

RETAIL INSURANCE

Claims Snapshot 2018



MLC Life Insurance has



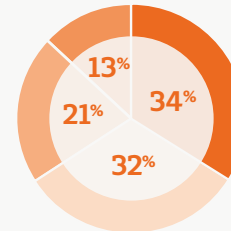
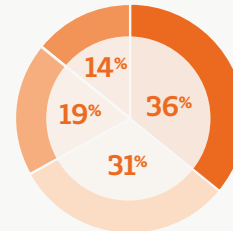
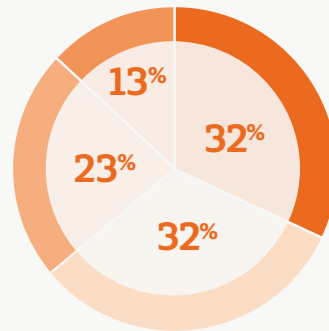
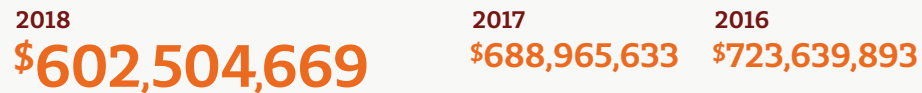
\$1 billion*
in claims

supporting our Retail and Group Insurance customers and their families.

Total number of Retail Insurance customers who had a claim paid 2018



Retail Insurance claims paid by policy type

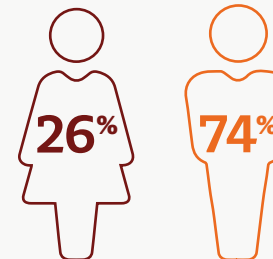


KEY

- Death/Terminal Illness
- Critical Illness
- Income Protection
- TPD

2018

Total percentage of claims paid by gender



"...After 11.67 years, my claim benefits are finally coming to an end. If someone had have told me back in 2007, that I'd still be 'on my feet' in 2018, I would have grabbed a mighty hold of them!! Being told one has cancer is the most devastating thing one can(not) ever anticipate. It was career-ending for me and enormously confidence-sapping. It goes without saying, that since my diagnosis (end of 2006), my life has changed significantly... I am most grateful indeed for the financial support afforded me over this time..."

Customer testimonial
May 2018

"The claim process was so easy and super fast. Everyone I spoke to were really helpful and sounded genuinely concerned about me and my situation. I will be definitely recommending MLC to my friends."

Customer testimonial
March 2019

*Amount paid for all MLC Life Insurance claims in 2018. All other numbers quoted are for Retail Insurance Claims.

RETAIL INSURANCE

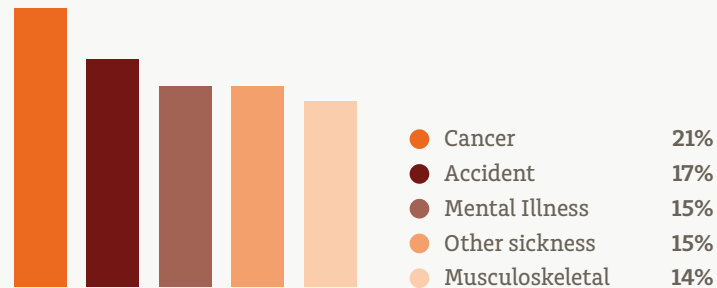
Claims Snapshot 2018

LIFE INSURANCE



All policy types

Top five claim causes by number of claims paid



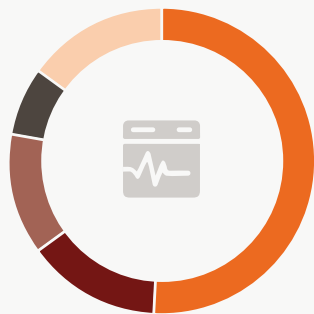
Retail Insurance Claims Acceptance Rates*

1/7/2107 – 30/06/2018

Policy type	Claims acceptance rates		Average claim time to make a decision	
	MLC Life Insurance	Industry benchmark	MLC Life Insurance	Industry benchmark
Death	98.5%	97.5%	2.8 months	3.5 months
TPD	88.6%	85.3%	6.9 months	8.9 months
IP	94.3%	94.2%	1.1 months	1.6 months
Critical Illness (trauma)	89.6%	85.4%	2.0 months	2.0 months

Death/Terminal Illness

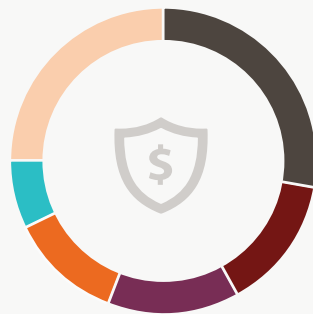
Top claim causes (\$)



Cancer	51%
Accident	14%
Cardiovascular	13%
Mental Illness	7%
Other causes	15%

Income Protection

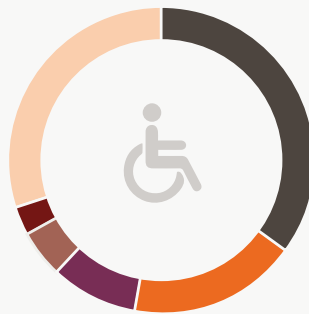
Top claim causes (\$)



Mental Illness	28%
Musculoskeletal	14%
Accident	14%
Cancer	12%
Nervous Disorder	7%
Other causes	25%

Total Permanent Disablement

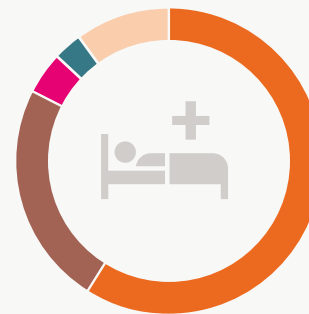
Top claim causes (\$)



Mental Illness	35%
Cancer	18%
Musculoskeletal	9%
Cardiovascular	5%
Accident	3%
Other causes	30%

Critical Illness

Top claim causes (\$)



Cancer	59%
Cardiovascular	23.5%
Stroke	4.5%
Neurological	3%
Other causes	10%

For more information

Call us on **13 36 52** or visit
mlcinsurance.com.au

*ASIC's MoneySmart Life Insurance Claims Comparison Tool. Last updated 29 March 2019.

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