ZURICH

We're here when it counts.

Our claims paid in 2024

Supporting you
when you need it most

You probably don't spend too much time thinking about the valuable protection cover you have in place. You take out your plan and then you put it out of your mind – it's one less thing to worry about! Well, that is until you need to make a claim. It's then that you will be glad of the protection plan you have in place.

€88 million

Total amount of Life & Serious Illness Claims paid

€10 million

Total amount of Income Protection Claims paid

Source: Zurich Life, March 2025.

In 2024, we have paid over **€88 million** in life and serious illness claims and over **€10 million** in income protection claims.

However, it's what lies behind the numbers that truly matters. Paying claims is about people; it's about providing you with the peace of mind that when you need it most, you can count on us. This is why, when we receive a claim, each one is handled individually by our dedicated specialists, ensuring that we deliver an honest and fair outcome for every customer.

By sharing our claims record, we aim to provide insights into the real-life outcomes of having cover and give you confidence in our unwavering dedication to supporting clients through challenging times. By highlighting our claims record, we also demonstrate our commitment to transparency and our ongoing efforts to continuously improve our products and services.

Paul Murphy
Head of Claims, Zurich

Source: Zurich Life, March 2025.

Zurich Claims paid in 2024

Total amount of **Life & Serious Illness** claims paid was

Over €88m

Total amount of **Income Protection** claims paid was

Over €10m

Life Insurance Claims

Largest claim amounted to

€1,106,250

Cancer & heart-related deaths accounted for

54% of all life insurance claims

Average claimant was

69 years old

Source: Zurich Life, March 2025.

Serious Illness Cover Claims

Largest claim amounted to
€1,000,000

Cancer accounted for
68% of all Serious Illness claims

Average claimant was
53 years

Male claims

57% were related to **Cancer**
20% were related to a **Heart Attack**
9% were related to a **Stroke**

Female claims

80% were related to **Cancer**
59% of female **Cancer** claims were related to **Breast Cancer**
3% were related to a **Stroke**

Hospital Cash

Average claim paid
€1,564

Income Protection Claims

Largest annual sum paid amounted to over
€134,500

The top 3 underlying causes were:
Cancer 37%
Musculo-skeletal 19%
Mental Health 15%

Average new claimant
48 years old

Youngest claimant
26 years old

Personal Accident Cover Claims

Largest claim amounted to
€6,257

Average claim paid
€1,164

Males accounted for
74% of claims

Source: Zurich Life, March 2025.

Life Insurance

Life Insurance or Life Cover pays a lump sum to your family or other beneficiaries if you pass away. It is the simplest form of protection available, and it is usually taken out to provide for your family or to pay off your mortgage in the event of death.

The most common reasons for insurance claims related to loss of life in Ireland are heart attack, respiratory illness, stroke and cancer. Even today, a few years after the pandemic, Covid related illnesses still takes lives, thankfully there were few deaths reporting Covid as a primary and only cause of death.

Total number of claims paid

638 Claims

Total amount paid out

€64.2 Million

Average payout

€100.5k

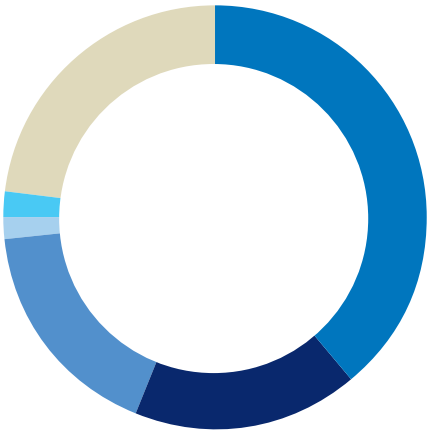
Average age of claimant
(including Whole of Life)

69 years old

Source: Zurich Life, March 2025.

Leading causes of life insurance claims paid out in 2024

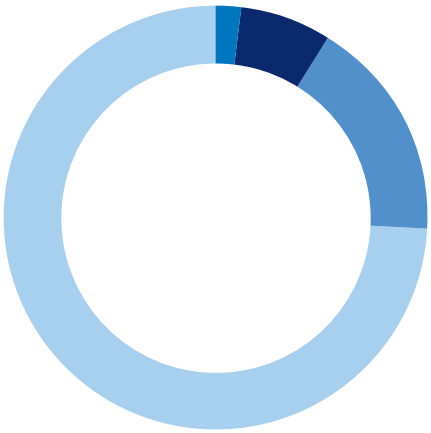
Cancer is the principle cause of death – it accounted for 36% of Zurich life claims in 2024. Cancer and heart-related deaths together accounted for 54% of all life claims



Cancer	**36%**
Heart-related	**18%**
Respiratory	**18%**
Suicide	**2%**
Accident	**2%**
Other	**24%**

Age breakdown

The vast majority of claims were filed for people over 60. Yet life claims were paid to the beneficiaries of people who passed away as young as in their early twenties.



