ROYAL LONDON
It's everyone's business

Your client is **more than just a number**

Our 2024 claims statistics

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Compassionate support when clients need it most

> **We understand that needing to claim often means that something devastating has happened. That's why we always look for ways to pay as many claims as we can, as quickly and sensitively as possible.**
>
> - Craig Paterson, Chief Underwriter at Royal London

In 2024, we paid **98.7%** of all protection claims, amounting to more than **£751 million**, helping **65,385** customers, families and businesses.

When you recommend one of our protection plans, both you and your clients hope it will never be needed. But life has a way of throwing unexpected challenges our way. In those vulnerable moments, they turn to you, their trusted adviser, and to us for support. We understand that behind every claim there's a person facing difficult times — and we're dedicated to making those times easier.

From product improvements to help more clients make successful claims, to providing a single point of contact to simplify the claims process, we strive to offer compassionate and effective support. We don't just see numbers — we see people like you or I, and their families. Real people with real lives. And we aim to be there for them, every step of the way.

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

Our 2024 claims record

Life's full of uncertainties, and when the unexpected happens, having financial protection in place may make a difference. That's why we're proud to have helped provide financial relief and compassionate support to so many of your clients in 2024.

98.7%
Protection claims paid in 2024

£751m
Paid to our customers

65,385
Claims paid to customers, families and businesses

Over £212m
Paid in Life Insurance claims

Over £8m
Paid in Income Protection*

Over £180m
Paid in Critical Illness claims

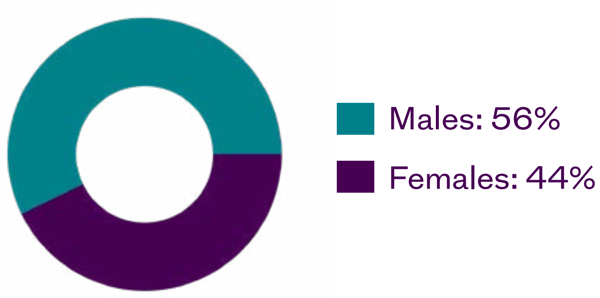
Over £57m
Paid in Terminal Illness claims

Over £6m
Paid in Total Permanent Disability (TPD) claims

Over £286m
Paid in Whole of Life claims

Source: Royal London Protection business claims paid (1 January to 31 December 2024)
*Includes existing income protection claims that we continued to pay in 2024.

27.7%
of customers who have had to claim in 2024, claimed within the first 5 years of their plan starting.

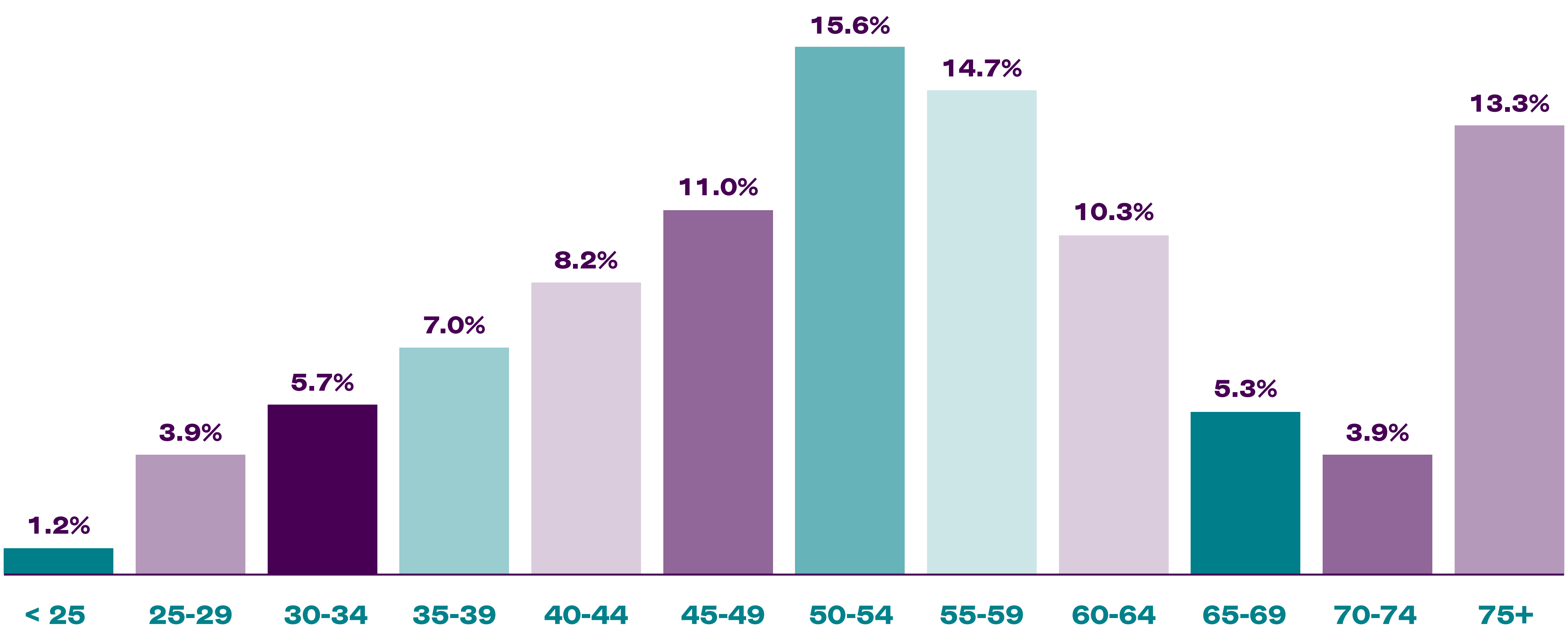


£2.6m
Our largest claim payment to a customer in 2024

The oldest claimant was **90 years old.**

The youngest customer we paid a claim for (excluding Children's Critical Illness) was **19 years old.**

Age of customers we paid claims to in 2024



Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024). Excludes Children's Critical Illness. Includes existing Income Protection claims we continued to pay in 2024.

