

Zurich Group Life Insurance



We supported 4,287 Life Insurance customers in 2022

We've paid over

\$ **305**

million and accepted 92% of claims

Customers we supported by claim type

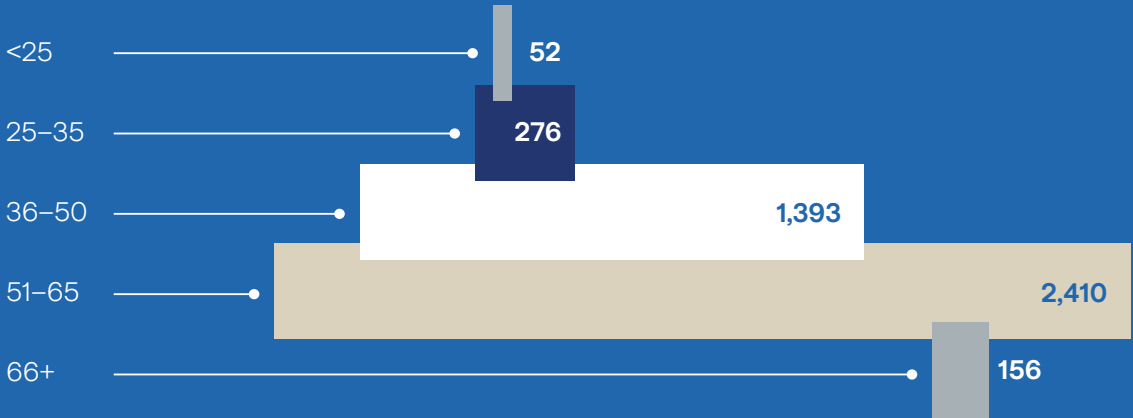


Zurich Group Life Insurance

We supported 4,287 Life Insurance customers in 2022



Customers we supported by age



Top causes of claim



*Musculoskeletal includes: Accidents, Injuries, Fractures. | *Other leading male causes: Neurological, Gastrointestinal, Respiratory.
| *Other leading female causes: Cardiovascular, Gastrointestinal.