Up to age 40	**2%**
Age 41-50	**7%**
Age 51-60	**17%**
Over age 60	**74%***

Source: Zurich Life, March 2025.
*The over 60 age bracket includes many Whole of Life product claims.

Serious Illness and Cancer Cover

Serious Illness Cover is a type of insurance policy that pays out a cash lump sum if you get one of the many serious illnesses covered by the plan. **Cancer Cover** is a specific type of Serious Illness insurance, which covers particular cancer diagnoses only.

A cash lump sum paid to you could help remove some of the financial and emotional stress associated with a serious illness – to enable you to take the time off work, to help pay for specialist treatment and/or even to help cover day-to-day household bills such as childcare.

Total number of claims paid

311 Claims

Total amount paid out

€24 Million

Average payout

€77.3k

Average age of claimant

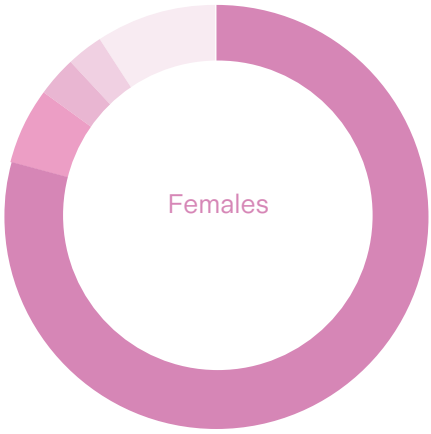
53 years old

At Zurich, we focus on the strength of our Serious Illness definitions, and our view is that this is the most important element of any Serious Illness contract. **We've always focused on the 'Big Three' – Cancer, Heart and Stroke.**

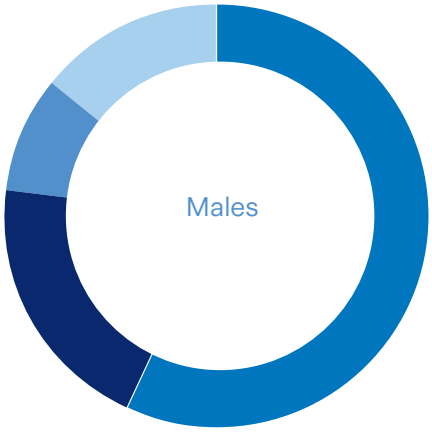
Illnesses in these three categories alone accounted for 80% of all our Serious Illness claims in 2024. At Zurich, Cancer accounts for 68% of all Serious Illness claims. However, for women, Cancer is the cause of 80% of Serious Illness claims of which over half related to Breast Cancer.

Source: Zurich Life, March 2025.

Leading causes of Serious Illness claims paid out in 2024

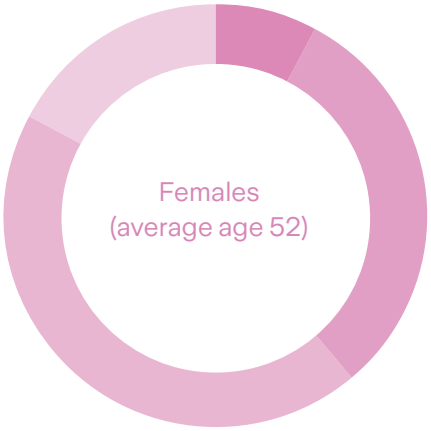


Cancer	80%
Heart	6%
Stroke	3%
MS	3%
Other	8%

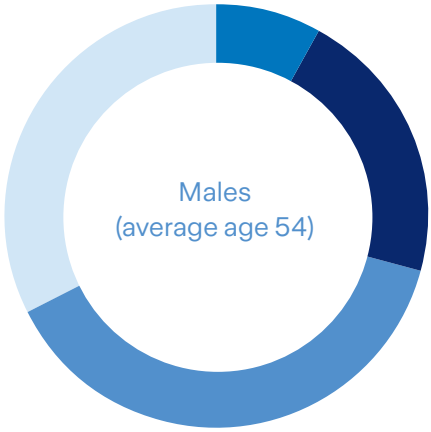


Cancer	57%
Heart-related	20%
Stroke	9%
Other	14%

Age breakdown of claimants



Up to age 40	8%
Age 41-50	31%
Age 51-60	44%
Over age 60	17%



Up to age 40	8%
Age 41-50	21%
Age 51-60	38%
Over age 60	32%

Source: Zurich Life, March 2025.

