



As life happens, we're here for you

Resolution Life claims paid 2021



Live life knowing we'll be there for you

Like most people, you probably think something bad will never happen to you. Hopefully you're right.

If something unexpected does happen, you want to protect what's important. You don't want to worry about how to pay the bills and look after your loved ones.

With Resolution Life, you'll have that covered.



We'll help you get back on your feet

For more than 170 years, Resolution Life has been safeguarding Australians' futures in times of great need. From day one, we have helped protect Australian families' financial security against illness, injury or death.

In 2021, we supported and paid claims to over 9,100 customers, with many customers returning to a better life with the help of our expert rehabilitation services.

If you need to make a claim, your personal case manager will work with you to understand your situation. The support they'll offer will be tailored to address your specific needs and is designed to help you return to your everyday life.

Our role

Resolution Life has a unique model compared to other Australian life insurers. We focus only on supporting and managing our existing customers. This means we don't spend our time, money and energy trying to get new customers. Instead, we can dedicate all our resources to taking care of you. We see our role as not only paying claims but supporting you to reach your goals. Wherever possible, we'll focus on getting you and your family back to everyday life as soon as practical. While this may involve paying a claim, it may also include rehabilitation, working with an employer on a return to work program, or even the offer of domestic services to allow you to focus on your health and recovery from illness.

We'll be there for you and your loved ones every step of the way.

¹ Resolution Life Recovery Team 2021 Statistics.

The additional rehabilitation services are at Resolution Life's discretion. Additional assistance is limited to customers who have an 'accepted' Income Protection or Temporary Salary Continuance claim. This includes those who are serving their waiting period and the claim is highly likely to be accepted. We do not offer rehabilitation services for those that have lodged a TPD claim.

In 2021
we referred

442

customers to one of our external rehabilitation partners to aid their recovery.

For each case we referred, on average an extra

\$3,093

was spent to achieve our customers' best life.¹

In 2021, in total we paid...

8,233
customers

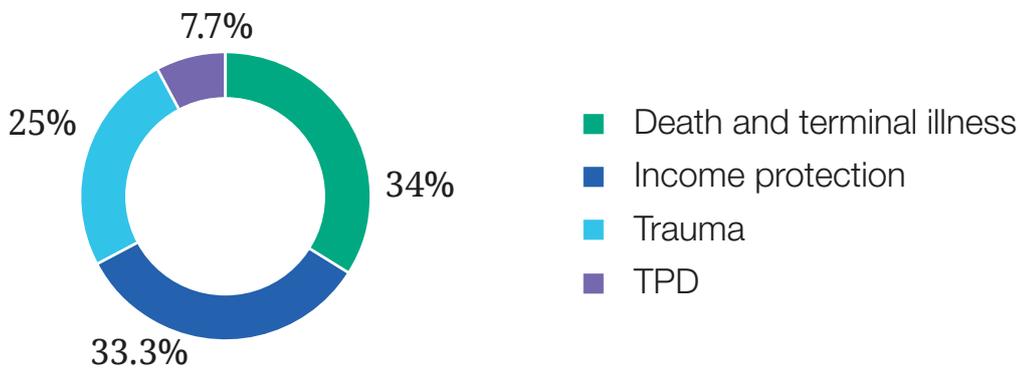


\$971 million
in insurance claims



That's about
\$2.6 million
paid every day

Overall insurance claims...

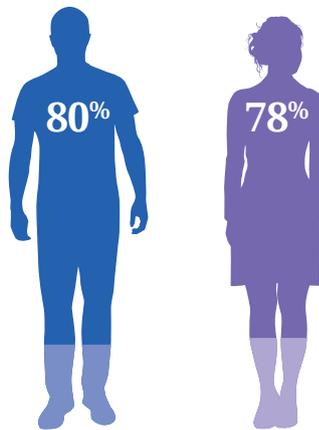


Overall claims by gender...

