



COVID-19 AND BEYOND: GROUP RISK TRENDS AND EXPECTATIONS

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AGENDA

- ① Sanlam Group Risk trends
 - ② COVID-19 and mental health
 - ③ Questions
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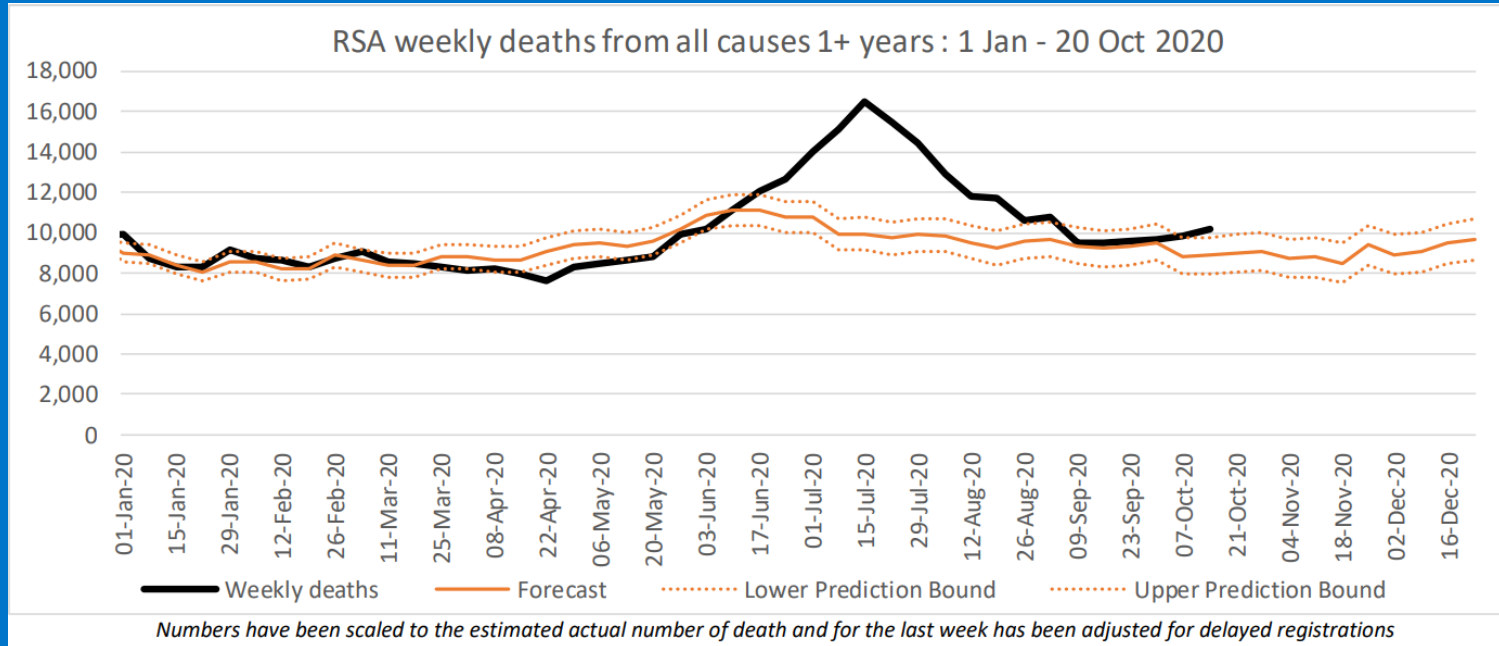
SANLAM GROUP RISK TRENDS