Innovating for better protection

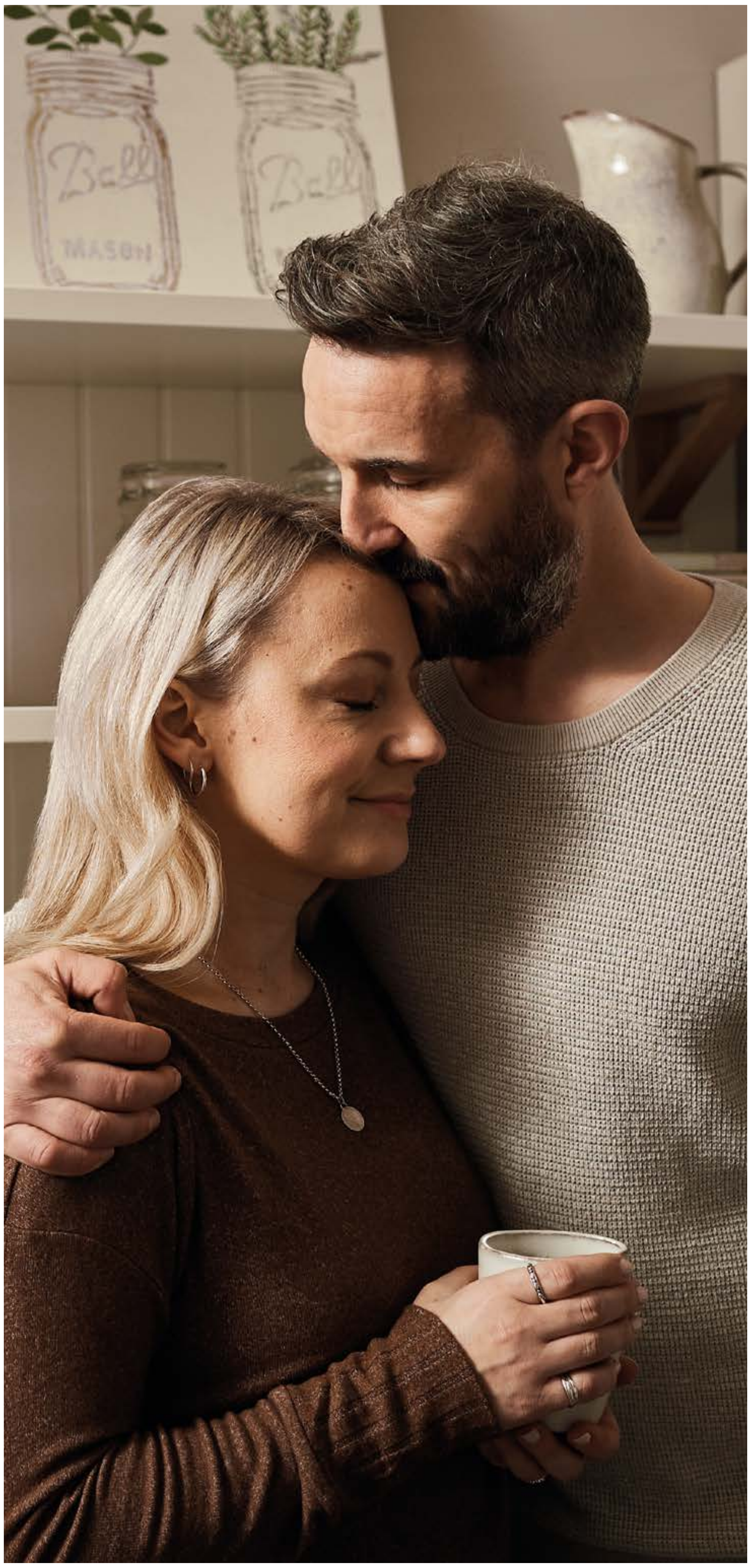
> **We constantly develop our propositions, analysing claims we couldn't pay to make sure we can make improvements for the future, and listening to feedback from you and your clients.**
>
> - Fi Wynn, Head of Propositions at Royal London

We strive to deliver protection solutions that support your clients, allow you to demonstrate the value of advice, and help to grow your business.

In 2024, we improved our protection proposition to help you provide cover to more of your clients, while making it easier for them to make successful claims.

- **We now offer cover to more customers with a history of cancer — across our protection plans.**
- **Our Income Protection plan now offers even greater value for clients, with higher payouts, greater confidence that their income could be replaced, and more flexibility for the self-employed.**
- **It's now easier for contractors to claim for Income Protection with our 3-month grace period — so if they're between jobs, they can maintain their own occupation definition.**
- **A broader range of customers can now access inheritance tax planning solutions through the launch of our new joint life second death life cover option.**
- **We have made putting policies into trust even easier with our online trust enhancements and now specifically cater for the needs of cohabiting couples.**

> **We often find that contractors take time off in between projects to holiday. By allowing a 'grace period', it gives clients confidence that they can take time off between contracts knowing that should anything happen to them, their long-term income is still protected.**
>
> - Charlotte Rogers, Protection Specialist at Radcliffe & Co Independent Financial Advisers



Behind every number, there's a real person

When looking at claims statistics each year, we remember that behind every number is a real person – a family facing challenging times. These figures represent individuals who have turned to us for support during their most vulnerable moments. Our commitment goes beyond just paying claims. It's about providing compassionate care and understanding to those who need it most. Behind every statistic is someone's story, and every claim is a testament to our dedication to making a difference in people's lives.

One family received a £20,000 payment just six days after informing us that their child had been diagnosed with cancer. A payment made possible because they'd chosen to add Children's Critical Illness Cover to their own individual Critical Illness plans in 2023.

Another family received a £37,500 payment after their pre-school daughter was diagnosed with a rare genetic condition. Even though the condition isn't one of our defined critical illnesses, we were able to pay £37,500 because, unfortunately, their daughter will never be able to live fully independently. This money could allow the parents to make significant alterations to their home to help look after her.

Our customers' stories are so impactful that we share case studies on our website, giving you the opportunity to show your clients the difference a Royal London protection plan could make.

> **Royal London will always do what they possibly can to help and get claims pushed through as quickly as they can.**
>
> - Megan Chilvers, Protection Adviser at Cream Financial Solutions

> **My office manager has just had some clients in tears on the phone. We put in a [Critical Illness] claim for one of them 18 days ago and the amazing Royal London have just paid it in full. Money can't replace health, but it can certainly help in tough times.**
>
> - Colin Baxter, Director and Mortgage Adviser at MORTGAGES IN LINCOLN LIMITED

Your advice – making a real difference

Being able to offer your clients a holistic protection package, with benefits they can use day-to-day, can be a great way to show the value of your advice - and gives your clients more than they might expect from their protection plan.

All our advised protection plans include Helping Hand, which offers the tailored support of a dedicated RedArc nurse when your clients make a claim.

But this support isn't just available at the point of making a claim - it's there from the day your clients' plans start to provide support, whichever stage in life they're at. And it doesn't cost them anything extra to use.

In 2024, we saw a 23.8% increase in the number of customers signing up for our Helping Hand services, with RedArc supporting 979 customers and their families through difficult times.

> **Royal London's Helping Hand is great for families. It offers their protection clients 24/7 access to a GP service.**
>
> **- Arshan Varzandeh, Protection Adviser at Cream Financial Solutions**

Customers also have access to a range of services to support their health goals, including:

24/7 access to virtual GP consultations – Health Hero lets clients access online consultations with NHS-practicing doctors. Handy if they're finding it difficult to speak to their own GP.

Online physiotherapy – Created by physiotherapists, TrackActive Me is an app that can help clients assess musculoskeletal problems such as muscle, joint or spinal pain, and offer physiotherapy advice and exercises.

Mental wellbeing – Clients can access Thrive, an NHS-approved app to help prevent, detect and self-manage mental health conditions.