Male

Top seven claim types

- 19.3% Musculoskeletal
- 17.3% Mental health disorders
- 11.2% Accidents/injuries
- 9.2% Heart attack, stroke and other circulatory diseases
- 8.8% Cancer – other
- 8.7% Nervous system disease
- 5.2% Fractures



Female

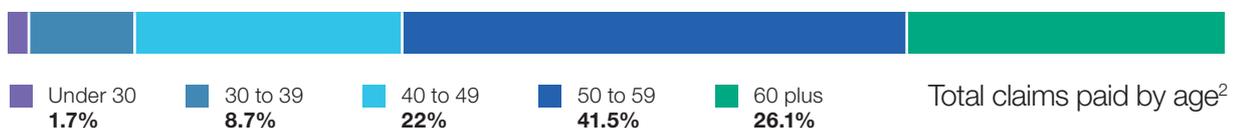
Top seven claim types

- 23.4% Mental health disorders
- 13.2% Musculoskeletal
- 10.5% Nervous system disease
- 9.6% Cancer – breast
- 9.0% Cancer – other
- 6.7% Accidents/injuries
- 5.3% Heart attack, stroke and other circulatory diseases

Out of the total 2021 claims this is the percentage of males and females whose claim type was one of the top seven.

The average age...

of Resolution Life customers who made an insurance claim



² Figures based on Resolution Life claims paid during 2021.

Supporting you reach your goals

To support our customers all over Australia, and in the best way possible, we work with a panel of national and specialist vocational rehabilitation providers. Should you need to claim, this lets us tailor your program to meet your specific needs.

How we can help

Tailoring your vocational rehabilitation gives us the opportunity to engage a specialist focus when appropriate. This could include:

- Vocational assessment, transferable skills analysis and retraining to establish work experience, training and education, identify retraining needs and enhance the customers skill set and professional qualifications.
- Work conditioning to facilitate improved physical and mental health function. Specialist exercises are designed to help meet the functions needed to reach agreed work goals.
- Business and executive coaching assists business owners or leaders to run their business and explore new opportunities including managing the impact of any changes to their functional capacity.
- Work trials and volunteer placements help build occupational fitness, self-confidence, current work experience and to establish a professional network.
- Chronic fatigue management education, helps provide expert advice to limit pain and fatigue symptoms.
- Cancer Recovery coaching during treatment and survivorship to support holistic symptom management and quality of life including nutrition, exercise, sleep hygiene and mental wellbeing.
- Social work services to provide customers with financial support, housing, family/life planning, mental health support and employment planning.



Helping our customers get back to life

Here are just some examples of how we've helped our customers get back to everyday life and work.

- Provided a motorised trike to a customer recovering from a brain aneurysm so that she could safely increase her fitness after deconditioning whilst recovering. The customer was not certified fit to drive so she also used the trike with a large rear basket to get her groceries, increasing her independence.
- Organised for a customer who was receiving chemotherapy and radiotherapy to take part in an exercise program which played an important role in recovery.
- Supported a customer to retrain in a new field, who had years before been told he would never be able to work again in his chosen career.
- Organised home cleaning for a customer being treated for significant burns, so they could focus their time and energy on recovery and return to work.
- Provided an 'iPad robot' to a customer who wasn't ready to be physically present in the workplace, enabling them to work from home.
- Connected a customer recovering from a psychological injury with a rehabilitation program that uses equine therapy to build confidence.

Income protection cover

Your ability to earn an income is likely to be one of your most valuable assets in life. Most income protection cover pays you up to 75% of your regular income if you're temporarily unable to work due to illness or injury. It's also known as temporary salary continuance (TSC).³

How it can help

With income protection you can relax knowing that your lifestyle will be protected if you can't work while you recover from an illness or injury. Having a regular income means you can cover your daily living expenses and it can also help with medical expenses and rehabilitation costs. Plus you may also be provided additional support services to help you return to work or find a new job.

Did you know?

Injuries and illnesses can result in long-term pain and disability. As well as the impact on your health, injuries and illness can also cause long and unplanned absences, resulting in loss of work or income.⁴ This can cause financial strain at a time when you need to pay for medical expenses such as hospital fees, doctors' visits and rehabilitation costs.



Helping Kelly return to work

Kelly, a Resolution Life income protection customer, contacted her claims consultant to let us know about the incredible effect they had on her life.

