



# 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 want to believe that 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.*

# In 2021, in total we paid...

**2,518**

customers



**\$191 million**

in insurance claims

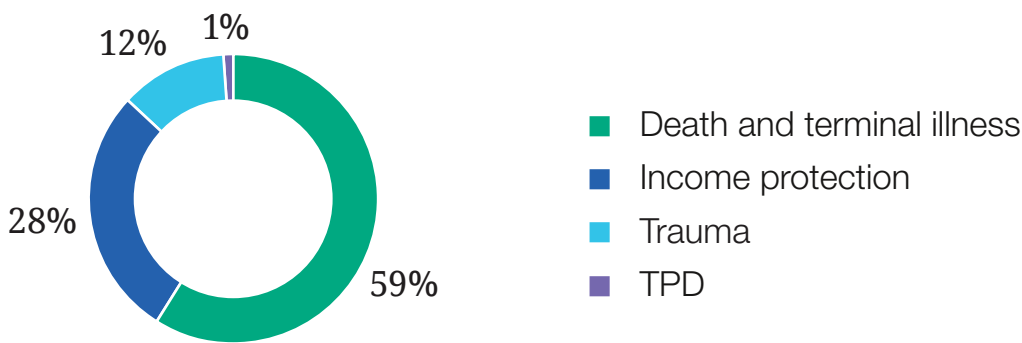


That's about

**\$523,900**

paid every day

## Overall insurance claims...

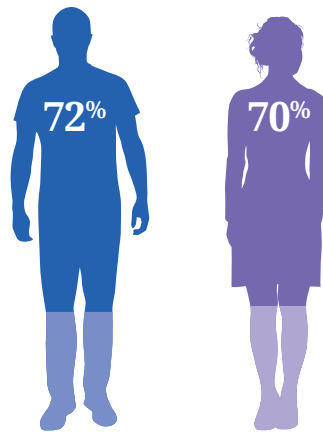


## Overall claims by gender...

### Male

#### Top six claim types

- 22%** Heart attack, stroke and other circulatory diseases
- 15%** Cancer – other
- 14%** Nervous system disease
- 8%** Cancer – bowel
- 7%** Cancer – prostate
- 6%** Respiratory system disease



### Female

#### Top six claim types

- 20%** Cancer – other
- 14%** Cancer – breast
- 12%** Nervous system disease
- 9%** Mental health disorder
- 9%** Heart attack, stroke and other circulatory diseases
- 6%** Cancer – bowel

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

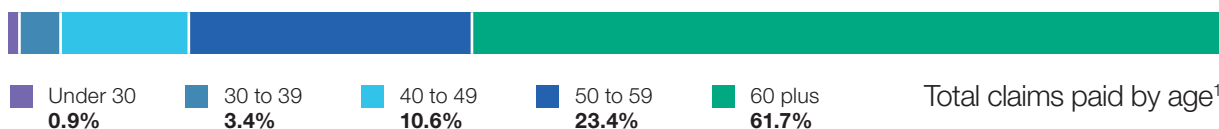
## The average age...

of Resolution Life customers who made an insurance claim

21

67

99



Total claims paid by age<sup>1</sup>

<sup>1</sup> Figures based on Resolution Life claims paid during 2021.

# Income protection cover

Your ability to earn an income is likely to be one of your most valuable assets in life. Most income protection provides cover for up to 75% of your regular income if you're temporarily unable to work due to illness or injury.<sup>2</sup>

## How it can help

With income protection you can relax knowing that your lifestyle will be protected if illness or injury means that you can't work for an extended period of time. Having a regular income can help cover your daily living expenses and it can also help with medical expenses and rehabilitation costs.

## 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 absences from work or loss of income. This can cause financial strain at a time when you also 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.*

<sup>2</sup> Refer to the relevant policy document for the cover, exclusions and terms and conditions that apply.

