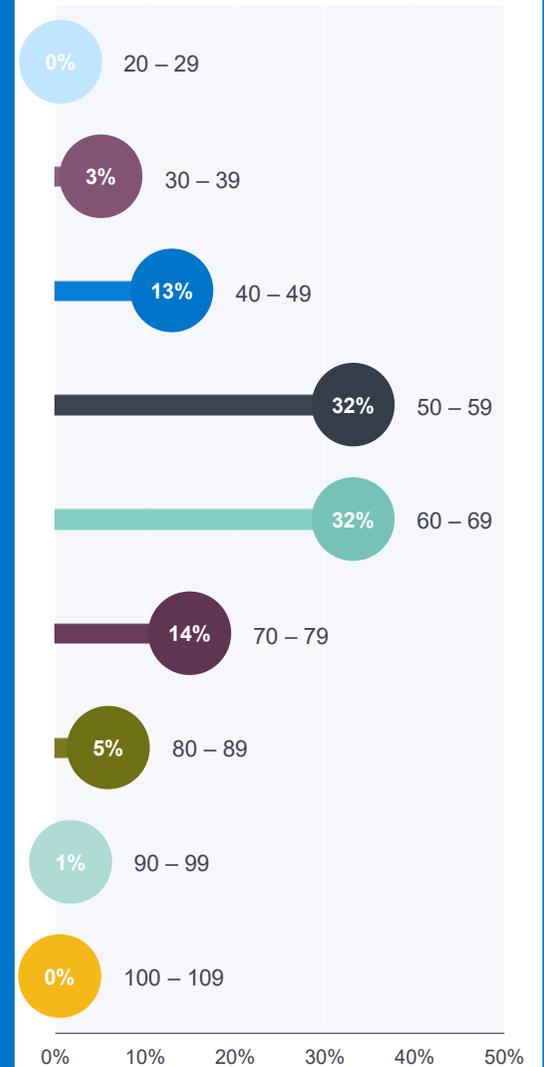
Claims paid per Province



Occupations



Age Groups



When the unexpected happens, you can expect more from us

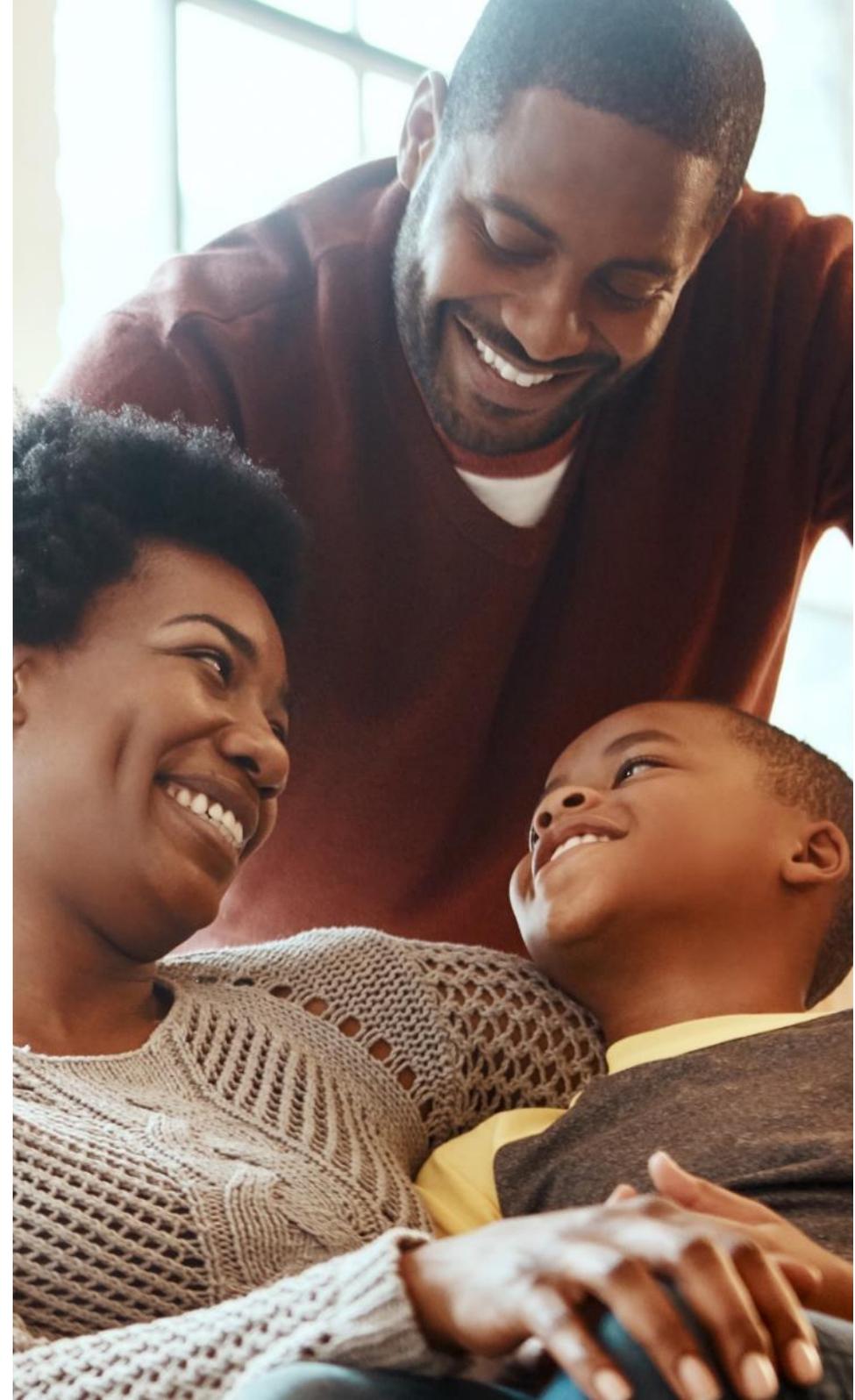
You can **rest assured that you're covered** even with the unprecedented pandemic and subsequent vaccine roll-out.