Group Death



Million AUD – largest Death claim paid



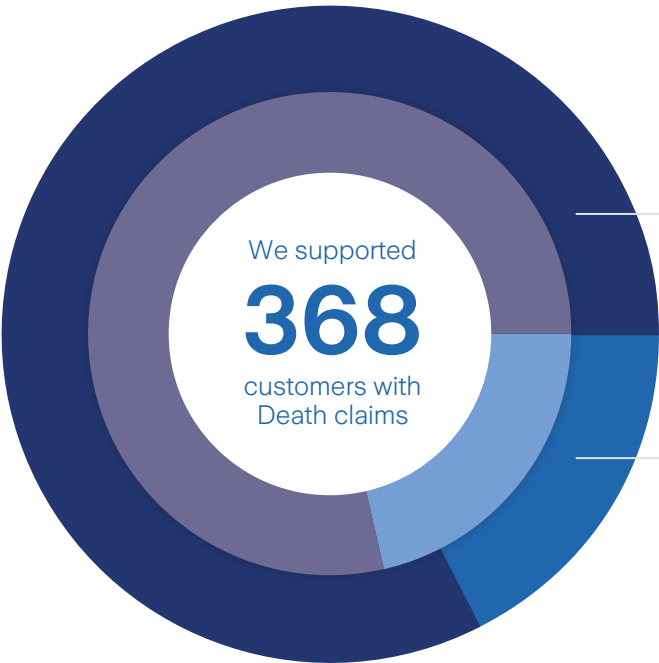
Youngest Death claimant



Average age of customer with a Death claim



Percent of the total customers we supported were for Death



We supported
368
customers with Death claims

Total claims we paid
\$54,555,741.19

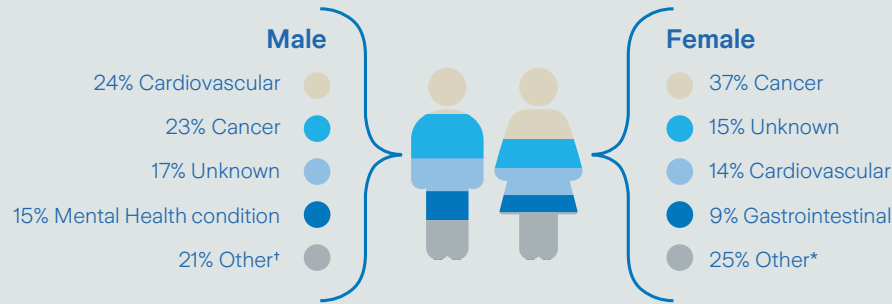
Male total claims
\$45,030,915.98

Male customers
290

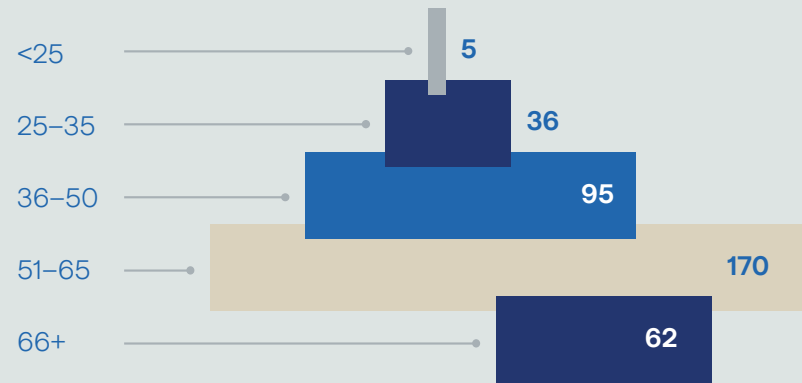
Female total claims
\$9,524,825.21

Female customers
78

Top causes



Customers we supported by age



*Other leading male causes: Musculoskeletal/injury, Neurological, Infection. | *Other leading female causes: Mental Health condition, Neurological, Respiratory, Gastrointestinal.

Group Income Protection



Average age of customer currently on Income Protection claim



Percent of the total customers we supported were for Income Protection



Out of all musculoskeletal injuries, back/neck and leg were the areas most affected