## In 2021 we paid...

**700**

customers



**\$31 million**

in income protection claims

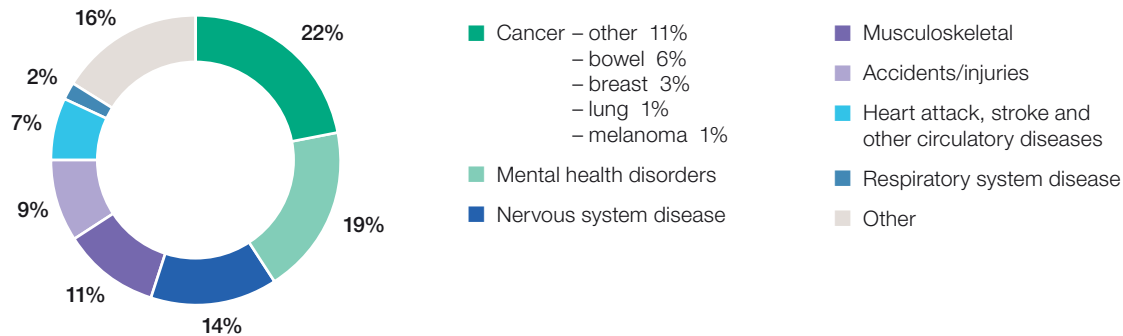


That's about

**\$85,600**

paid every day

## Overall income protection claims...

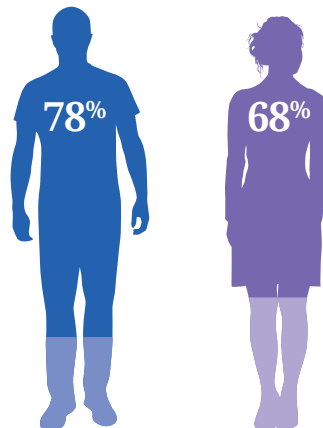


## Income protection claims by gender...

### Male

#### Top six claim types

- 18% Mental health disorder
- 15% Nervous system disease
- 12% Cancer – other
- 12% Musculoskeletal
- 10% Accidents/injuries
- 8% Heart attack, stroke and other circulatory diseases



### Female

#### Top six claim types

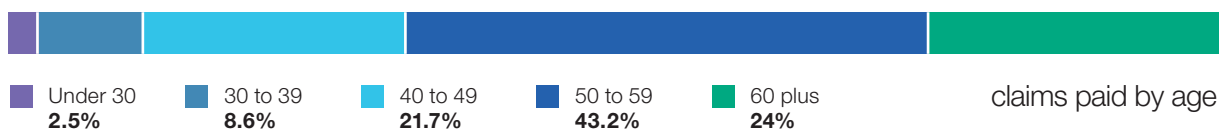
- 21% Mental health disorder
- 14% Nervous system disease
- 11% Cancer – other
- 9% Musculoskeletal
- 8% Cancer – breast
- 5% Heart attack, stroke and other circulatory diseases

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

## The average age...

of Resolution Life customers who made an income protection claim

21 ————— 80  
**53**



The average paid per person was...

**\$44,681**

for income protection claims – the average monthly payment was **\$5,628<sup>3</sup>**

<sup>3</sup> 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.<sup>4</sup>

## 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 some of your money worries. You decide what the payment can go toward, be it your medical expenses, recovery or any adjustments you may need to make to your lifestyle.

## Did you know?

Each year approximately **25,000**<sup>5</sup> people are diagnosed with cancer in New Zealand with an average of 9,000<sup>6</sup> deaths.



## Helping Kevin 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.

<sup>4</sup> Eligibility criteria and exclusions apply. The policy definition of Trauma is relevant and may differ across policies.

<sup>5</sup> [https://www.cancer.org.nz/about-us/cancer-society-in-the-media/budget-2021-cancer-screening-and-prevention-a-winner/#:-:text=Each%20year%2C%20approximately%2025%2C000%20people,around%201%2C700%20and%201%2C200%20respectively\).](https://www.cancer.org.nz/about-us/cancer-society-in-the-media/budget-2021-cancer-screening-and-prevention-a-winner/#:-:text=Each%20year%2C%20approximately%2025%2C000%20people,around%201%2C700%20and%201%2C200%20respectively).)

<sup>6</sup> [https://teaho.govt.nz/static/reports/state-of-cancer-in-new-zealand-2020%20\(revised%20March%202021\).docx#:-:text=Approximately%209%2C000%20New%20Zealanders%20die,700%20deaths%2Fyear\)%20cancers.](https://teaho.govt.nz/static/reports/state-of-cancer-in-new-zealand-2020%20(revised%20March%202021).docx#:-:text=Approximately%209%2C000%20New%20Zealanders%20die,700%20deaths%2Fyear)%20cancers.)