SANLAM GROUP RISK TRENDS



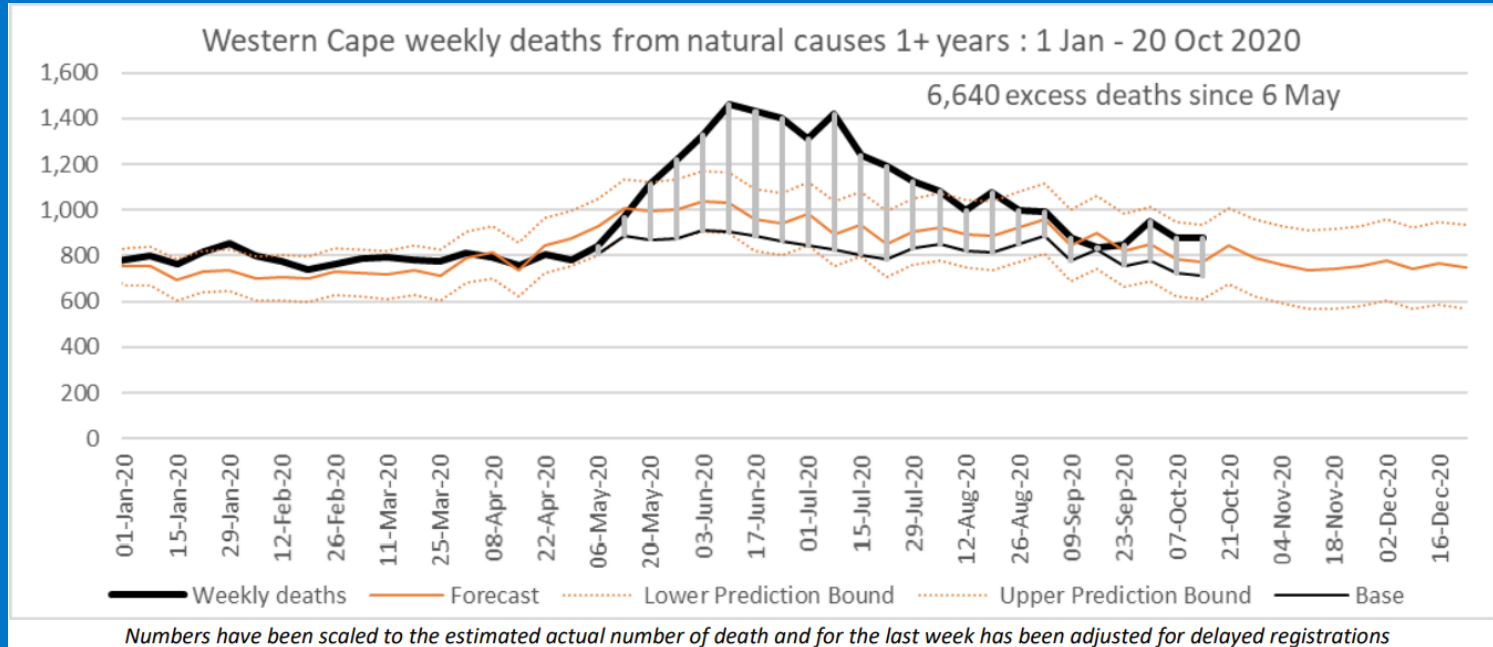
National statistics



SANLAM GROUP RISK TRENDS



National statistics



ACTUAL EXPERIENCE



SGR statistics

- ① Weekly deaths (by date of death)
- ② Big initial surge – followed by smaller, second surge

