

Life insurance claims

A snapshot of ASIC's review

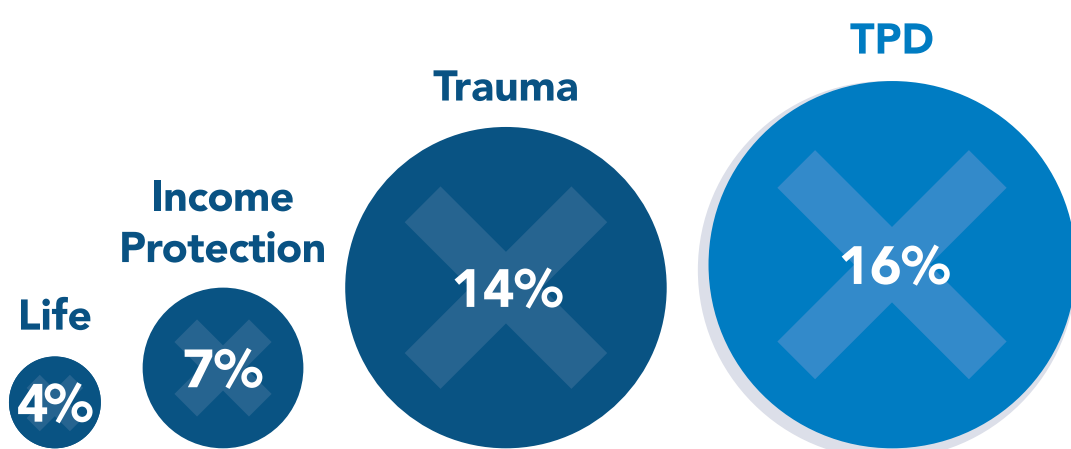
Life insurance claims made between 2013–2015*



9 out of 10 claims have been paid

**Based on ASIC data about decided claims.*

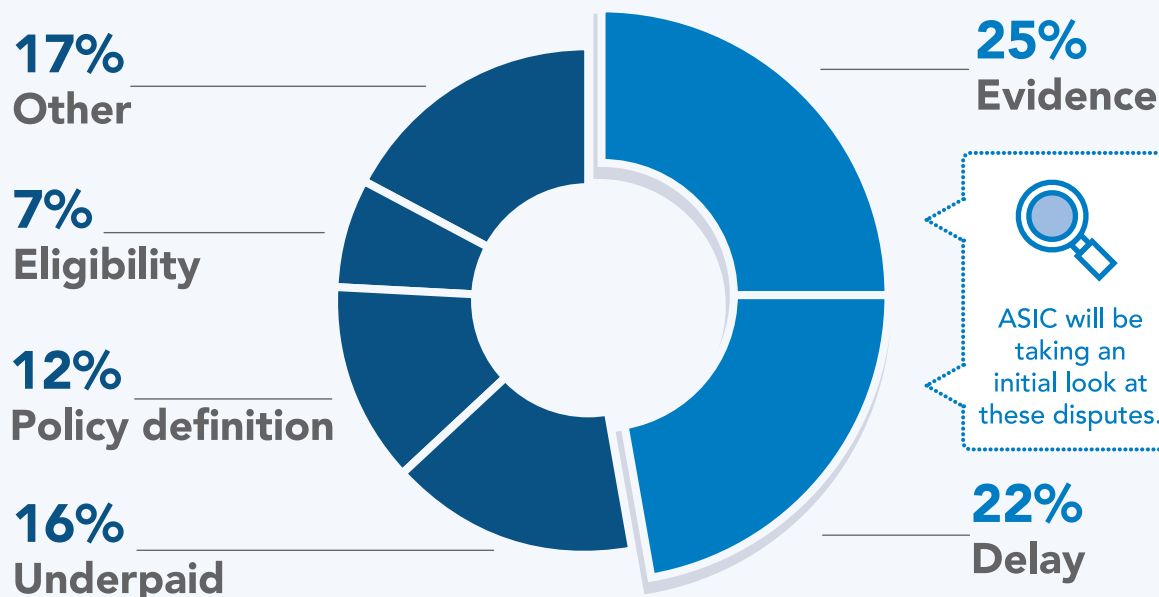
Percentage of claims declined, by cover type (2013–2015)



ASIC will be taking an initial look at claims declined for TPD cover.

On average, more total and permanent disability (TPD) and trauma claims are declined than life and income protection claims

Main causes of disputes about claims*



47% of all disputes about claims are related to evidence and delay

**Based on ASIC and third party data.*



ASIC

Australian Securities & Investments Commission