

Here for our customers

Our claims performance in 2018



ZURICH®

We paid **96%** of all protection claims

Totalling **£233.4m** paid to our customers in 2018

CRITICAL ILLNESS CLAIMS

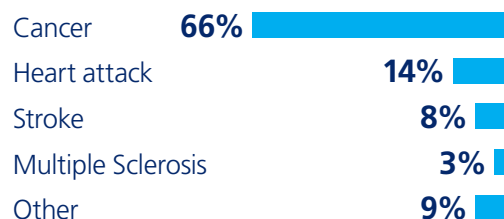


In 2018, we paid our customers a total of £90.6 million in critical illness claims

91% claims paid to **912 customers**

Highest value claim = **£2,100,000**

Top reasons for critical illness claims



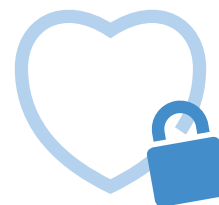
DEATH CLAIMS



99% claims paid to **1,798 customers**

Highest value claim = **£1,200,000**

INCOME PROTECTION CLAIMS



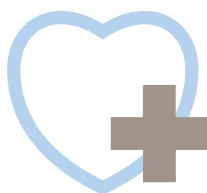
In 2018, we paid our customers a total of £8.2 million in income protection claims

95% claims paid to **61 customers**

Reasons we paid our customers for income protection claims



ZURICH SUPPORT SERVICES



Used **217 times**

134 counselling cases and **83** work-life cases

This document has been approved for customers to use only with their financial adviser.

Zurich Assurance Ltd.

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