## In 2021 we paid...

**327**

customers



**\$28 million**

in trauma claims

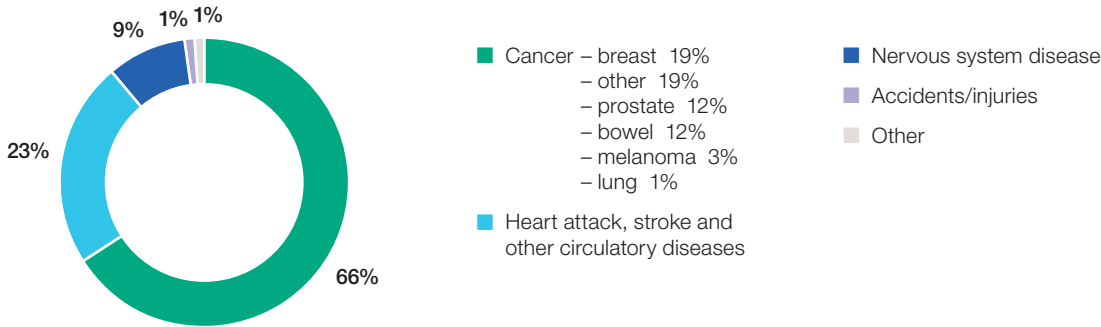


That's about

**\$77,100**

paid every day

## Overall trauma claims...

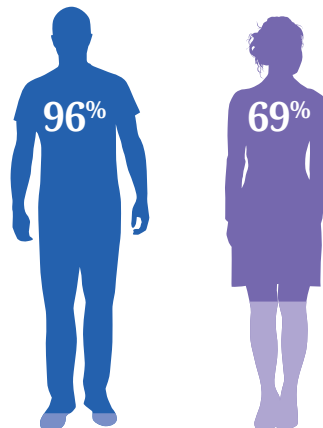


## Trauma claims by gender...

### Male

#### Top six claim types

- 36%** Heart attack, stroke and other circulatory diseases
- 21%** Cancer – prostate
- 15%** Cancer – other
- 15%** Cancer – bowel
- 6%** Nervous system disease
- 3%** Cancer – melanoma



### Female

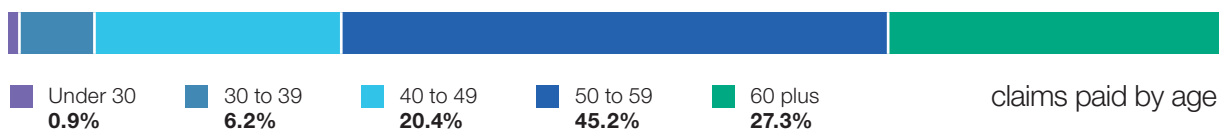
#### Top six claim types

- 33%** Cancer – breast
- 16%** Cancer – other
- 9%** Nervous system disease
- 6%** Cancer – bowel
- 3%** Heart attack, stroke and other circulatory diseases
- 2%** Cancer – melanoma

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

## The average age...

of Resolution Life customers who made a trauma claim



The average paid per person was...

**\$86,152** for trauma cover<sup>7</sup>

<sup>7</sup> 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 become totally and permanently disabled, including from a disability that results in you being unable to work ever again.<sup>8</sup>

### How it can help

This cover could make a noticeable difference to your situation with a lump sum 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 community

**1 in 10** of employed disabled people between 15–64 felt they had a high or certain chance of losing their job over the next 12 months.<sup>9</sup>

**42.5%** of 15–64 year olds with a disability are in the workforce.<sup>11</sup>

**\$144** is the median pay gap per week for a person with disability compared to someone without between the ages of 15 and 64.<sup>10</sup>

**5–24** year olds are the main age group for the Disability Support Services.<sup>12</sup>

<sup>8</sup> Eligibility criteria and exclusions apply. The policy definition of TPD is relevant and may differ across policies.

<sup>9</sup> <https://www.stats.govt.nz/news/less-than-half-of-disabled-people-under-the-age-of-65-are-working>.

<sup>10</sup> <https://www.stats.govt.nz/information-releases/labour-market-statistics-disability-june-2021-quarter#:~:text=Age%2015%20years%20and%20over%3A%2019.8%20percent%20disabled%20and%2010.0,gap%20of%2011.5%20percentage%20points>.

<sup>11</sup> <https://www.stats.govt.nz/news/less-than-half-of-disabled-people-under-the-age-of-65-are-working>.