Source: Royal London Helping Hand statistics, June 2025 and RedArc reporting, June 2025

While life can be unpredictable, we're here to help

Take Matt, for example. His little boy was diagnosed with autism shortly before he started primary school. Matt remembered the Helping Hand support that was available with his Life and Critical Illness Cover and used these services to get support from a RedArc nurse. This included face-to-face counselling and specific support to help make the transition from pre-school to primary school easier for his son. He told us:

> **The Helping Hand support really made a difference to me, my son and the rest of my family. The communication and support was unwavering and really had an effect on the issues we had at those times.**

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 client's insurance contract with us, so can be amended or withdrawn at any time. This means that your client or their family's access to these services could be amended or withdrawn by us in the future.

Overview of our Critical Illness claims in 2024

Life is full of uncertainties and discovering a client, or their child, has a serious illness can be devastating. We're here to help you and your clients navigate these challenging times by offering compassionate support and financial protection, leaving your clients to focus on what truly matters – their health and wellbeing.

89.7%

Critical Illness claims paid in 2024

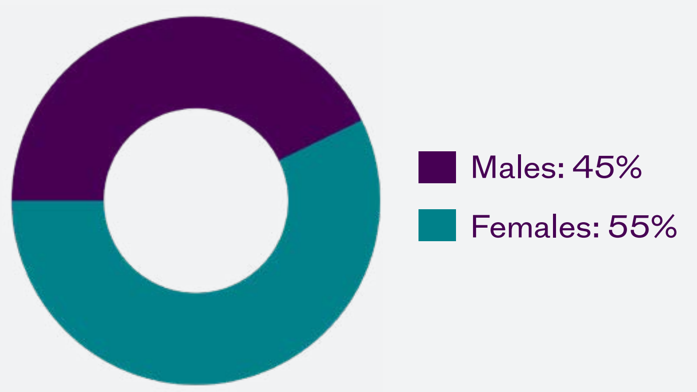
2,675

Claims paid to customers and their families

Over £180.3m

Paid in Critical Illness claims

Source: Royal London Protection business claims paid (1 January to 31 December 2024)



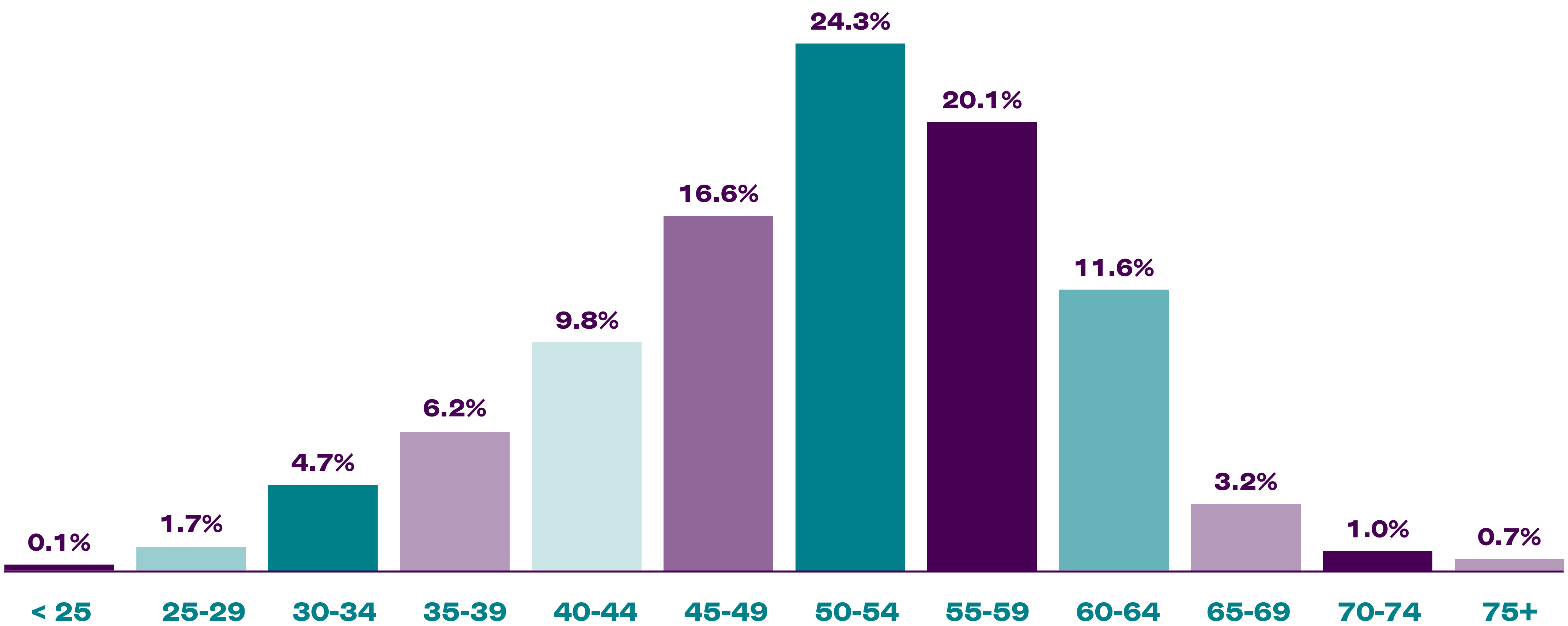
75 years

the age of the oldest Critical Illness claimant

23 years

the age of the youngest Critical Illness claimant

Age of Critical Illness customers we paid claims to in 2024



Source: Royal London UK intermediary protection business claims paid (excluding Children's Critical Illness) (1 January to 31 December 2024)

Most common Critical Illness conditions we paid claims for in 2024

Cancer, heart attack, stroke and multiple sclerosis continue to be our top 4 reasons for critical illness claims, accounting for 85% of all claims paid.

Condition	% of Critical Illness claims	Total amount paid out in claims	Average age of claimant (years)
Cancer	63.8%	£91.6m	51
Heart Attack	9.8%	£15.4m	54
Stroke	8.7%	£13.3m	51
Multiple Sclerosis	2.5%	£3.4m	44
Benign Brain Tumour	2.2%	£3.7m	46
Heart Valve Replacement or Repair	1.8%	£3.4m	53
Parkinson's Disease	1.5%	£2.9m	56
Coronary Artery Bypass	1.3%	£1.9m	58
Alzheimer's Disease	0.6%	£1.2m	66
Carcinoma in situ of the breast	0.6%	£0.4m	48
Angioplasty	0.5%	£0.3m	63
Cardiomyopathy	0.4%	£0.5m	47
Traumatic head/brain injury	0.4%	£0.6m	43
Structural heart surgery	0.4%	£0.7m	49

Source: Royal London UK intermediary protection business claims paid (excluding Children's Critical Illness) (1 January to 31 December 2024)

Critical Illness - cancer claims in 2024

According to Cancer Research UK, every 2 minutes someone in the UK is diagnosed with cancer* — a devastating reality for many families.

This year, 63.8% of our Critical Illness claims related to cancer, demonstrating the impact this disease is having on the lives of our customers.