Sanlam does not hold any exclusions in relation to Covid-19 infection or vaccinations. This means **you will continue to enjoy the same cover benefits should you become infected and regardless of whether or not you have been vaccinated**; or whether or not you choose vaccination in future.

Sanlam is committed to the vaccination rollout **as a vital step in fighting the COVID-19 pandemic** and continues to pay out claims linked to the virus.

We know that it is exactly for times like these that you have insurance; and our goal is and always has been to serve our clients in their time of need.

So you can feel confident knowing that you will get the benefits you need from your Sanlam risk cover, when the unexpected happens.



2020

R4.75bn

value of claims paid

Life cover

Most death and funeral claims in 2020 paid for **ages 55+**

Due to Covid-19; Claims submitted under '**Diseases of the respiratory**' system increased to **21%** in 2020

We paid **60%** more for **Funeral claims** in 2020 than in 2019 **60%**

More than 99% of all death claims in 2020 received, were paid.



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Disability cover



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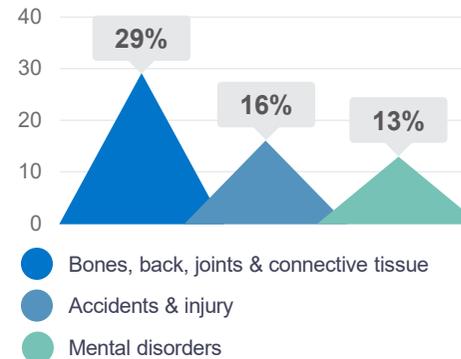
Most claims paid were for:



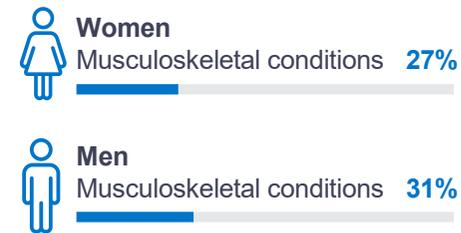
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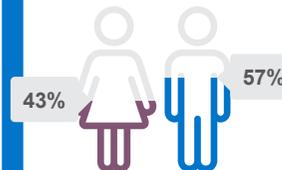


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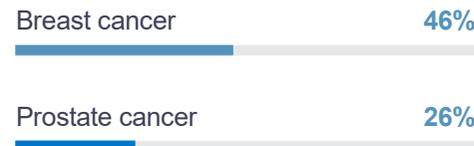
Severe Illness cover



76% of most of the severe illness claims for **women** were paid for cancer.

51% of most of the severe illness claims for **men** were paid for cancer.

Of which were for:





Get in touch with an expert today

Speak to your Sanlam financial adviser or accredited broker to help determine the best cover for your needs, or contact us:

Call **0860 726 526**, send an email to life@sanlam.co.za or visit www.sanlam.co.za.

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