A while ago my mental health had started affecting my ability to complete simple tasks and it had started impacting my ability to work. I kept taking days off work but wasn't addressing the underlying issue with my mental health. I saw my GP who advised a treatment plan which included the need for a period of time away from work to help my recovery. I contacted Resolution Life to see if I could make a claim on my Income Protection cover. My claim was approved, and I started receiving regular payments to support me and my family financially through such a tough time.

To address the underlying issue, my Resolution Life claims consultant put me in touch with a mental health specialist that was able to provide support and assistance that I never had before. After working with the specialist for a while, I felt comfortable enough to talk with my employer about a return-to-work plan.

³ Eligibility criteria and exclusions apply. The policy definition of Income Protection is relevant and may differ across policies.

⁴ ABS report July 2017 to June 2018: <https://www.abs.gov.au/statistics/labour/earnings-and-work-hours/work-related-injuries/latest-release>.

In 2021 we paid...

5,726

customers



\$323 million

in income protection claims

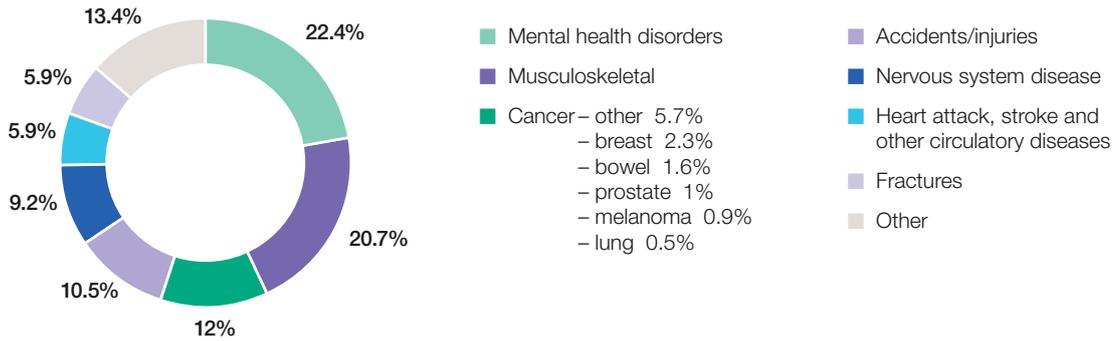


That's about

\$886,000

paid every day

Overall income protection claims...

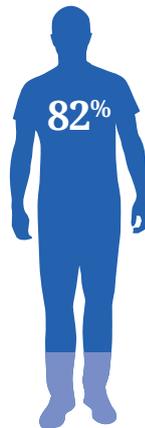


Income protection claims by gender...

Male

Top seven claim types

- 22.6%** Musculoskeletal
- 19.9%** Mental health disorders
- 12.0%** Accidents/injuries
- 8.5%** Nervous system disease
- 6.8%** Heart attack, stroke and other circulatory diseases
- 6.6%** Fractures
- 5.9%** Cancer - other



Female

Top seven claim types

- 29.2%** Mental health disorders
- 15.2%** Musculoskeletal
- 11.2%** Nervous system disease
- 8.6%** Cancer - breast
- 6.1%** Accidents/injuries
- 5.6%** Cancer - other
- 5.6%** Other

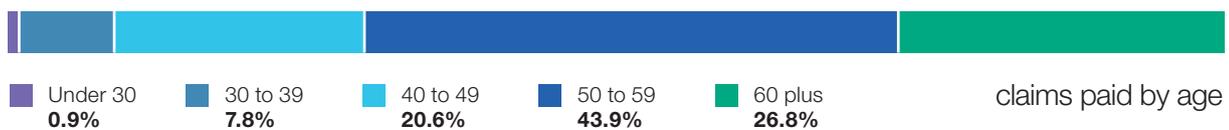


Out of the total 2021 income protection claims this is the percentage of males and females whose claim type was one of the top seven.

The average age...

of Resolution Life customers who made an income protection claim

19 **54** 89



The average paid per person was...