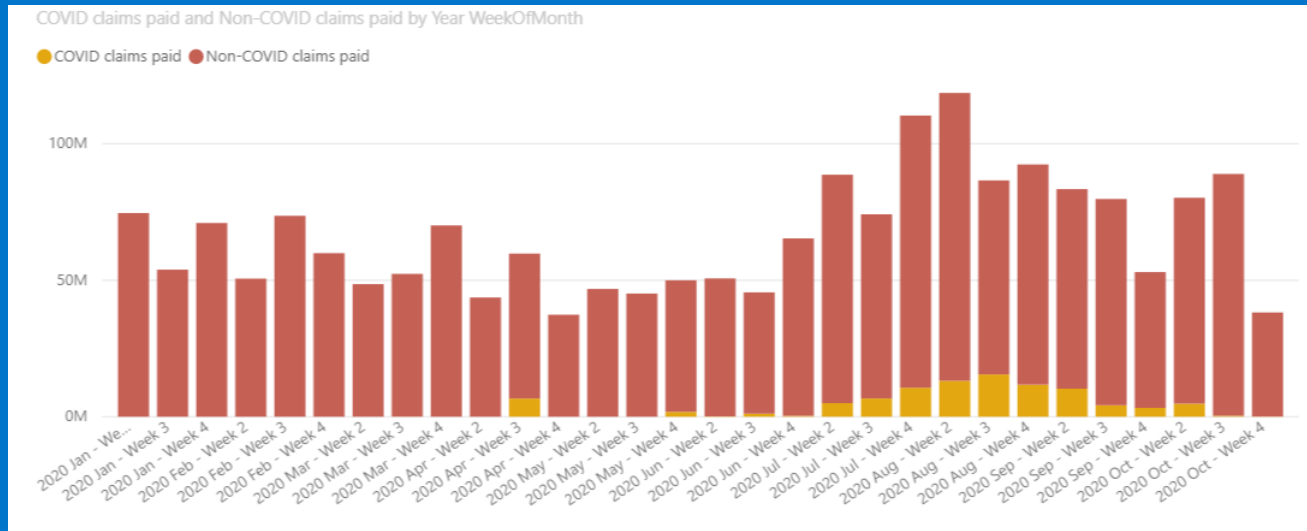


ACTUAL EXPERIENCE



COVID as a proportion of all claims

- ① The surge in overall claims was more than can be explained by just the confirmed COVID-19 claims

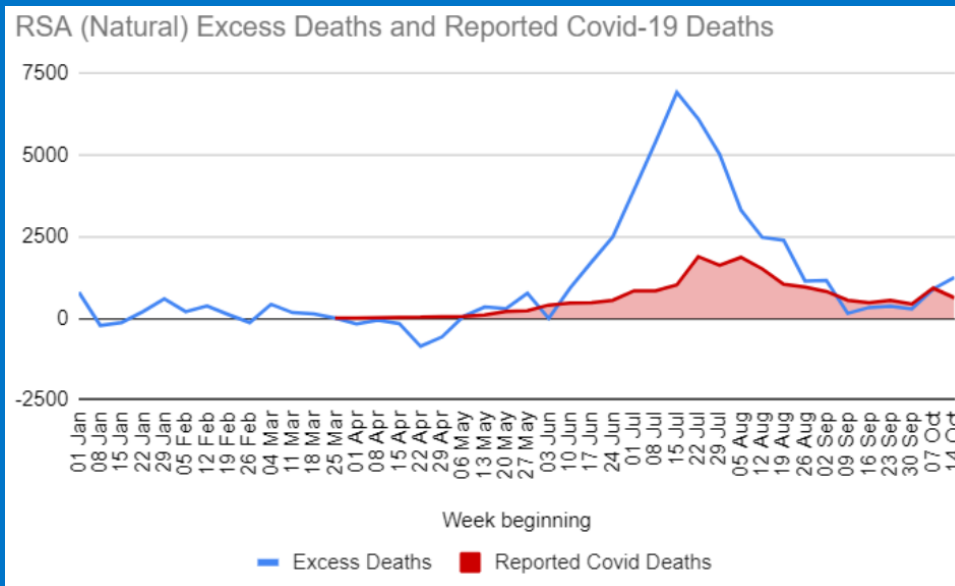


ACTUAL EXPERIENCE



Excess deaths?