Over £91.6m

Paid to customers diagnosed with cancer

53%

of females who claimed for cancer were diagnosed with breast cancer

40%

of males who claimed for cancer were diagnosed with either prostate cancer (22%) or bowel/colo-rectal cancer (18%)

Top 10 cancers we paid claims for in 2024

Type of cancer	% of Critical Illness claims	Total amount paid out in claims	Average age of claimant (years)
Breast	31.9%	£31.2m	50
Bowel/Colo-rectal	11.5%	£11.7m	52
Prostate	8.8%	£7.9m	57
Skin	5.0%	£4.5m	50
Lymphoma	4.1%	£3.3m	51
Kidney	3.0%	£2.6m	53
Testicle	2.9%	£2.4m	42
Lung	2.4%	£1.7m	55
Leukaemia	2.2%	£1.7m	50
Ovary	2.1%	£2.3m	49

*Source: Cancer Research UK, cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk, Accessed June 2025
Source: Royal London UK intermediary protection business claims paid (excluding Children's Critical Illness) (1 January to 31 December 2024)

Children's Critical Illness claims in 2024

No one wants to think about a child getting seriously ill or passing away, but sadly it happens more often than you may expect. In 2024, we were able to support 156 families by paying out £3.3 million in Children's Critical Illness claims.

The table below shows the most common reasons we paid a Children's Critical Illness claim:

Condition	% of Critical Illness claims	Total amount paid out in claims
Cancer	35.3%	£1.1m
Death of a child	12.2%	£198,000
Child Diabetes Mellitus Type 1	12.2%	£483,200
Benign Brain Tumour	7.1%	£233,700
Structural Heart Surgery	6.4%	£242,500
Cerebral Palsy	4.5%	£235,000
Deafness	3.2%	£95,000
Heart Valve Replacement or Repair	1.9%	£73,700
Intensive Care	1.9%	£77,500

Source: Royal London UK intermediary protection business Children's Critical Illness claims paid (1 January to 31 December 2024)

Additional conditions

We recognise how difficult it can be to face a serious health condition. That's why our Critical Illness covers an additional 32 conditions - giving your clients more chances to claim and offering vital financial support when it matters most.

Over £849k
in claims for additional conditions in 2024

53
Claims paid to customers and their families

£16,034
The average claim payout for additional conditions

Over £516k
We paid in claims for early stage cancers

17
Early case cancers covered by our Critical Illness Cover

8
Pregnancy complications covered by our Enhanced Critical Illness Cover

£95,000
We paid to support mothers and families who experienced serious pregnancy complications

Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024)

Understanding the claims we couldn't pay

We want to pay as many claims as we can to help your clients when they need it most. But unfortunately, in 2024 we were unable to pay some critical illness claims for the following reasons:

6.3% due to the customer's condition not meeting the definition for the condition we cover.

3.2% due to misrepresentation (incorrect or incomplete information provided during the application process, which would've impacted our underwriting decision).

0.8% due to other reasons, including underwriting exclusions that had been applied to the plans from the start.

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

Overview of our Income Protection claims in 2024

One of the most significant risks your clients face is being unable to work due to illness or injury. So having some financial protection in place can make all the difference. With our Income Protection, you're helping your clients focus on their recovery without the added stress of financial worries.

£8m

paid in Income Protection claims in 2024

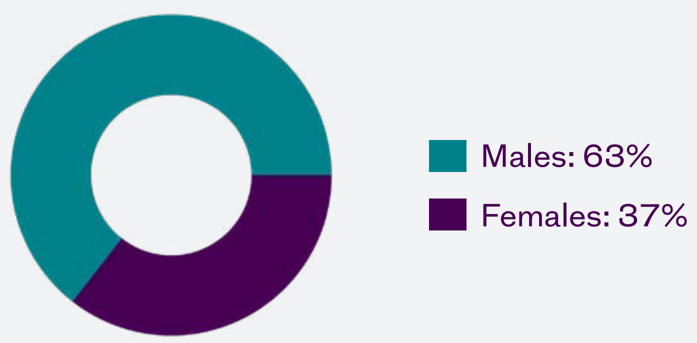
1,259

customers helped in 2024 who were unable to work

86.8%

Income Protection claims paid in 2024

Source: Royal London Protection business Income Protection claims paid (including existing claims we continued to pay in 2024) (1 January to 31 December 2024)



39

The average age of an Income Protection claimant

Plan claim payment period	Average claim payment period
1-year	5 months
2-year	8 months
5-year	6 months
Full term	2 years, 10 months