Income Protection

If you are unfortunate enough to fall ill or become injured and are unable to work during the term of your plan, you may be eligible to receive a monthly income until you are well enough to work again. Income Protection from Zurich also includes valuable additional benefits such as back-to-work services, a hospital cash benefit and essential activities benefits.

The core of our **Income Protection** proposition is that it gives you financial resilience, so that you can still pay off your mortgage, cover your household bills and take care of your family when you are unable to earn an income due to injury or illness.

Total number of claims paid

384 Claims

Total amount paid out

€10 Million

Average monthly payout

€4,416

Average age of claimant

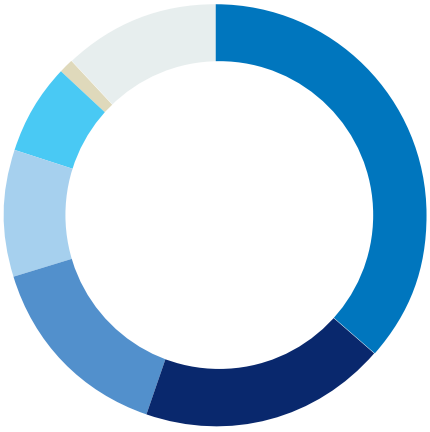
48 years old

In 2024, Zurich supported over 384 individual claimants and their families, and we are currently paying close to €846,700 per month in income protection claims.

The leading causes of claim for Income Protection are mental health conditions, Cancer, and musculo-skeletal conditions. The vast majority of claims for people in their 30's and 40's are related to mental health conditions. Claimants in their 50s and 60s are more likely to claim for Cancer or Musculo-skeletal causes.

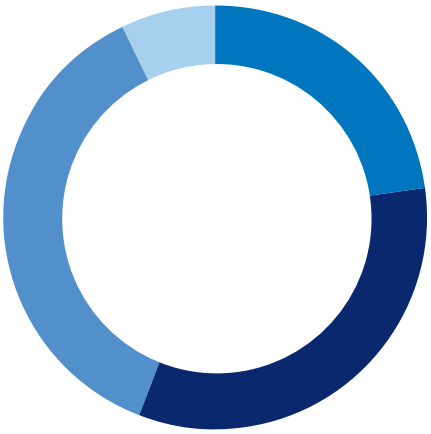
Source: Zurich Life, March 2025.

Leading causes of Income Protection claims paid out



Cancer	37%
Musculo-skeletal	19%
Mental Health	15%
Neurological	10%
Heart	7%
Respiratory/Circulatory	1%
Other	12%

Age breakdown of claimants



Up to 40	23%
41-50	33%
51-60	37%
Over 60	7%

Have you ever considered how important protecting your **monthly income** is?

It's what allows you to pay for everything: food, housing, bills, and your family's needs. For most people, their income is the foundation that their daily life is built on.

When you retire, you'll rely on your pension to replace this income, but to ensure adequate funding at retirement you depend on having an income to save for it.

Losing your income due to illness or injury could put your financial goals at risk. That's why, at Zurich, we believe protecting your income should be at the core of every financial plan.

Michael Vesey
Head of Protection Propositions, Zurich

Source: Zurich Life, March 2025.

Early intervention and back-to-work services

When you have **Income Protection** with Zurich and you get ill or injured, let us know as soon as you can. You may immediately be able to benefit from our early intervention service without having to wait until the end of the deferred period.

This service is provided through our partner Health Claims Bureau (HCB), experts in early intervention and employee health management with a 30-year track record in getting people back on their feet. Did you know that **over 90% of all cases referred within 4 weeks of date first absent return to work** with HCB case manager support[1]?

When you notify us of a potential claim, we quickly assess whether our back-to-work services can support your wellbeing. These services are particularly effective when the underlying cause is due to mental health and musculo-skeletal conditions, which together make more than one-third of our claims[2].

If you are considered a candidate for these services, Zurich Life will refer to HCB to appoint a personal case manager. After an initial assessment, either in person or remotely, they will build a personalised plan, which may include physiotherapy and psychological support.

And even when you're back at work, we can keep supporting you. With our proportionate benefit we can top up some of your salary if you are unable to return full time and you're not earning as much as before.

[1] Source: HCB, March 2025.
[2] Source: Zurich Life, March 2025.

Early intervention can significantly help an income protection claimant.

Our experience shows that the longer an individual stays away from work, the harder it is to return. While most people wish to return to work, prolonged absence can make this increasingly challenging.

Our Early Intervention program is designed to support clients at the earliest stages of sick leave or potential absence. We recommend starting the program as soon as possible, without waiting for the deferred period to pass.

