

2019 LIFE INSURANCE CLAIMS PAID

Supporting Australian families through the claims we pay is the most important thing we can do

Last year, we paid over

\$2.3 billion

in claims to over 34,000 Australians and their families¹. That's equivalent to over \$45 million a week.

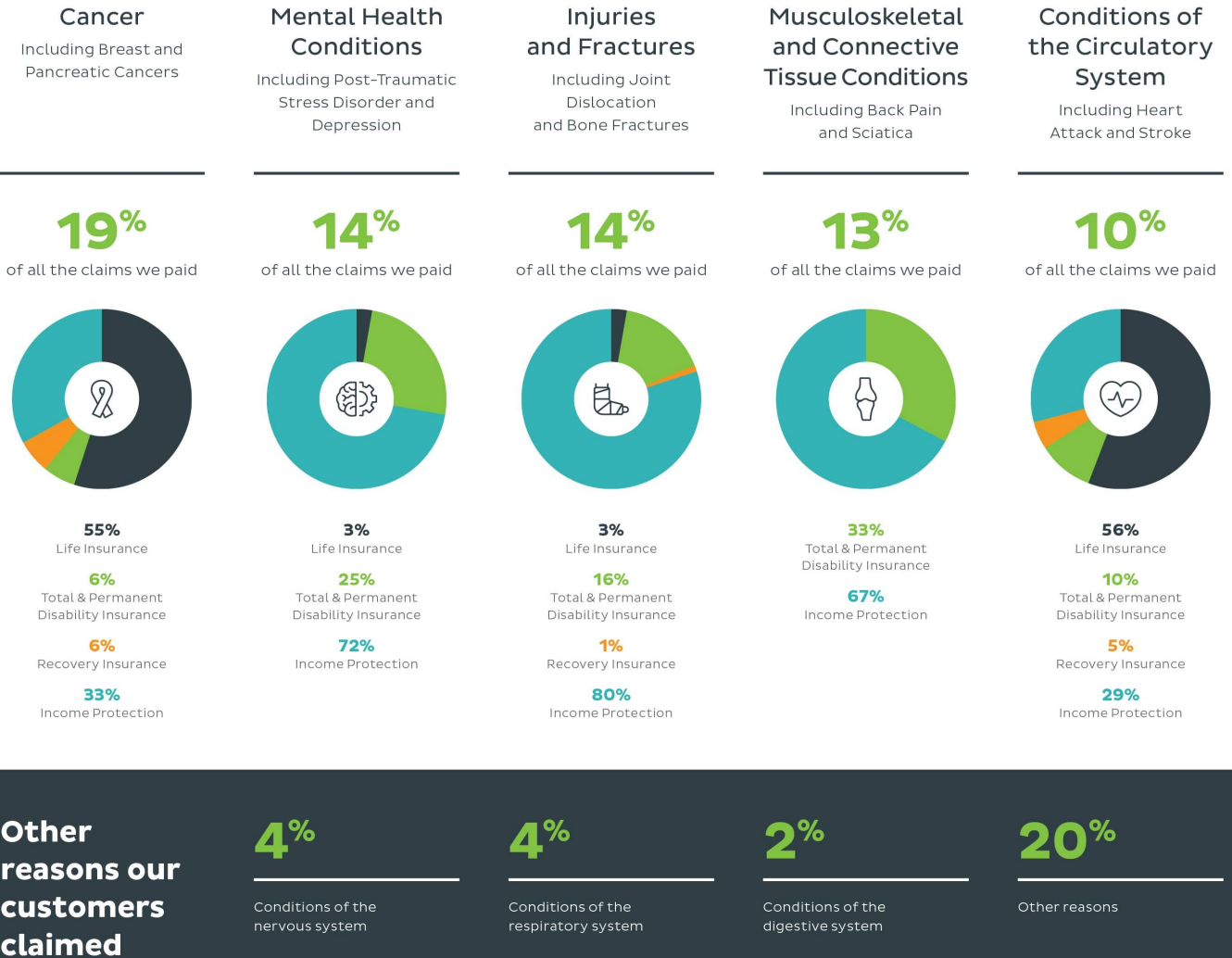
Of the total volume of claims we paid

64%

helped our customers continue living their lives while recovering from an illness or injury.



The most common reasons for making a claim²



© 2020 TAL Life Limited ABN 70 050 109 450 AFSL 237848. This document contains a summary of the combined volume and value of claims paid by TAL Life Limited and Asteron Life & Superannuation Limited under a range of insurance products between 1 January 2019 and 31 December 2019, and the circumstances in which those claims were paid. The assessment and payment of each claim is subject to the individual policy terms, conditions, limits and exclusions, which are set out in the applicable Product Disclosure Statement and Policy Document. This information is general in nature only and does not take into account your personal financial situation, needs or objectives. You should consider the relevant Product Disclosure Statement, available at tal.com.au when deciding whether to acquire, continue to hold, or dispose of a financial product.

¹ Claims statistics based on total number of claims paid by TAL Life Limited and Asteron Life & Superannuation Limited between 1 January 2019 and 31 December 2019. ² Claims statistics based on total claims paid under TAL Life Limited and Asteron Life & Superannuation Limited insurance products (excluding funeral insurance).