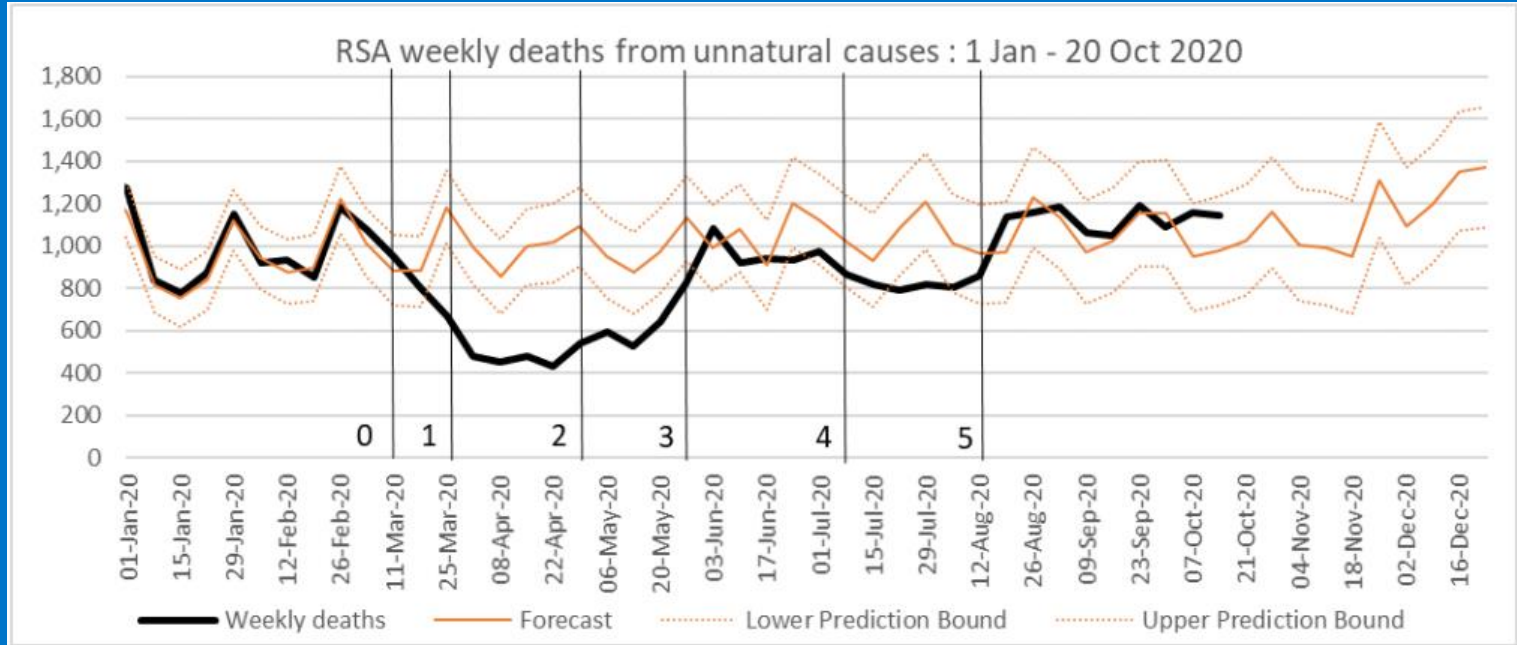
- ⌚ Impossible to catch all COVID-19 claims, or even define them properly:
 - ⌚ Testing isn't comprehensive – not all positives are caught
 - ⌚ Secondary deaths, not because of COVID-19 disease, but rather because of lockdown
 - ⌚ i.e. hunger, people being afraid to go to doctors and hospitals, cancer screening skipped, etc
- ⌚ Thus important to keep in mind that numbers on previous graph reflect confirmed COVID-19 claims, but “excess death” claims may be much higher.



ACTUAL EXPERIENCE



Accidental deaths



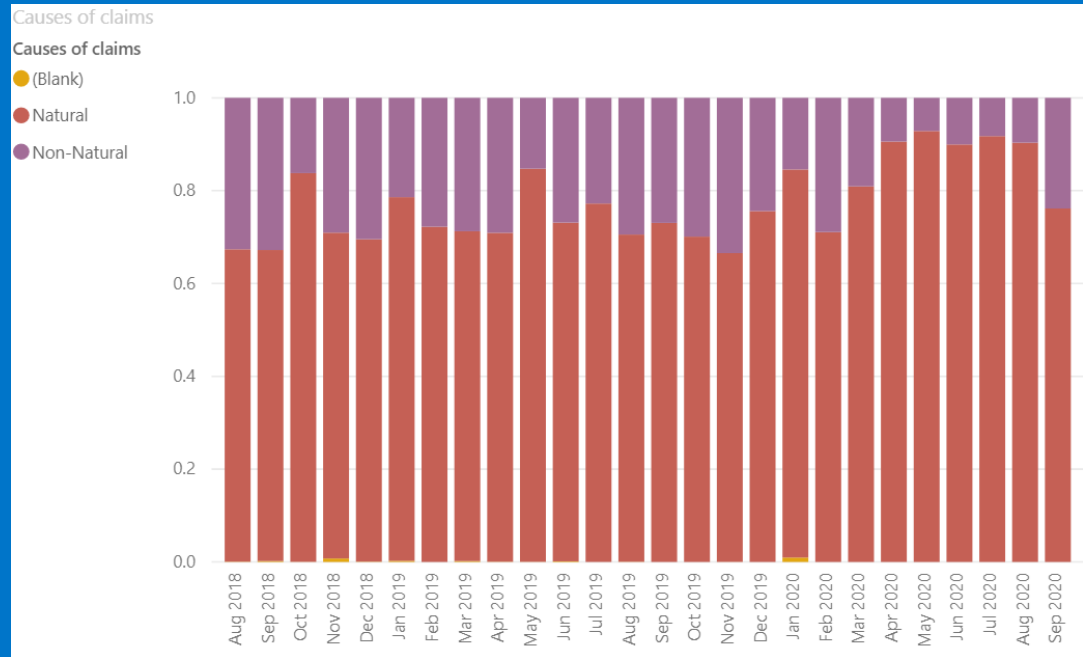
<https://www.samrc.ac.za/reports/report-weekly-deaths-south-africa>