\$56,466

for income protection claims – the average monthly payment was \$4,705⁵

⁵ Average figures based on Resolution Life claims paid during 2021.

Trauma cover

Trauma cover provides you with a lump sum payment after you suffer a medical condition or serious injury as specified in your policy.⁶

How it can help

At a time like this you'd have a lot on your mind, so this cover can at least help take away your money worries. The payment can go toward your medical expenses, recovery and any adjustments you may need to make to your lifestyle after suffering a traumatic event.

Did you know?

The estimated number of **new cancer** cases diagnosed in 2021 was **151,000**⁷ with around 49,000 deaths from cancer.



Helping Kevin get back to work

52-year-old father of two, Kevin has been running and working at his plumbing business for the past 10 years.

One day while he was at work, he suffered a major heart attack. Fortunately for him, his colleagues acted quickly and performed CPR while they were waiting on an ambulance to arrive.

As a result of this heart attack, Kevin had to undergo surgery, forcing him to take months off work to recover fully.

Thankfully, Kevin had trauma insurance cover with Resolution Life.

With the help of his Resolution Life case manager, Kevin had successfully claimed on his cover, receiving a lump sum payment of \$125,000, allowing him to focus on his recovery and not worry about bills or having to financially support his family. Kevin was able to take the time to fully recover, before making a steady and gradual return to work to operate his business.

⁶ Eligibility criteria and exclusions apply. The policy definition of Trauma is relevant and may differ across policies.

⁷ <https://www.aihw.gov.au/reports/australias-health/cancer>

In 2021 we paid...

419

customers



\$75.2 million

in trauma claims

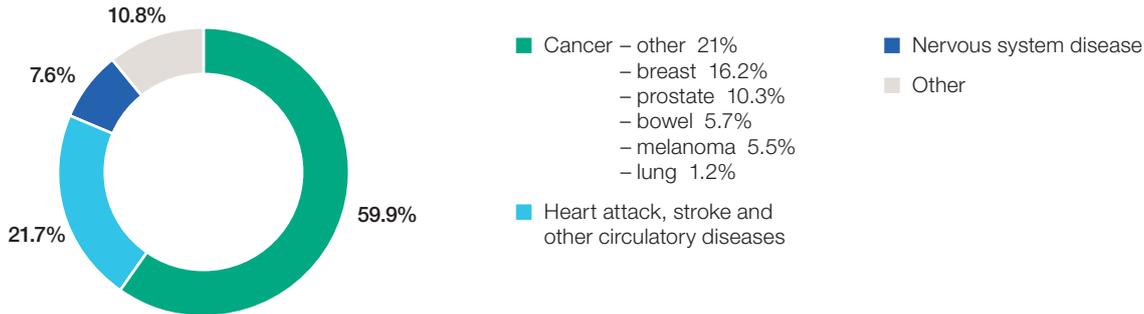


That's about

\$206,000

paid every day

Overall trauma claims...

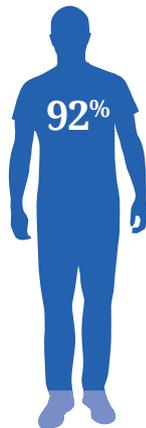


Trauma claims by gender...

Male

Top seven claim types

- 30.5%** Heart attack, stroke and other circulatory diseases
- 23.5%** Cancer – other
- 17.7%** Cancer – prostate
- 7.8%** Nervous system disease
- 6.2%** Cancer – bowel
- 3.7%** Cancer – melanoma
- 2.5%** Other



Female

Top seven claim types

- 28.0%** Cancer – breast
- 12.8%** Nervous system disease
- 7.0%** Heart attack, stroke and other circulatory diseases
- 5.8%** Cancer – melanoma
- 5.3%** Nervous system disease
- 3.7%** Cancer – bowel
- 3.7%** Other



Out of the total 2021 trauma claims this is the percentage of males and females whose claim type was one of the top seven.