We've seen great success with candidates referred to our early intervention partner, HCB. Many candidates feel supported and cared for and successfully return to work with their help.

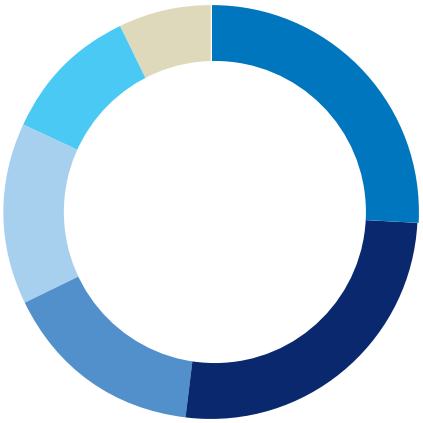
Kate McNamara
Claims Specialist, Zurich

Personal Accident Benefit

When you are self-employed, an accident could very quickly impact your earnings. Personal Accident Cover from Zurich is designed to help you by paying a weekly benefit for a maximum of a year, should you be unable to work in your current job due to an accident.

In 2024, Zurich paid out an **average of €1,164** to clients that had suffered an accident and had been unable to work. Males accounted for 74% of all Personal Accident claims with Zurich Life.

Leading causes of Personal Accident claims paid out in 2024



Hand & Wrist	26%
Leg & Knee	26%
Foot & Ankle	16%
Back	14%
Arm & Shoulder	11%
Other	7%

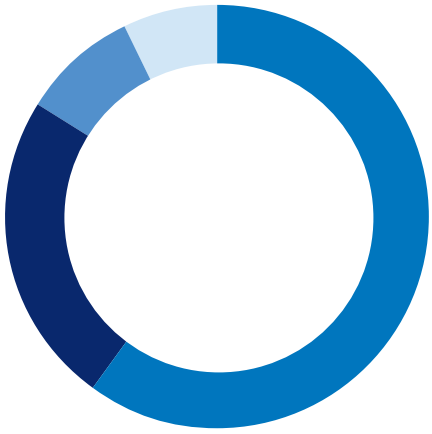
Source: Zurich Life, March 2025.

Hospital Cash Benefit

With **Hospital Cash Cover,** if you are admitted to hospital in Ireland as an in-patient for more than three consecutive days, Zurich will pay you the amount of benefit you have, multiplied by the number of full days you are in hospital.

In 2024, Zurich paid out an **average of €1,564** to help customers through their stay in hospital.

Reasons for hospital stay in 2024



- General Illness **60%**
- Serious Illness **24%**
- Pregnancy **9%**
- Injury **7%**

Source: Zurich Life, March 2025.

The importance of disclosure

Although this doesn't happen very often, there are cases where we're unable to pay a claim. There are three main reasons for claims not being paid.

Non-disclosure at the time of application

This is when incorrect or incomplete information relating to factors such as health, lifestyle or occupation was provided when applying for the cover. Many cases of non-disclosure involve heavy alcohol abuse or drug use.

The claim does not meet the definitions

This is when the claim is filed for a condition that isn't specified in the Policy Document or did not meet the definition of the condition.

The claim does not meet the conditions

This is when the claim does not meet the conditions that were laid out in the Policy Document. For example, when a loss of life claim arises as a result of suicide, the policy has to have been in force for one year as suicide is not covered during the first year of the policy.

For more information, read our Client Guide.
If you have any questions during your application, please contact your Financial Adviser.

In 2024, we have paid over **€88 million** in life and serious illness claims, with nearly **98.6%** of all life claims being paid out.

Unfortunately, each year, across the market, a small percentage of claims are declined – these declinatures are often due to non-disclosure of relevant facts during the application stage. The most common reason for this is non-disclosure, particularly related to undisclosed medical history, which was asked about in the application questions.

When a client fails to disclose relevant information, they risk their claim not being paid out or having the insured sum reduced. This is something we all want to avoid. Fortunately, most clients answer all questions honestly and truthfully when purchasing life, serious illness, or income protection insurance. You can find more information about how to avoid non-disclosure in our client guide.

Colette Houton
Head Of Underwriting, Zurich

Source: Zurich Life, March 2025.

Making a claim

If you need to make a claim, filling out forms, making phone calls and dealing with paperwork will be the last thing on your mind.

For all new or existing claims queries on Life & Protection call Client Services at **01 799 2711** or email us on **customerservices@zurich.com**

So, where we can, we have simplified the process. Information on how to make a claim is available on our website at **https://www.zurich.ie/claims/zurich-life/**

Peace of mind
that when you
need it most.

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