ACTUAL EXPERIENCE



Accidental deaths

⌚ Big decrease during lockdown, increased in September again

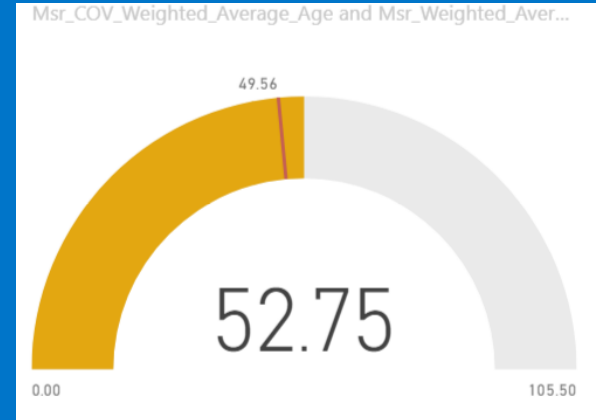
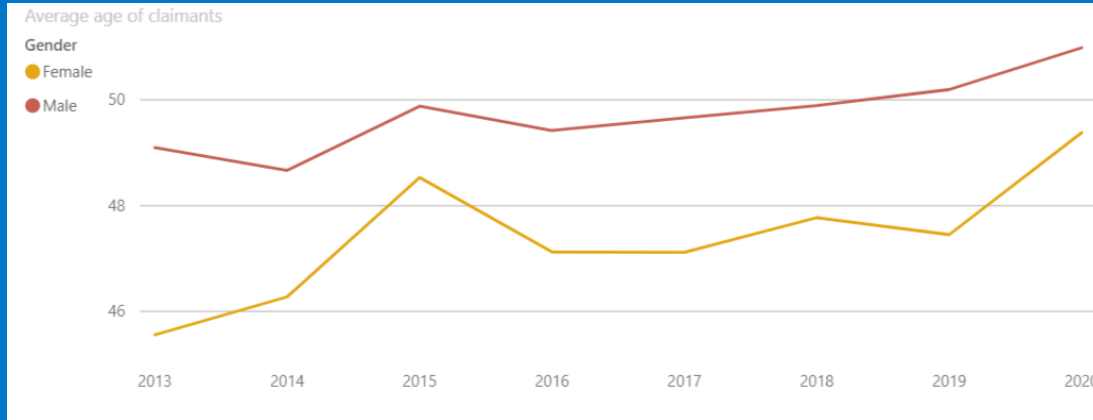


ACTUAL EXPERIENCE



Definite bump in average age of claims

- ① There has been an increase in the average age of claimants in 2020.
- ① Average age of COVID-19 claim is 52.75, vs 49.56 for all mortality claims





COVID-19 AND MENTAL HEALTH



COVID-19 AND MENTAL HEALTH



WHO guidelines

- ① COVID-19 has impacted mental health in many ways
 - ① Anxiety and stress from perceived danger
 - ① Social distancing and lockdown
 - ① Death of family and friends
- ① WHO released policy guidance in March 2020 specifically around mental health
- ① Things like:
 - ① Dealing with stress and anxiety by minimizing the watching of news
 - ① Scrutinizing news sources carefully to avoid scare mongering and fake news
 - ① Ways to stay connected with family and friends despite physical distancing

