

OLDMUTUAL

OLD MUTUAL CLAIM STATS 2022

Taking care of you and those you love when you can't do it yourself



DO GREAT THINGS EVERY DAY

• Gender split

• Gender split

• Gender split

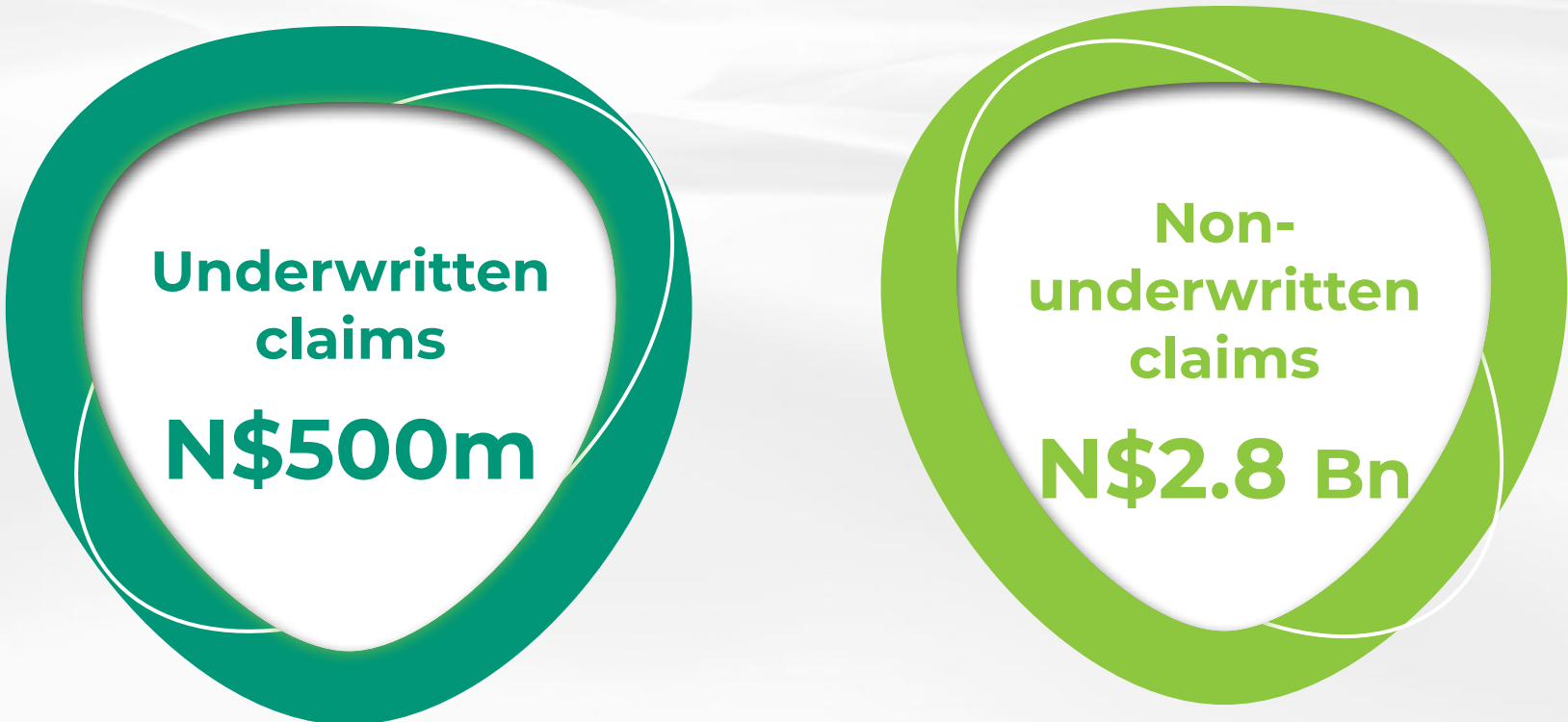
• Gender split

• Doctor Khan



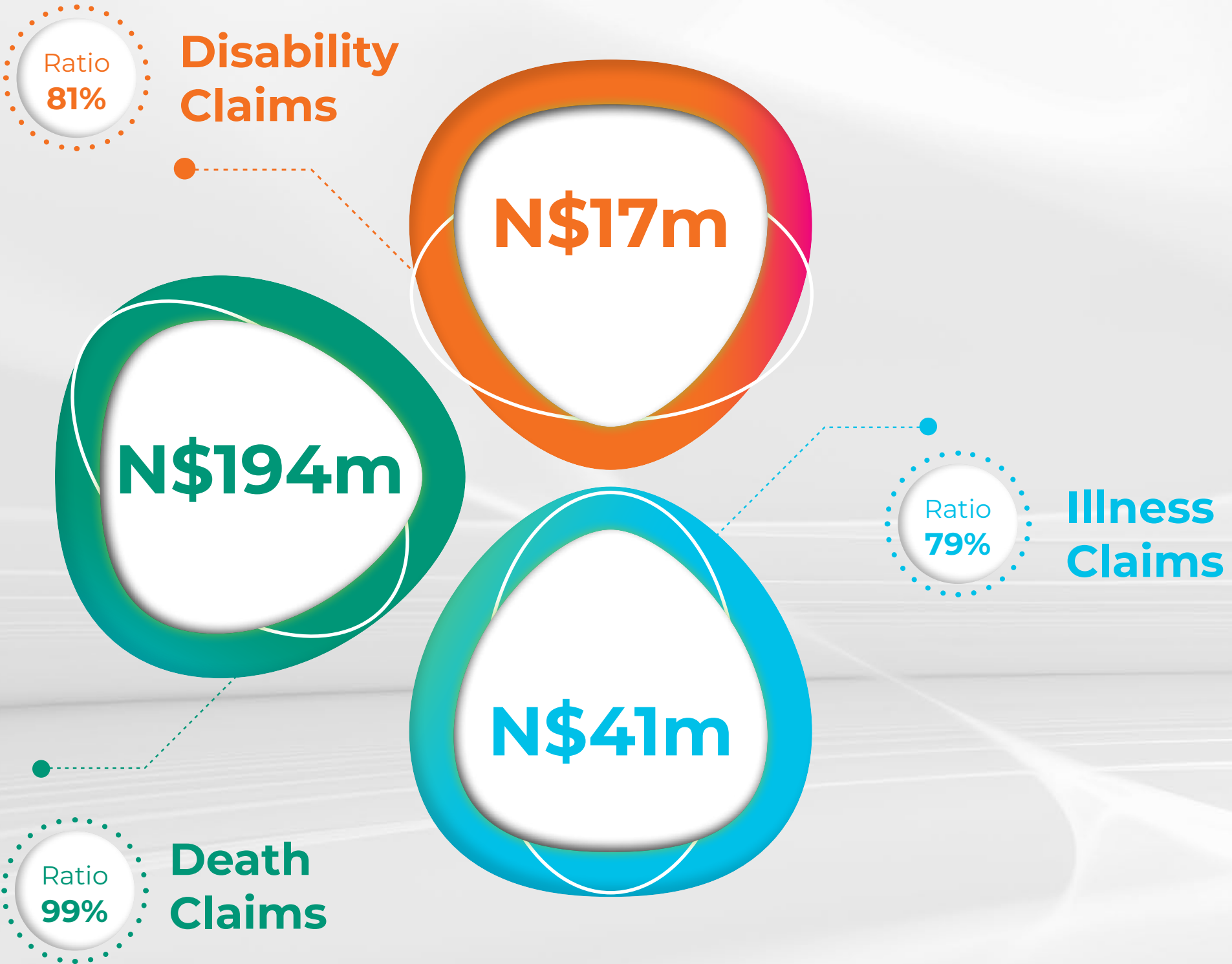
WE PAID OVER **N\$500 MILLION** IN CLAIMS ACROSS OLD MUTUAL NAMIBIA IN **2022**

At Old Mutual, we take pride in our commitment to honour our customers' valid claims. In the past year alone, we paid out over **N\$500 million** in claims across Old Mutual. This means that every working day, we paid out an average of **N\$2.2 million** to ensure that our customers and those they love are protected when they need it most. Whether it's a small claim or a major loss, we are here to support you every step of the way. Trust us to be your partner in