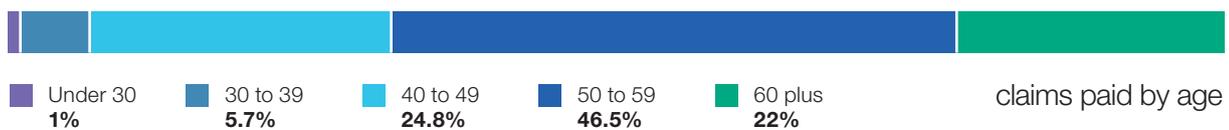
The average age...

of Resolution Life customers who made a trauma claim

19

53

74



The average paid per person was...

\$179,478

for trauma cover⁸

⁸ Average figures based on Resolution Life claims paid during 2021.



Total and permanent disability (TPD) cover

TPD cover provides financial security for you and your family if you are permanently unable to work due to a disability caused by an illness or injury.⁹

How it can help

This cover could make a noticeable difference to your situation with a payment that can help you pay for ongoing medical expenses, alterations to your home to make day to day life easier, repay major debts and help provide future financial stability.

Disability in our community¹⁰

53% of people (15–64) with a disability are participating in the labour force.¹¹ **59%** of working-age people with a disability who are not in the labor force are permanently unable to work.

About

746,000¹² people aged 16 and over receive the Disability Support Pension (DSP). **1 in 25** people aged 16–64 receive DSP.

⁹ Eligibility criteria and exclusions apply. The policy definition of TPD is relevant and may differ across policies.

¹⁰ AIHW People with disability in Australia report – Sept 2020. <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/summary>.

¹¹ This includes all types of disabilities.

¹² June 2019.

In 2021 we paid...

987
customers



\$242 million
in TPD cover claims



That's about
\$663,500
paid every day

Overall TPD cover claims...

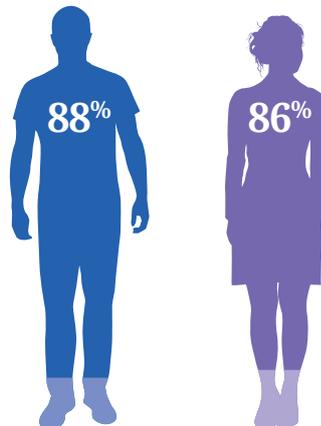


TPD cover claims by gender...

Male

Top seven claim types

- 26.1%** Musculoskeletal
- 23.7%** Mental health disorders
- 12.2%** Accidents/Injuries
- 11.6%** Nervous system diseases
- 6.4%** Heart attack, stroke and other circulatory diseases
- 4.2%** Cancer – other
- 3.8%** Other



Female

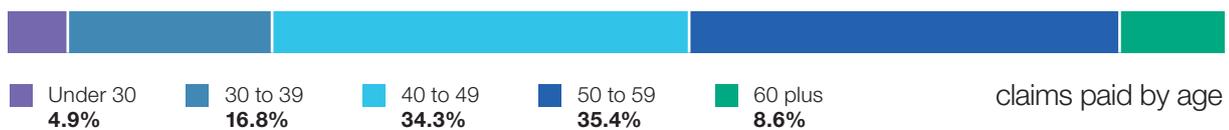
Top seven claim types

- 29.1%** Mental health disorders
- 20.8%** Musculoskeletal
- 12.9%** Accidents/Injuries
- 12.7%** Nervous system disease
- 5.1%** Cancer – other
- 3.2%** Other
- 2.2%** Heart attack, stroke and other circulatory diseases

Out of the total 2021 TPD claims this is the percentage of males and females whose claim type was one of the top seven.

The average age...

of Resolution Life customers
who made a TPD cover claim



The average paid per person was... **\$245,389** for TPD cover¹³

¹³ Average figures based on Resolution Life claims paid during 2021.



Life cover

Life cover, otherwise known as death cover, can give you peace of mind knowing your family will have financial security if you were to die or become terminally ill.¹⁴

How it can help

Your dependants could receive a lump sum payment that they can use to pay off the mortgage or other debts, meet future expenses and maintain their lifestyle when they need it most.

What is a terminal illness benefit?

Included with your death cover is a terminal illness benefit. This is an important benefit where we pay all or part of your Life cover if you are diagnosed with a terminal illness and have less than 12 months to live.¹⁵

Did you know?