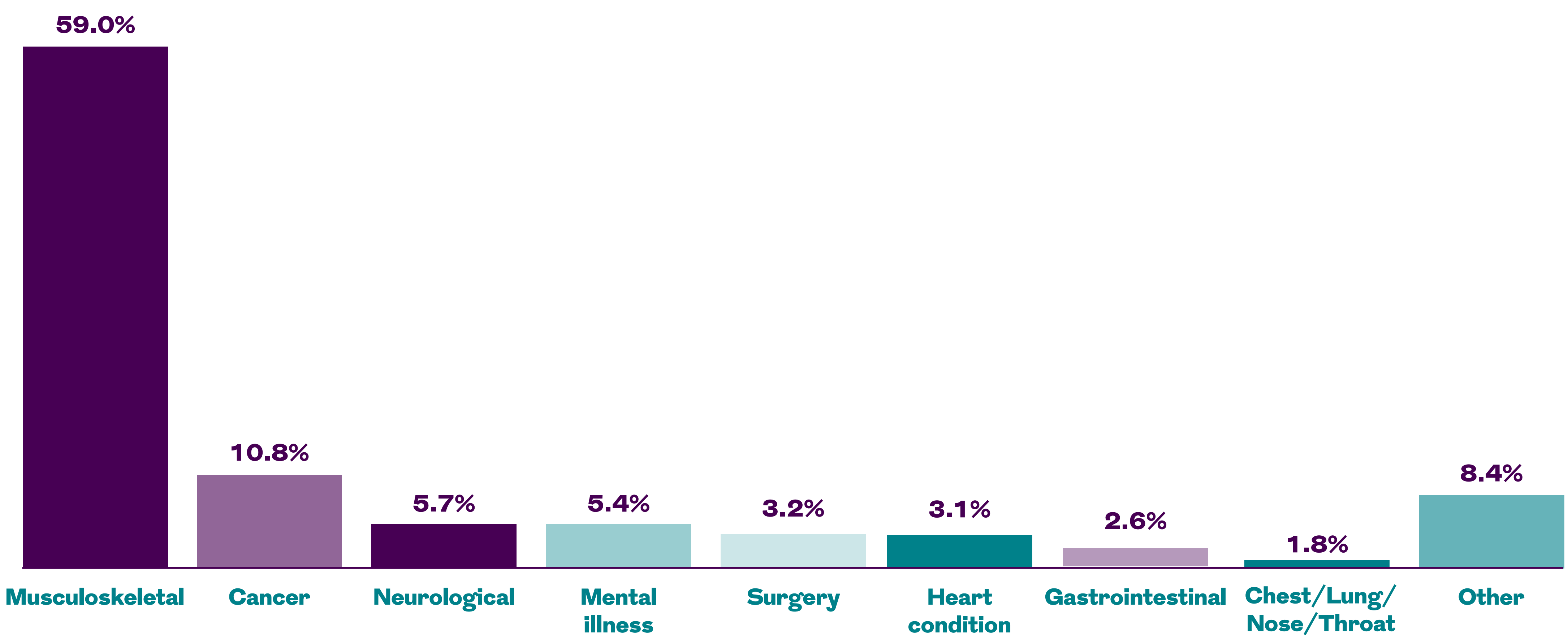
1 year, 5 months

The average length of time we paid an Income Protection claim

13 years, 7 months

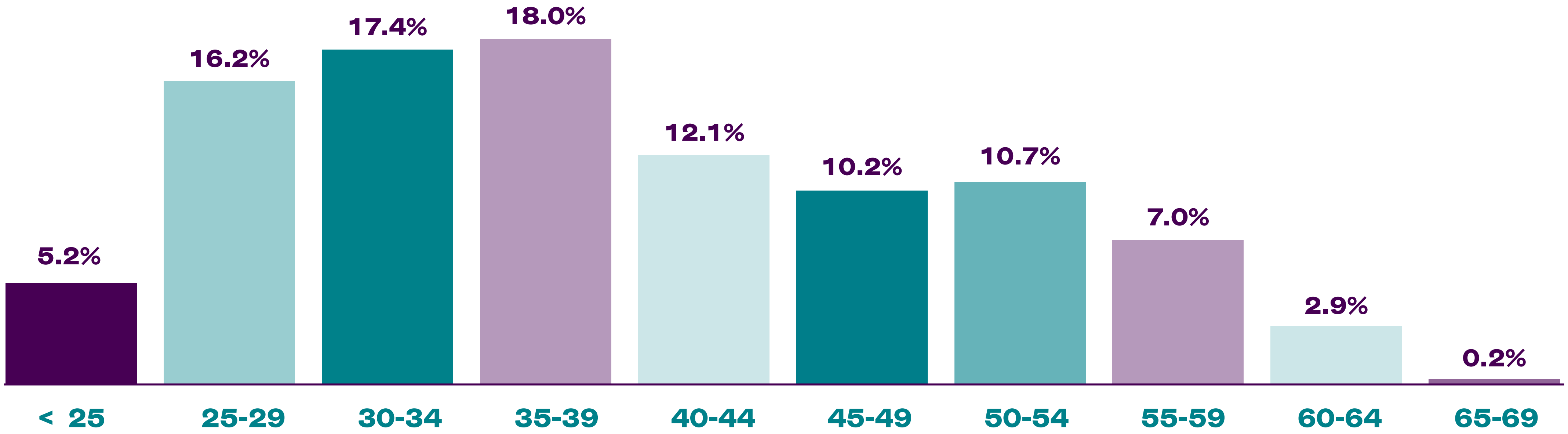
The longest we paid an Income Protection claim

Conditions we paid Income Protection claims for in 2024



Source: Royal London UK intermediary protection business Income Protection claims paid (including existing claims we continued to pay in 2024) (1 January to 31 December 2024)

Age of Income Protection customers we paid claims to in 2024



Fracture cover – supporting your clients' recovery

Broken bones could result in your clients being off work for weeks, or even months - especially if it impacts their movement. That's why we include fracture cover as standard with our Income Protection, with no standard exclusions for specific amateur sports or hobbies.

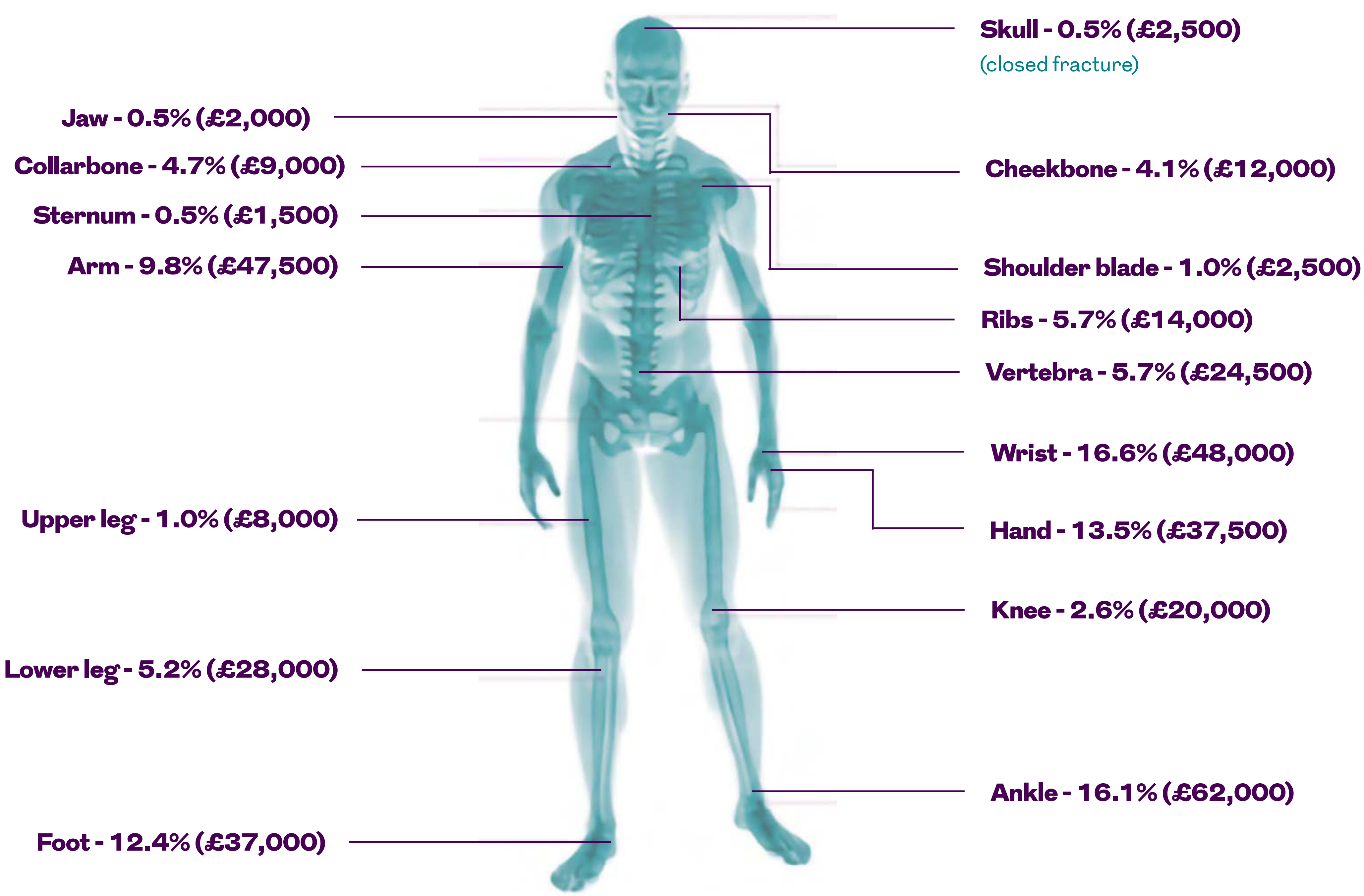
193

customers with broken bones helped in 2024

£356k

paid in fracture cover alone in 2024

The diagram below shows the claims we paid in 2024 under our fracture cover.