Depression was the leading cause for Income Protection mental health claims



Total claims we paid
Total claims we paid
\$115,765,652.63

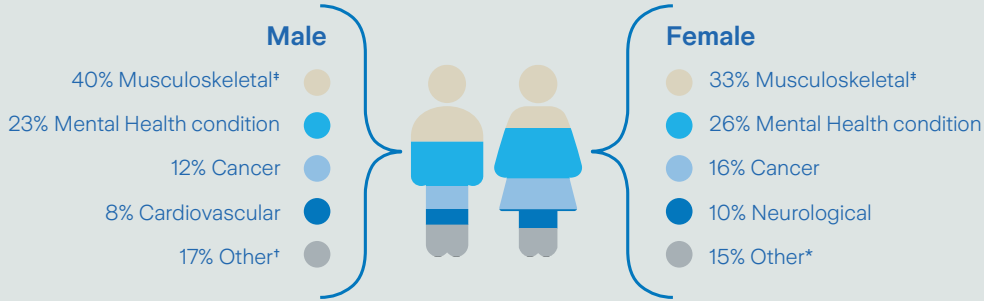
Male total claims
\$61,668,726.76

Male customers
1,326

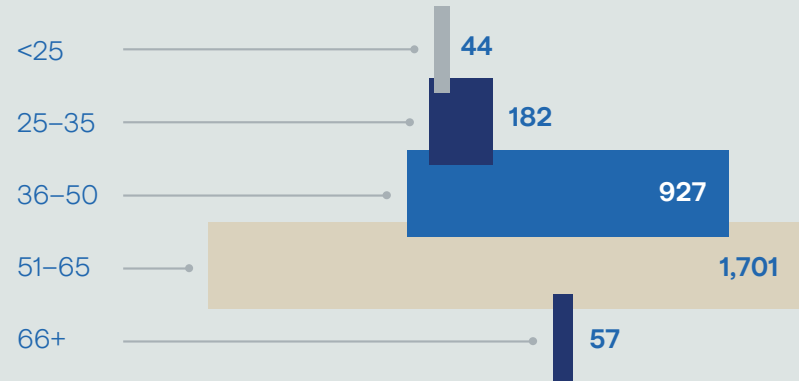
Female total claims
\$54,096,925.87

Female customers
1,585

Top causes

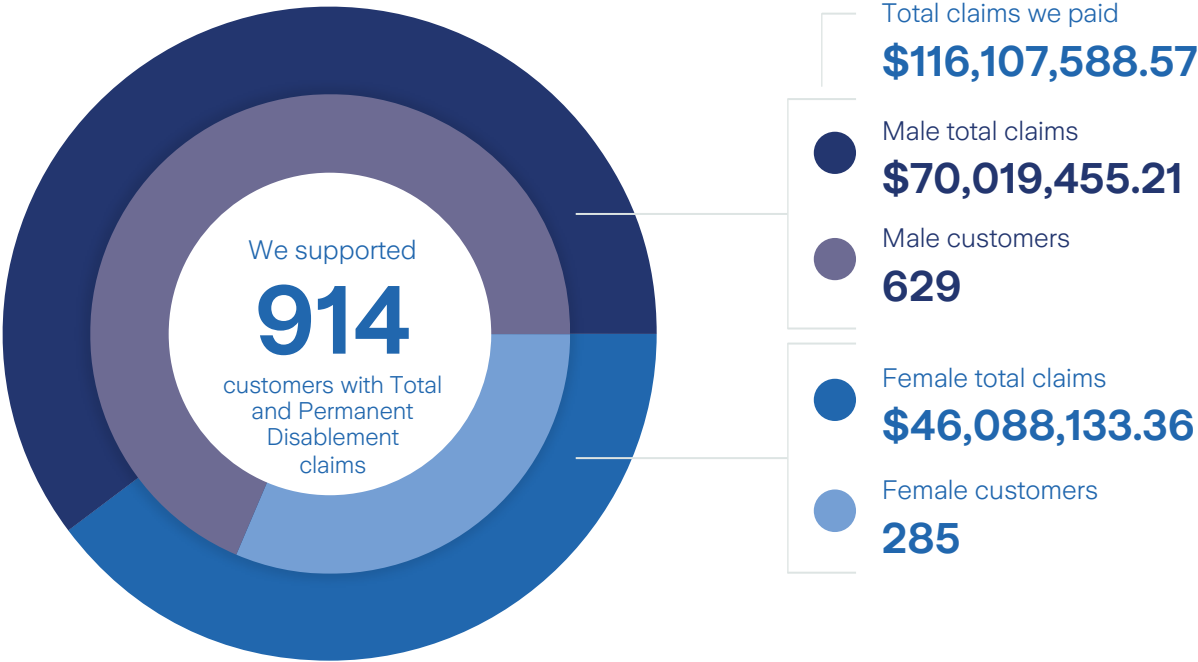


Customers we supported by age



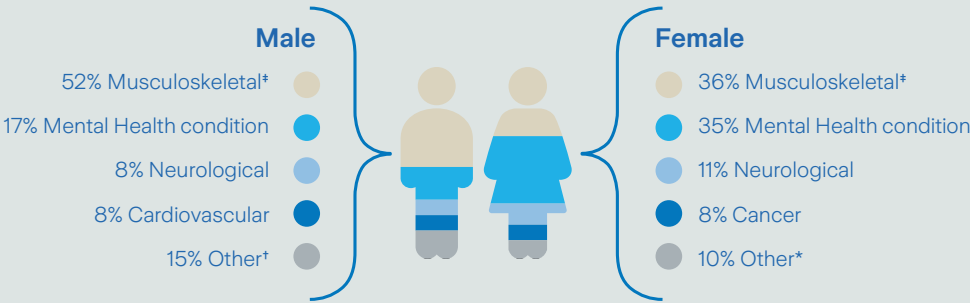
*Musculoskeletal includes: Accidents, Injuries, Fractures. | *Other leading male causes: Neurological, Gastrointestinal, Eye conditions. | *Other leading female causes: Cardiovascular, Gastrointestinal.

Group Total and Permanent Disablement (TPD)

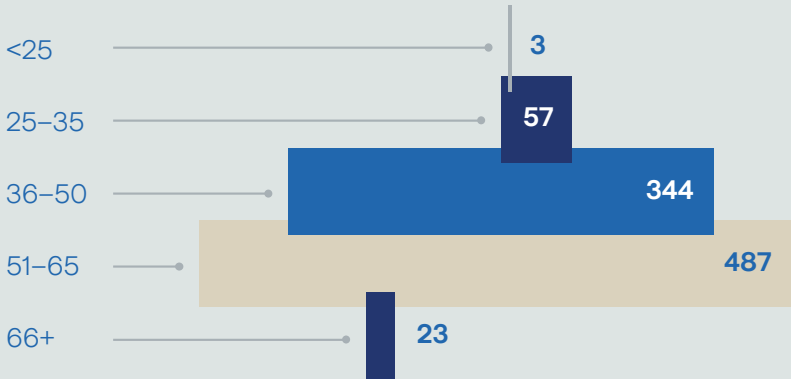


*Musculoskeletal includes: Accidents, Injuries, Fractures. | *Other leading male causes: Cancer, Respiratory, Gastrointestinal. | *Other leading female causes: Cardiovascular, Gastrointestinal, Autoimmune.

Top causes



Customers we supported by age



Group Terminal Illness



Million AUD – largest Terminal Illness claim paid



Youngest Terminal Illness claimant



Average age of Terminal Illness claim



Percent of the total customers supported were for Terminal Illness



Total claims we paid
\$19,273,548.13

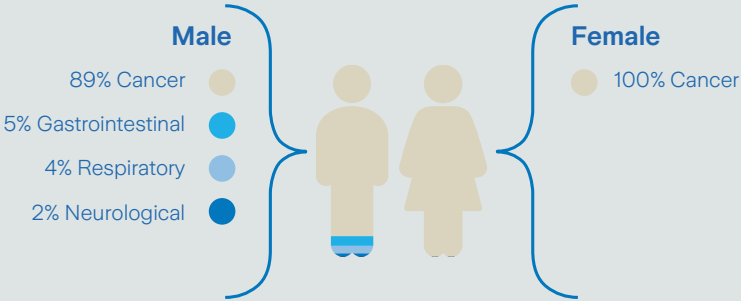
Male total claims
\$12,021,542.60

Male customers
55

Female total claims
\$7,252,005.53

Female customers
39

Top causes



Customers we supported by age