<sup>12</sup> [https://www.health.govt.nz/system/files/documents/publications/demographic-report-for-client-allocated-ministry-of-health-disability-support\\_services-2018-update14nov2019.pdf](https://www.health.govt.nz/system/files/documents/publications/demographic-report-for-client-allocated-ministry-of-health-disability-support_services-2018-update14nov2019.pdf)





## Life cover

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

### 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 life cover is a terminal illness benefit. If you are diagnosed with a terminal illness which will result in your death within 12 months, you can receive your life cover lump sum in advance.<sup>13</sup>

### Did you know?

Heart disease is the leading cause of death in New Zealand.

Every **90** minutes  
a New Zealander dies  
from heart disease.



**1 in 20** adults  
have been diagnosed  
with heart disease...



that's more than  
**165,000**  
Kiwi adults.<sup>14</sup>

<sup>13</sup> Refer to the relevant policy document for the exclusions and terms and conditions that apply.

<sup>14</sup> [https://www.healthnavigator.org.nz/health-a-z/c/coronary-artery-disease/#:-:text=One%20in%2020%20adults%20have,early\)%20and%20could%20be%20prevented.](https://www.healthnavigator.org.nz/health-a-z/c/coronary-artery-disease/#:-:text=One%20in%2020%20adults%20have,early)%20and%20could%20be%20prevented.)

**In 2021 we paid...**

**1,475**

customers



**\$127 million**

in life insurance claims

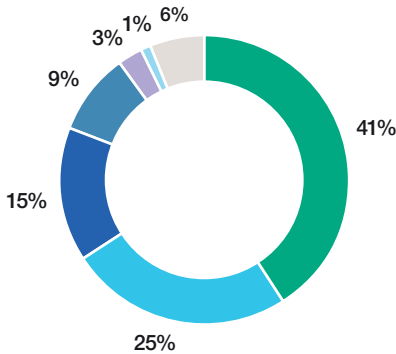


That's about

**\$349,200**

paid every day

**Overall life insurance claims...**



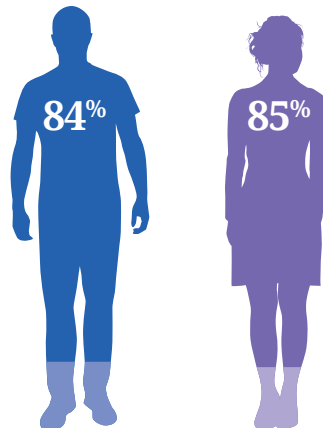
- Cancer – other 20%
  - bowel 8%
  - lung 5%
  - prostate 5%
  - melanoma 2%
  - breast 1%
- Heart attack, stroke and other circulatory diseases
- Nervous system disease
- Respiratory system disease
- Accidents/injuries
- Suicide
- Other

**Life insurance claims by gender...**

**Male**

**Top six claim types**

- 27%** Heart attack, stroke and other circulatory diseases
- 17%** Cancer – other
- 16%** Nervous system disease
- 10%** Respiratory system disease
- 8%** Cancer – bowel
- 6%** Cancer – prostate



**Female**

**Top six claim types**

- 31%** Cancer – other
- 17%** Heart attack, stroke and other circulatory diseases
- 12%** Cancer – lung
- 11%** Nervous system disease
- 7%** Respiratory system disease
- 7%** Cancer – bowel

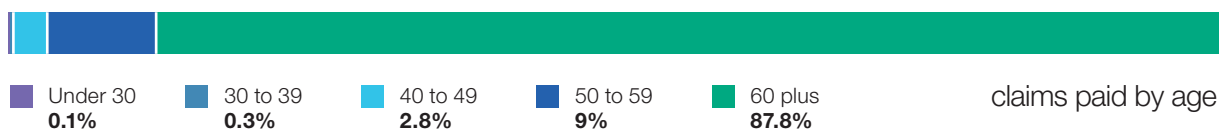
Out of the total 2021 life claims this is the percentage of males and females whose claim type was one of the top six.

**The average age...**

for Resolution Life life insurance claims we paid



for income protection claims – the average monthly payment was **\$5,628<sup>3</sup>**



**The average paid per person was...**

**\$86,436**

for life insurance<sup>15</sup> – the highest amount we paid was **\$5.2 million.**

<sup>15</sup> Average figures based on Resolution Life claims paid 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.*

Contact us on **0800 808 267**,  
speak to your financial adviser  
or visit **resolutionlife.co.nz**  
for more information.

#### **What you need to know**

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