COVID-19 AND MENTAL HEALTH



Shortage of support

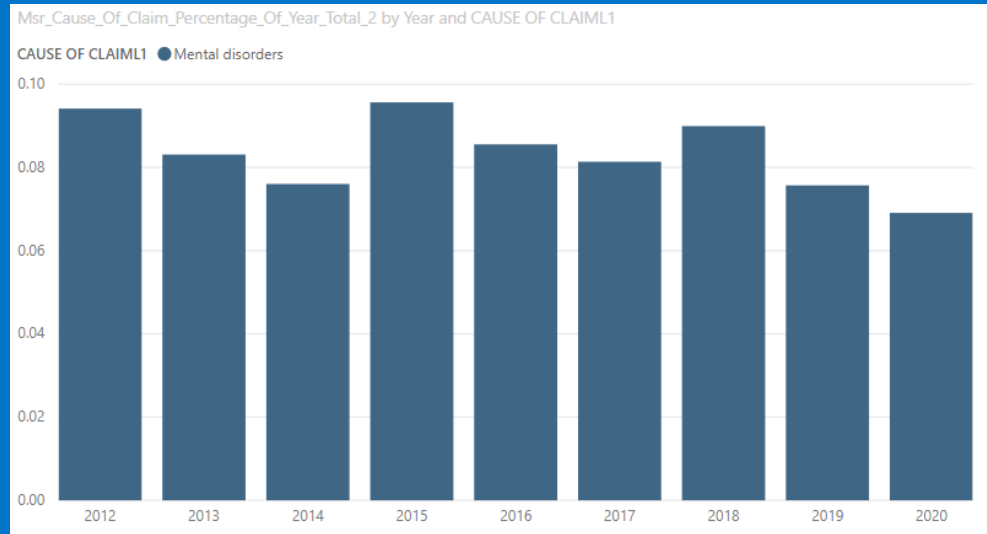
- ① Mental illness is a huge issue during the pandemic, for essential workers on the front-line of the pandemic, and also for the population as a whole
- ① An analysis by Lancet shows that 89% of countries reported that mental health support was part of their COVID-19 response plans. Only 17% said they had committed additional funding towards this.
- ① The same analysis showed that 33-42% of patients admitted to hospital during the more recent SARS and MERS outbreaks suffered from depression, anxiety or insomnia
- ① This is not even including the effects of a global lockdown, which is unique to COVID-19

COVID-19 AND MENTAL HEALTH



Disability and mental health

- ① Mental health claims have declined as a proportion of all disability claims in last 5 years

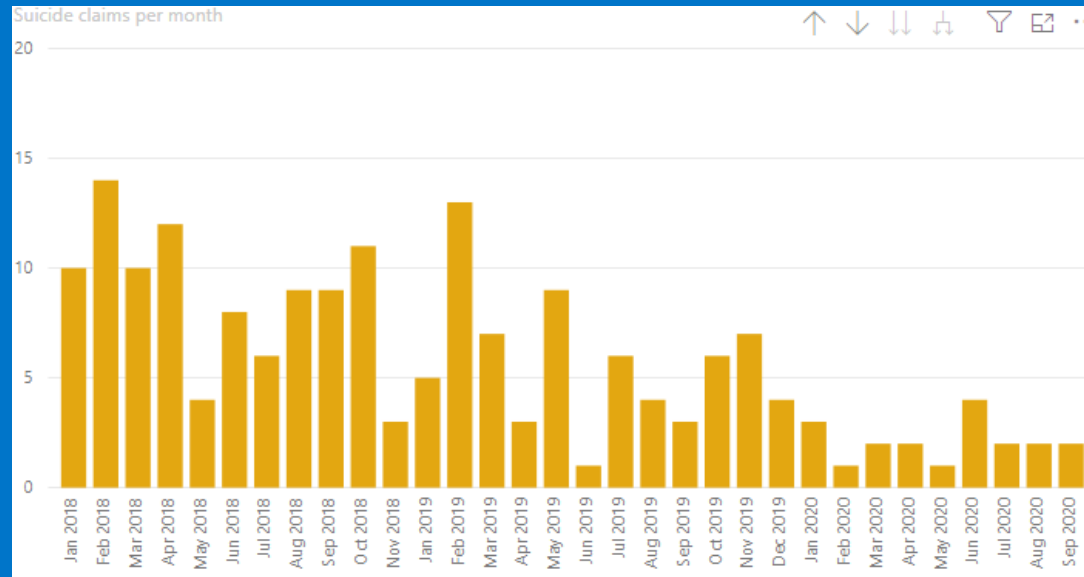


COVID-19 AND MENTAL HEALTH



Suicides

- ③ Actually seen a decrease in suicide claims during lockdown
- ③ Counter to what we would expect, and we do expect this number to increase
- ③ Caveat is that cause of claim data for deaths is not always accurate – and suicides are very often not reported as suicides



COVID-19 AND MENTAL HEALTH



What's coming?

- ① Impossible to predict the extent of the increase in mental health claims going forward – but it is clear that this will indeed increase.
 - ① Sanlam claims assessors are undergoing specific training to deal with mental health claims, in order to prepare them for the expected increase
 - ① All valid claims will be paid, however, we want to give our assessors the best chance to evaluate the claims properly and fairly
 - ① Large clients have wellness programs to aid in mental health support. Possibly need to set up a line of support for smaller clients.
 - ① Very uncertain future
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thank you 