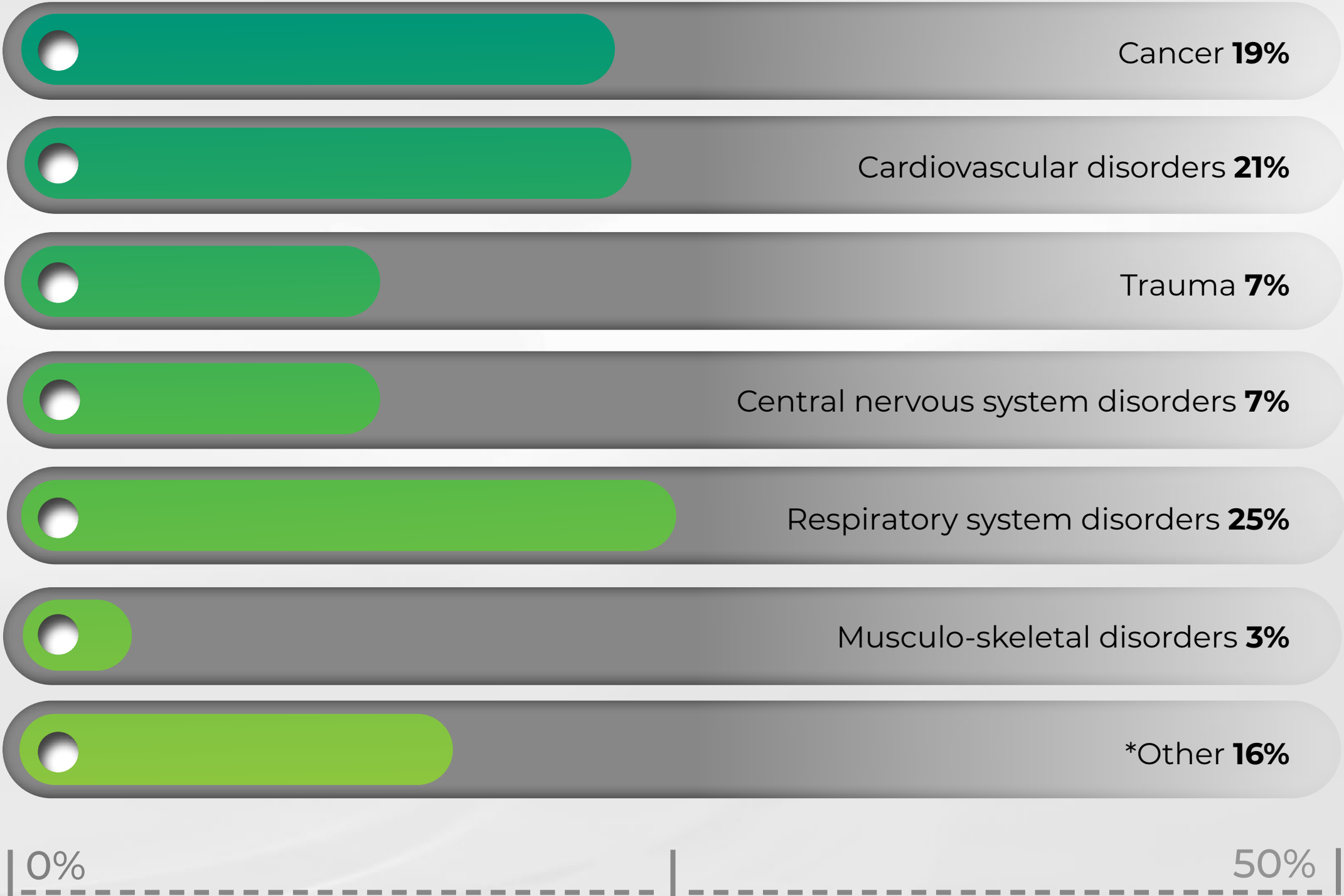


TOTAL UNDERWRITTEN CLAIMS

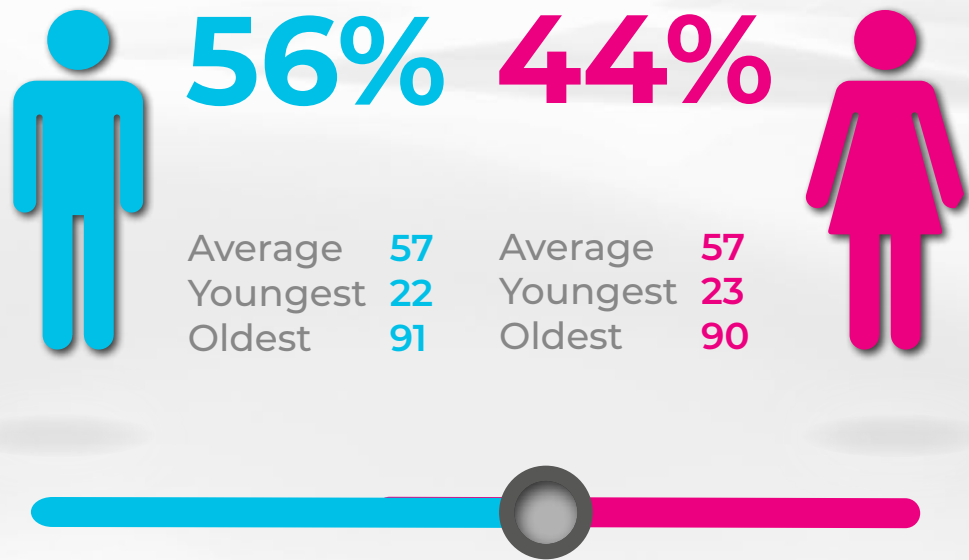
N\$252 MILLION WITH A TOTAL PAYOUT RATIO OF 97%



TOP CAUSES OF TOTAL UNDERWRITTEN CLAIMS



Systemic disorders, Suicide, Sensory and Communication, Psychiatric disorders, Surgical procedure, Urinary system disorders, Connective tissue disorders, Infectious disease, Blood disorders, Endocrine disorders, HIV/AIDS, Digestive system disorders