Source: Royal London UK intermediary protection business fracture cover claims paid (1 January to 31 December 2024)

Understanding the claims we couldn't pay

We want to pay as many claims as we can, to support your clients during challenging times. But unfortunately, in 2024 we were unable to pay some Income Protection claims for the following reasons:

8.4% due to misrepresentation (incorrect or incomplete information provided during the application process, which would've impacted our underwriting decision).

2.9% due to the customer not meeting the definition of incapacity that applies to their plan.

1.9% due to other reasons, including underwriting exclusions that had been applied to the plans from the start.

Source: Royal London Protection business claims paid (including existing Income Protection claims that we continued to pay in 2024) (1 January to 31 December 2024)

Overview of our Term Life claims in 2024

We recognise that behind every plan is a human story - a legacy. With our Term Life Cover, you can help take care of your clients' loved ones by providing some financial protection to help them during such a difficult time.

Over £212m
Paid in Term Life claims in 2024

2,287
Claims paid to families and businesses during difficult times

£92,736
The average Term Life claim payout

93.8%
Term Life claims paid in 2024

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

Males: 65%
Females: 35%

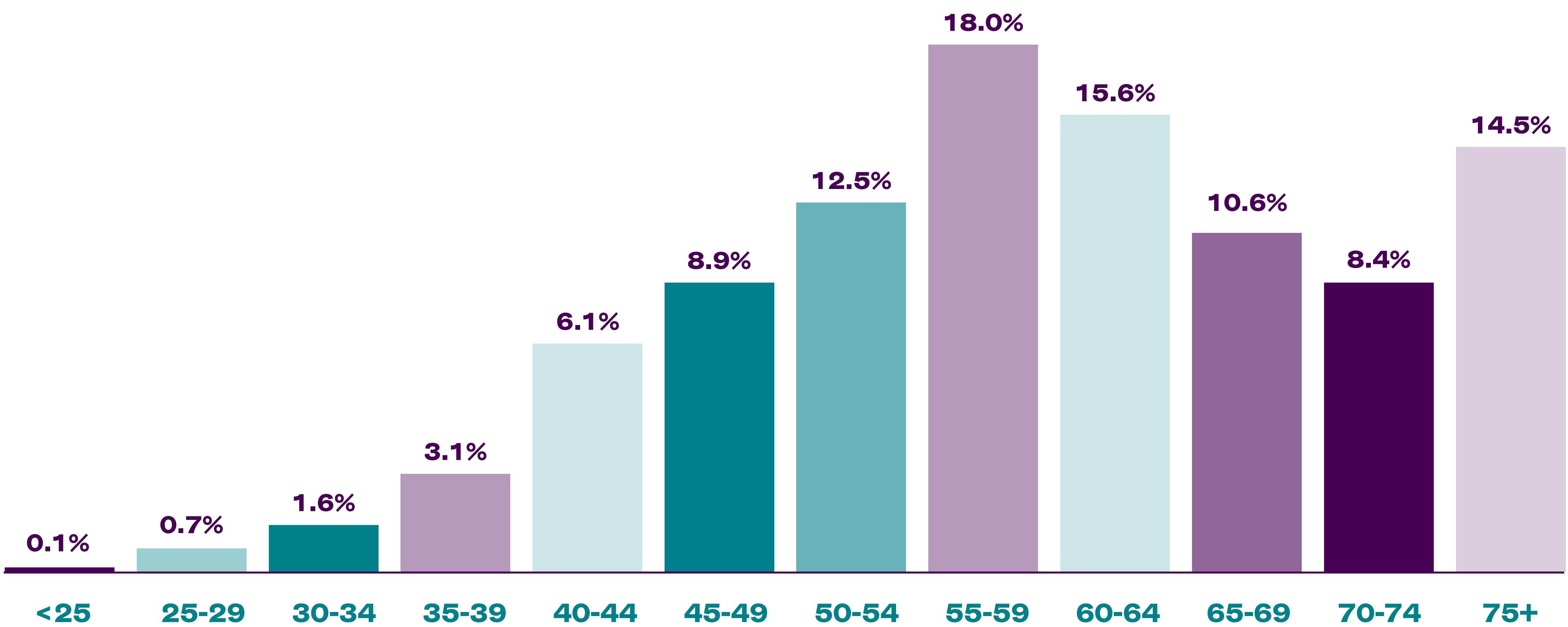
90
Age of oldest claimant

20
Age of youngest claimant

£2.6m
Largest claim payout

60
The average age of a Term Life claimant

Age of Term Life Insurance customers we paid claims to in 2024



Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024)

Understanding the claims we couldn't pay

We want to pay as many claims as we can, to help your clients when they need it most. But unfortunately, in 2024 we were unable to pay some Term Life claims for the following reasons:

6.0% due to misrepresentation (incorrect or incomplete information provided during the application process, which would've impacted our underwriting decision).

0.2% due to other reasons, including self-inflicted injury within the first 12 months of the plan exclusion applying.

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

Overview of our Terminal Illness claims in 2024

Our Term Life Cover can also provide an early payout if your client is diagnosed with a terminal illness and has been given a life expectancy of less than 12 months. This could help your clients and their loved ones get the family finances in order.

