

A look back at our 2024 claims

When you take out a protection policy it can provide you with peace of mind, knowing that if you need to make a claim we're here for you.

Here's how we supported our members in 2024:



Almost
£137m
paid in protection claims

(includes Personal Sick Pay and Income Protection claims that were already in payment before 2024 and continue to be paid in 2024)

Nearly
8,000
individuals and families going through a difficult time

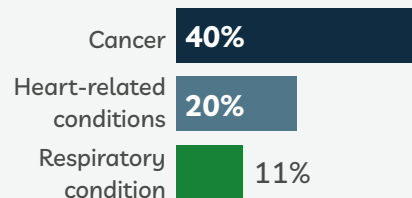
95%
of all protection claims were paid

Life Insurance claims

A one-off payment will be paid to your loved ones should you die before your life insurance policy ends.

Over
£80m
was paid to support
5,263
families who lost a loved one*

Most common reasons for claim



The youngest claim was made for someone just

24 years old

97%

of all claims were paid*

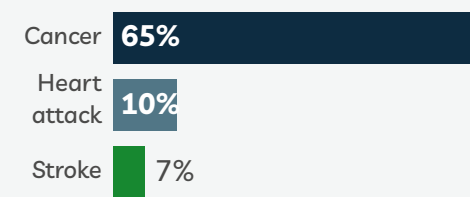


Critical Illness claims

When you're diagnosed with a life-changing illness or injury, a payment from your critical illness policy can mean your home, family and lifestyle are protected.

Over
£33m
was paid to support
475
individuals and families following a life-changing diagnosis

Most common reasons for claim



The average age at the time of claiming was

51 years old

90%

of all claims were paid

Over

6 in 10

claims were made for cancer.

Around a third of these were breast cancer claims.



*These figures include claims paid for Life Insurance, Family Income Benefit, Terminal Illness and our Whole of Life products (including some guaranteed over 50's Whole of Life products). Our Whole of Life products are no longer available.



Income Protection claims

When you can't work due to sickness or injury, your income protection policy pays you an income until you're back on your feet and ready to work again.

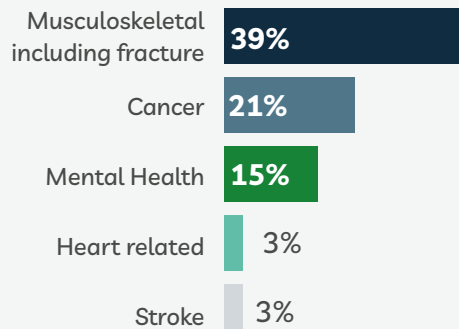
almost
£18.2m^{**}
was paid to support
1,166
individuals
who couldn't work



90%^{**}
of all claims were paid

7 years 6 months
was the average policy age at the
time of a claim

Most common reasons for claim



^{**} includes income protection claims that were made before 1st January 2024 and were still being paid in 2024.

If you'd like to learn more about protection policies or the claims process, speak to a financial adviser.

If you'd like us to send you this document or any future correspondence in another format, such as Braille or large print, please just let us know.

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Real claims **we paid in 2024**

Behind each claim loved ones are also impacted. We'd like to share some stories of how a protection policy made a real difference:

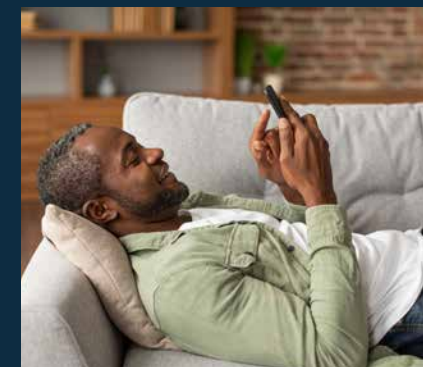
John* called us in May 2024 to advise his wife Amanda had passed away. She became ill in early 2024 and was diagnosed with cancer. She passed away a few weeks after her diagnosis.



We spoke to John the phone and got all the information we needed to pay the claim in that one call.

Daniel* was involved in an RTA and came off his motorbike.

This resulted in several vertebrae fractures. He contacted us in August 2024. We asked him to send any medical evidence that showed his fractures and his payslips.



Based on the evidence he sent, we were able to pay a fracture cover claim for £1000 and his Income Protection payment. He managed to return to work only 15 weeks after his accident.

^{*}Names and images are for illustrative purposes only.

