

Our 2022 claims statistics



If you're thinking about taking out a protection plan, you'll want to feel reassured that it'll pay out if you ever need to make a claim. Last year, we paid out 99.4% of all claims we received, helping over 79,000 customers and their families.

But when it comes to claims, we're about more than just numbers. We provide a personal and supportive claims experience, tailored to your needs. If at any point you need help with physical or mental illness, injury or bereavement, our Helping Hand service will be there to offer support.

We aim to go above and beyond to support you in your time of need, it's something we pride ourselves on, because good protection is about more than just money.

Our 2022 statistics



99.4%¹

Total claims paid in 2022



**Over
£631 m**¹

Total amount paid to
customers in 2022



79,084¹

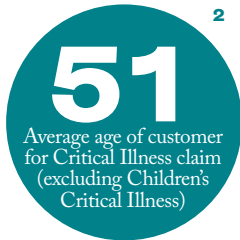
Claims paid to customers and
families at a difficult time

Source:

1 - Royal London Protection business claims paid (1 January to 31 December 2022)

It's never too early

The average age of our customers to make a claim might be younger than you'd expect. It's never too early to think about protecting yourself and your family.



Source:

2 - Royal London UK Intermediary Protection business claims paid (1 January to 31 December 2022)

Care for your wellbeing

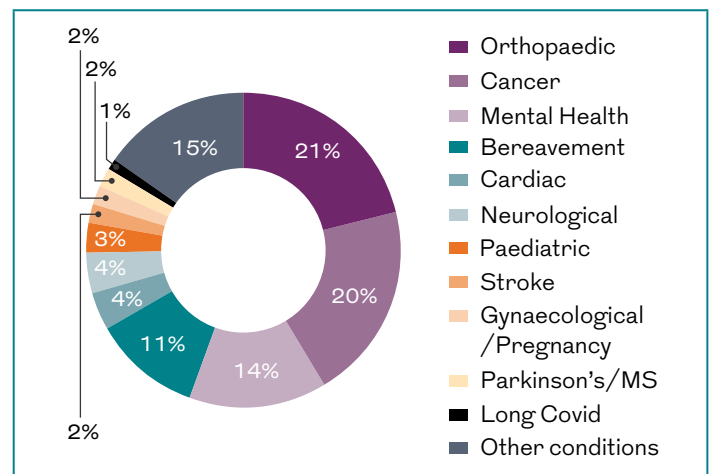
We're about more than just numbers, Helping Hand is there for you at any point during your plan.

It includes a wellbeing support service, designed to help you maintain a healthy lifestyle. It gives you online access to a range of hand-picked early care medical services, so you have the help and advice you need to stay fit and healthy and help stop small health issues becoming a big problem. And, in the case of serious physical or mental illness, injury or bereavement, the plan owner, their partner and children, can receive dedicated nurse support through Helping Hand for recovery even if you don't make a claim.

It's there for you, whichever stage in life you're at, and as a plan owner it doesn't cost you anything extra to use.

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that you or your family's access to these services could be amended or withdrawn by us in the future.

Top reasons people use Helping Hand for recovery³



customers or their
families were supported
by Helping Hand for
recovery in 2022.

Source:

3 - RedArc Royal London schemes review (1 January to 31 December 2022)



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