Over £57.5m
paid in Terminal Illness claims in 2024

435
Claims paid to customers and their families

88.6%
Terminal Illness claims paid in 2024

£132,330
The average Terminal Illness claim payment

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

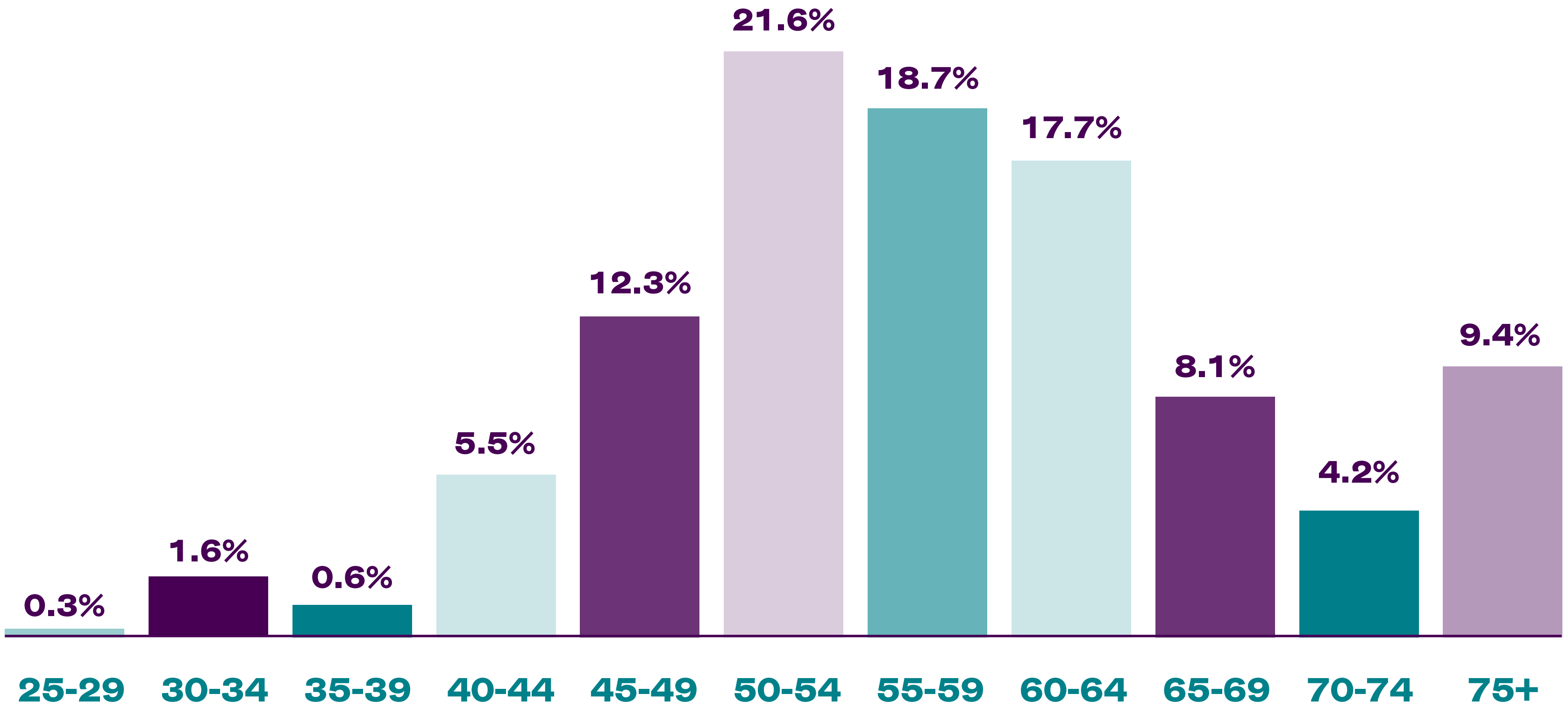
83
Oldest customer we paid a Terminal Illness claim to

£1.5m
The largest Terminal Illness claim payment in 2024

58
The average age of a Terminal Illness claimant

29
Youngest customer we paid a Terminal Illness claim to

Age of Terminal Illness customers we paid claims to in 2024



Source: Royal London, UK intermediary protection business claims paid (1 January to 31 December 2024)

Understanding the claims we couldn't pay

We want to pay as many claims as we can, to help your clients when they need it most. But unfortunately, in 2024 we were unable to pay some Terminal Illness claims for the following reasons:

6.7% due to the customer not meeting our Terminal Illness definition. In most cases, this was because while they'd been given a terminal diagnosis, their life expectancy was more than 12 months. However, these customers and their families can claim again if their illness progresses and meets our terminal illness definition.

3.5% due to misrepresentation (incorrect or incomplete information provided during the application process, which would've impacted our underwriting decision).

1.2% were due to other reasons, including underwriting exclusions that had been applied to the plans from the start.

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

Overview of our Whole of Life claims in 2024

Our Pegasus Whole of Life Plan could help in lots of situations, whether it's leaving a legacy for loved ones, protecting business interests or mitigating inheritance tax liabilities.

99.9%

Whole of Life claims paid in 2024

£286.1m

paid in Whole of Life claims in 2024

58,045

customers' families helped in 2024

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

£1.7m

The largest Whole of Life claim payment in 2024

£4,930

The average Whole of Life claim payment

78

The average age of a Whole of Life claimant

Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024)

Overview of our business protection claims in 2024

People are at the heart of businesses. Whether a business owner, partner or key employee dies or falls ill, the impact on the business can be huge. Its primary focus will be on how it can continue to run smoothly.

In **2024**, we paid over **£15.4 million** in business protection claims.

Over £9m

paid in Term Life claims

Over £3m

paid in Critical Illness claims

Over £3.3m

paid in Terminal Illness claims

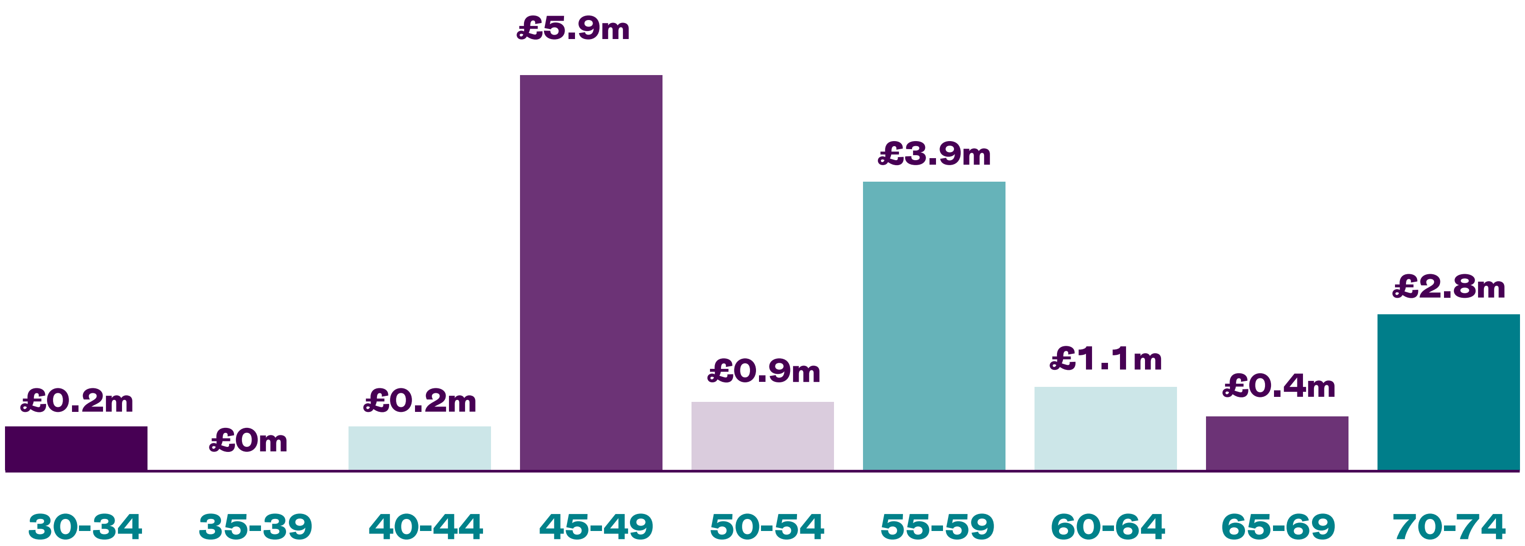
£335,723

Our average business protection claim payout

£2.6m

Our largest business protection claim payout

Age of business protection customers we paid claims to in 2024



Males: 67%

Females: 33%

Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024)

By recommending business protection to your clients, you can help safeguard their business' future, while demonstrating your value as a trusted adviser who is helping to take care of their best interests. Having a business protection plan in place could help your clients maintain the continuity and stability of their business when it's most needed.

