

# PROTECTING EVERY MEMBER EVERY DAY.

Commentary by  
Chris Pollard, Chief Operating Officer.



The information contained within this document details the valuable support that we provided our members throughout 2021 and helps highlight the real value of income protection.

## THE BIG PICTURE

“

Every claim we receive is a member and potentially a family, turning to us for support in a moment of need. In a challenging year for many, we are incredibly proud to have supported more than 1,200 of our members who claimed under their income protection policy.

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**£10.5m**

the total amount of all claims paid

**93%**

of claims paid in 2021

## THE DETAILS

**1,318**

new claims decisions made

**1,226**

claims paid to our members and their families

**92**

instances where we were unable to pay a claim

**101**

the average claim duration in weeks, for policies with a full term claim period

**25 years**

the length of our longest ongoing claim

**>£500,000**

the highest amount of benefit paid on a claim to date

**37**

average age of claimants on our Income First and previous Income Protection Plus products

**48**

average age of claimants on our legacy income protection products

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The ability to issue digital claim forms to members reduces the time it takes to complete and return information about their claim. This means we can assess claims and request any medical information required quickly, ultimately delivering faster decisions for our members.



”

**48 hours**

Nearly 40% of members returned their completed claim form within this time frame.

## THE REASONS

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The main reasons for claiming were musculoskeletal conditions, illnesses related to Covid-19, hip/knee conditions and mental health. These accounted for almost 75 per cent of claims.

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### New claims by illness (%)

Musculoskeletal	38.4
Covid-19	20.9
Hip/Knee	9.0
Mental health	7.1
Gastro	5.8
Other	5.1
Surgery	3.6
Chest/Nose/Throat/Respiratory	3.2
Cancer	2.9
Neurological	2.0
Heart conditions	1.7
Stroke	0.3
Total	100



### Claims by deferred period (%)

1 day	47.5
1 week	18.6
4 weeks	30.0
8 weeks	1.1
13 weeks	2.0
26 weeks	0.3
52 weeks	0.5
Total	100

SADLY, WE COULDN'T  
PAY EVERY CLAIM



“

We want to pay every income protection claim we receive, however, there are times when unfortunately we are unable to do this. The main reason for not paying a claim in 2021 was due to misrepresentation. This is where questions are not answered correctly at the point of application leading to a different underwriting outcome.

”

92

claims where we were unable to pay X



64%

Due to misrepresentation

23%

Due to the claim not meeting our disability definitions

13%

Due to the claim being excluded from cover or not included in the terms and conditions

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Not paying a claim is an outcome we would all like to avoid. It is important to encourage applicants to answer all questions accurately, allowing us to provide positive outcomes for even more members.

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## MORE THAN A PAYOUT

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An income protection policy from The Exeter goes much further than making a benefit payment in the event of a claim.

Every policy comes with access to **HealthWise**, our free member benefits app, that helps members manage their physical and mental wellbeing. The services can support their recovery and where possible, help them return to work.

”

**455** **HealthWise** consultations booked by our income protection members in 2021.

Provided by  SQUAREHEALTH



## HEALTHWISE IN ACTION

**207**

**Remote GP consultations** for reasons including infections, musculoskeletal conditions and migraines

**25**

**Lifestyle and nutrition consultations** to discuss weight management, tiredness and general health concerns

**113**

**Physiotherapy sessions** for conditions including hip, back and neck pain

**101**

**Mental health support sessions** for conditions relating to anxiety, depression and bereavements

**9**

**sessions with registered dietitians** for support with healthy eating plans and digestive disorders

**81%**

**of physiotherapy consultations** recommended support through e-treatments

**97%**

**of mental health support** was delivered remotely by video call or telephone

**74%**

**of mental health consultations** were made by repeat users

**HealthWise** and all member benefits provided by The Exeter don't form part of the policy terms and may be varied or withdrawn, without notice, by us.

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In 2021, **HealthWise** usage grew by 60%. I encourage every member to use the services available and recommend every adviser highlights the value of **HealthWise** to their clients.

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SO DON'T FORGET...

**#1**

**HealthWise** provides easy access to remote GP consultations, expert second medical opinions, physiotherapy, registered dietitians, mental health support and lifestyle and nutrition consultations.

**#2**

**HealthWise** services are available to members and their immediate family and are accessible for the duration of their policy – not just at the point of claim.



**You matter more.**

### The legal blurb

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