Heart disease is the leading cause of death in Australia with **13,878** deaths in 2021¹⁶

¹⁴ Eligibility criteria and exclusions apply. The policy definition of Life cover is relevant and may differ across policies.

¹⁵ This may vary between products.

¹⁶ <https://www.abs.gov.au/statistics/health/causes-death/provisional-mortality-statistics/jan-2020-dec-2021>.

In 2021 we paid...

1,101

customers



\$330 million

in life insurance claims

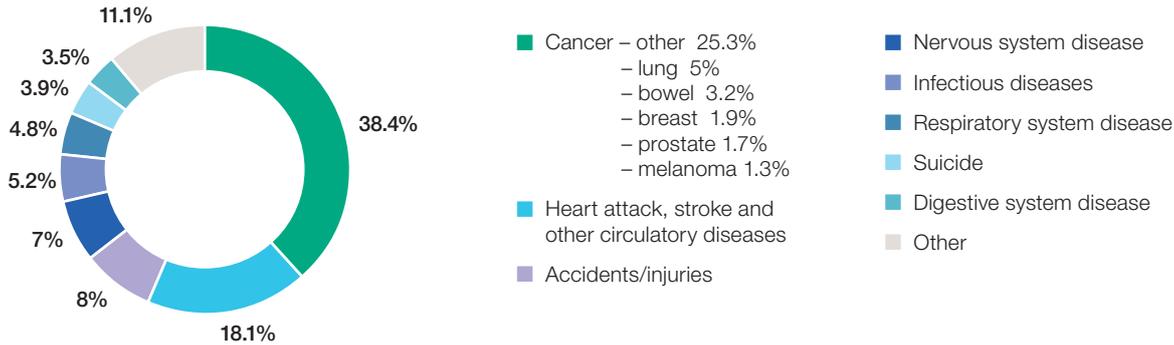


That's about

\$905,163

paid every day

Overall life insurance claims...

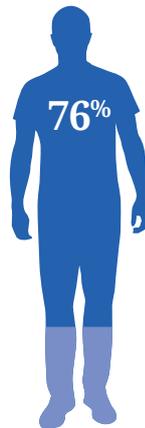


Life insurance claims by gender...

Male

Top seven claim types

- 25.3%** Cancer – other
- 19.3%** Heart attack, stroke and other circulatory diseases
- 9.1%** Accidents/injuries
- 7.4%** Nervous system disease
- 5.2%** Other
- 4.9%** Suicide
- 4.7%** Infectious disease



Female

Top seven claim types

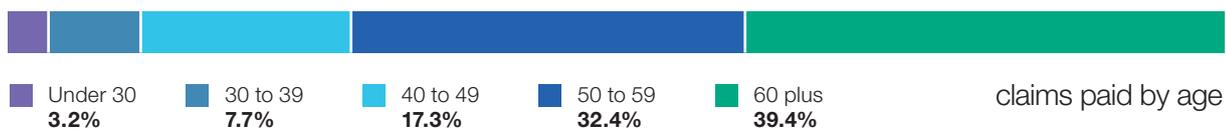
- 25.5%** Cancer – other
- 15.4%** Heart attack, stroke and other circulatory diseases
- 6.4%** Cancer – breast
- 6.4%** Cancer – lung
- 6.4%** Infectious disease
- 6.0%** Nervous system disease
- 5.7%** Respiratory system disease



Out of the total 2021 life claims this is the percentage of males and females whose claim type was one of the top seven.

The average age...

for Resolution Life life insurance claims we paid



The average paid per person was...

300,076

for life insurance¹⁷ – the highest amount we paid was \$6 million

¹⁷ Average figures based on Resolution Life claims paid for death and terminal illness during 2021.



You can't predict tomorrow. But you can protect it.

As life happens, we're here for you. We have a simple claims process and we'll aim to help you and your family every step of the way. We'll work closely with you if you are sick or injured to help with your recovery and return to your everyday life.

Contact us on **133 731**, speak to your financial adviser or visit **resolutionlife.com.au/claims** for more information.

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What you need to know

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