At Royal London, we can help you navigate the business protection market.

We have:

A comprehensive and flexible business protection menu that you can tailor to the individual needs of your clients

A deep understanding of the needs of businesses

A team of corporate protection specialists to support you

Avoiding common pitfalls to a successful claim

When your clients and their families are at their most vulnerable and come to claim on their protection plan, it can be devastating for everyone involved if we're unable to pay.

In 2024, misrepresentation was the most common reason for us not being able to pay a claim, which affected 454 customers (0.7% of all claimants) and their families. This is a situation we never want to find ourselves in as we want to help as many customers as we can.

Source: Royal London Protection business claims paid (1 January to 31 December 2024)

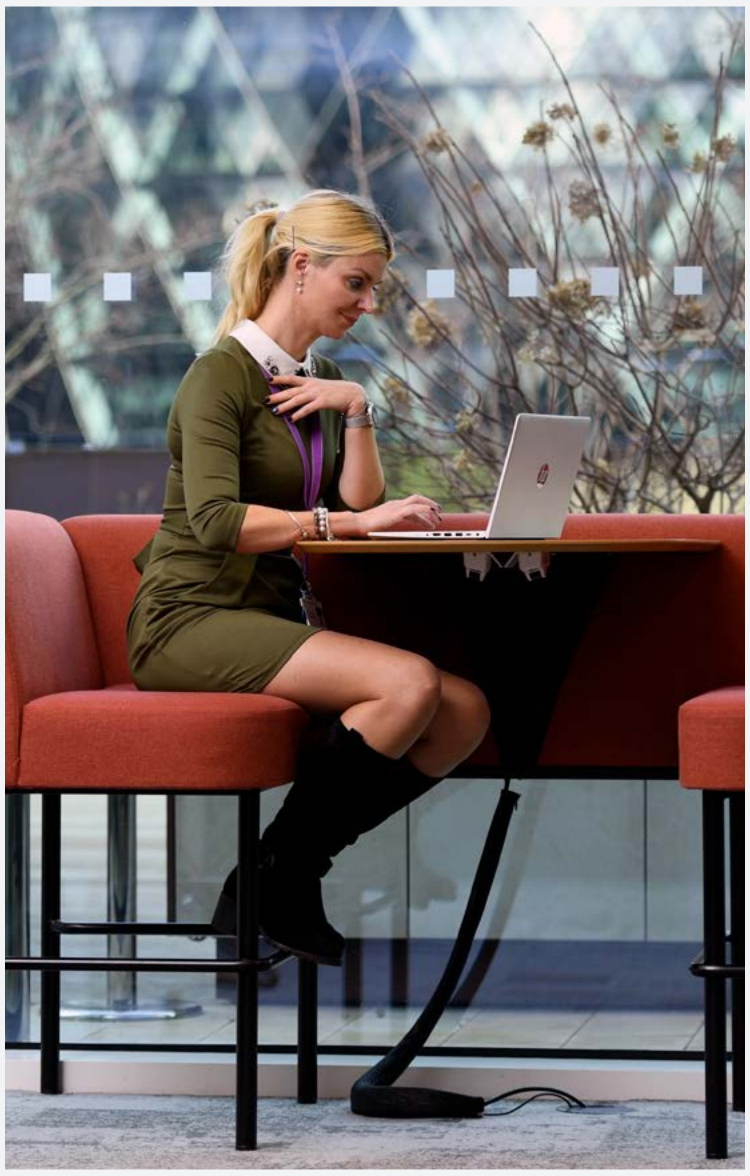
Understanding misrepresentation

Misrepresentation occurs when clients provide inaccurate or incomplete information when applying for their cover. This can ultimately cause significant distress and hardship for them and their families when they're at their most vulnerable and need to claim on their plan.

By emphasising the importance of honesty and accuracy when gathering information, you can help your clients avoid these pitfalls – so that their protection plan can be there for them when they need it most.

Importance of accurate information

Gathering accurate and honest information from clients at the start is crucial to help us assess the risk accurately and provide the appropriate cover. It can also help make sure the claims process is as smooth and efficient as possible, without any unexpected issues or delays. Plus, it helps makes sure that if the unexpected happens and your clients or their family's ever do need to claim on their cover, it will payout as they expect it to. And, when you apply for your client's cover online we'll send them a copy of their application answers. It's important they check this and tell us if anything's inaccurate or incomplete.



Supporting you

Our range of tools can help you gather this information from your clients at the point of sale.

- **Our medical conditions tool** gives you helpful tips for the information to include when applying for clients with specific medical conditions.
- **You can get an indicative underwriting decision** based on your clients' specific information with our **pre-sale underwriting tool**, so you can manage their expectations around cost and availability of cover more accurately at the start of the process.
- **Our Guide to Underwriting** explains our underwriting process and what information we need to assess different medical conditions.
- **While our Send to Client feature built-in to our online application** lets you maintain control of your clients' application while allowing them to provide sensitive information, like their medical history, in a secure and confidential way.

By working together to gather accurate and honest information from the start, we can continue to help provide the financial protection that your clients deserve. This collaboration helps us pay as many claims as we can, as quickly and sensitively as possible – helping your clients and their families navigate their most challenging times with confidence and peace of mind.

Tackling cancer inequality

Around 1 in 2 people in the UK will develop cancer at some point in their lifetime*.

With almost two thirds (63.8%) of our critical illness claims paid in 2024 related to cancer, we recognise the substantial emotional and financial impact it can have. That's why we're proud to be working in partnership with Cancer Research UK, donating over £3 million of our operating profits to help tackle cancer inequalities and support research into hard-to-treat cancers since 2023.

*Source: Cancer Research UK, cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk, Accessed June 2025
Source: Royal London UK intermediary protection business claims paid (1 January to 31 December 2024)

As part of our partnership, our funding will go towards:

Improving pathways to diagnosis

Through Cancer Research UK's 'Test Evidence Transition' programme.

Preventative research and innovative treatment

The science to help prevent people from experiencing cancer and supporting kinder treatments for cancers of unmet need.

Talk Cancer training

Training trusted community leaders to help raise cancer awareness and break down barriers to better health.

ROYAL LONDON

It's everyone's business

royallondon.com

We're happy to provide your documents in a different format, such as braille, large print or audio, just ask us when you get in touch.

October 2025

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