TOTAL CLAIMS NOT PAID: 3%

The reasons these claims weren't paid include:

Reason	Percentage
Benefit definition not met	76%
Non-disclosure	24%

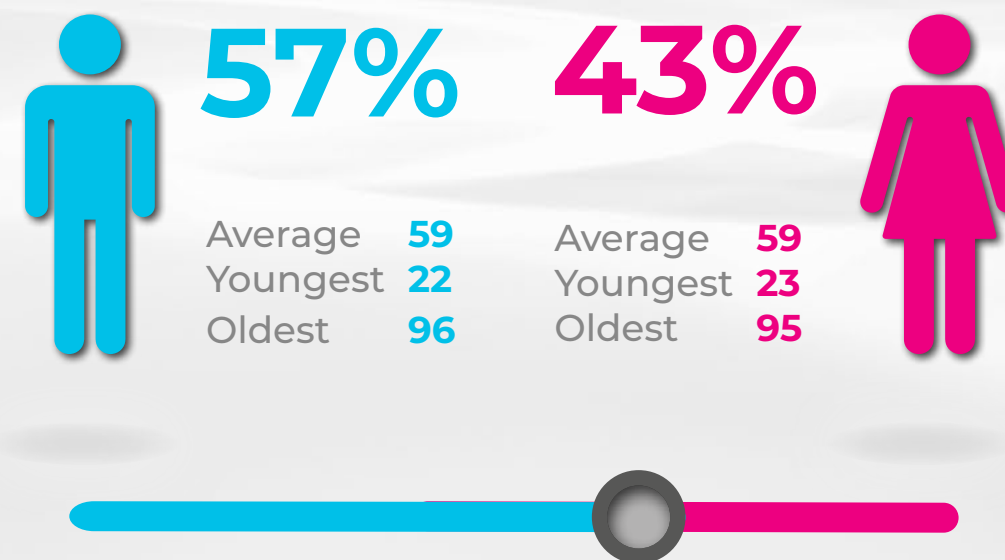


DEATH CLAIMS N\$193 MILLION | 98%

CAUSES OF DEATH CLAIMS



* Endocrine disorders, Blood disorders, Urinary system disorders, Digestive system disorders, Connective tissue disorders, Infectious diseases, Psychiatric disorders, Sensory and communication, HIV/AIDS



TOTAL CLAIMS NOT PAID: 2%

The reasons these claims weren't paid include:

Non-disclosure	21%
Benefit definition not met	79%



" Old Mutual helped with the entire claims process"

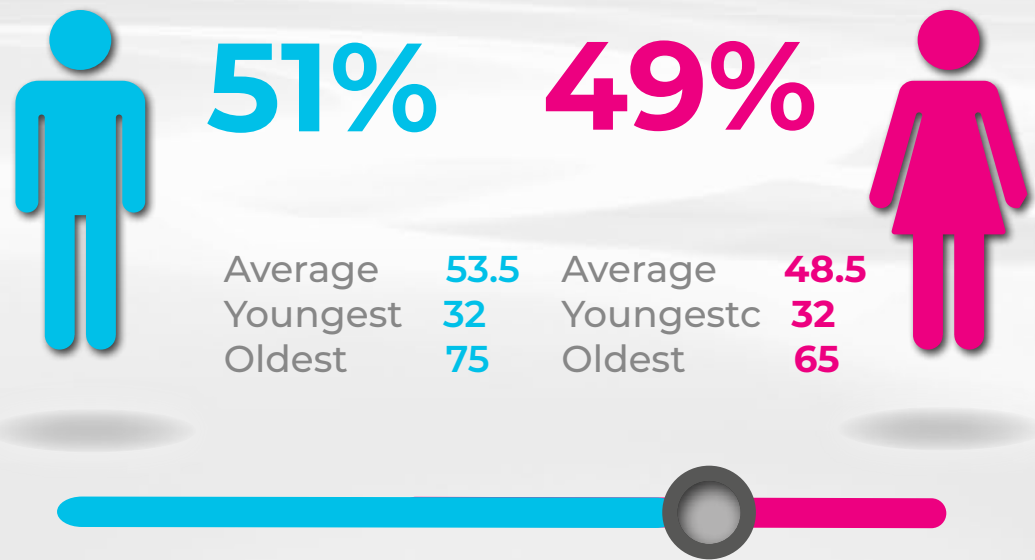
John Engelbrecht - Triple coronary heart bypass survivor.

DISABILITY CLAIMS N\$17 MILLION | 88%

CAUSES OF DISABILITY INCOME CLAIMS



*Sensory and communication, Infectious disease, HIV/AIDS, Cardiovascular disorders



TOTAL CLAIMS NOT PAID: 12%

The reasons these claims weren't paid include:

Benefit definition not met	94%
Non-disclosure	6%

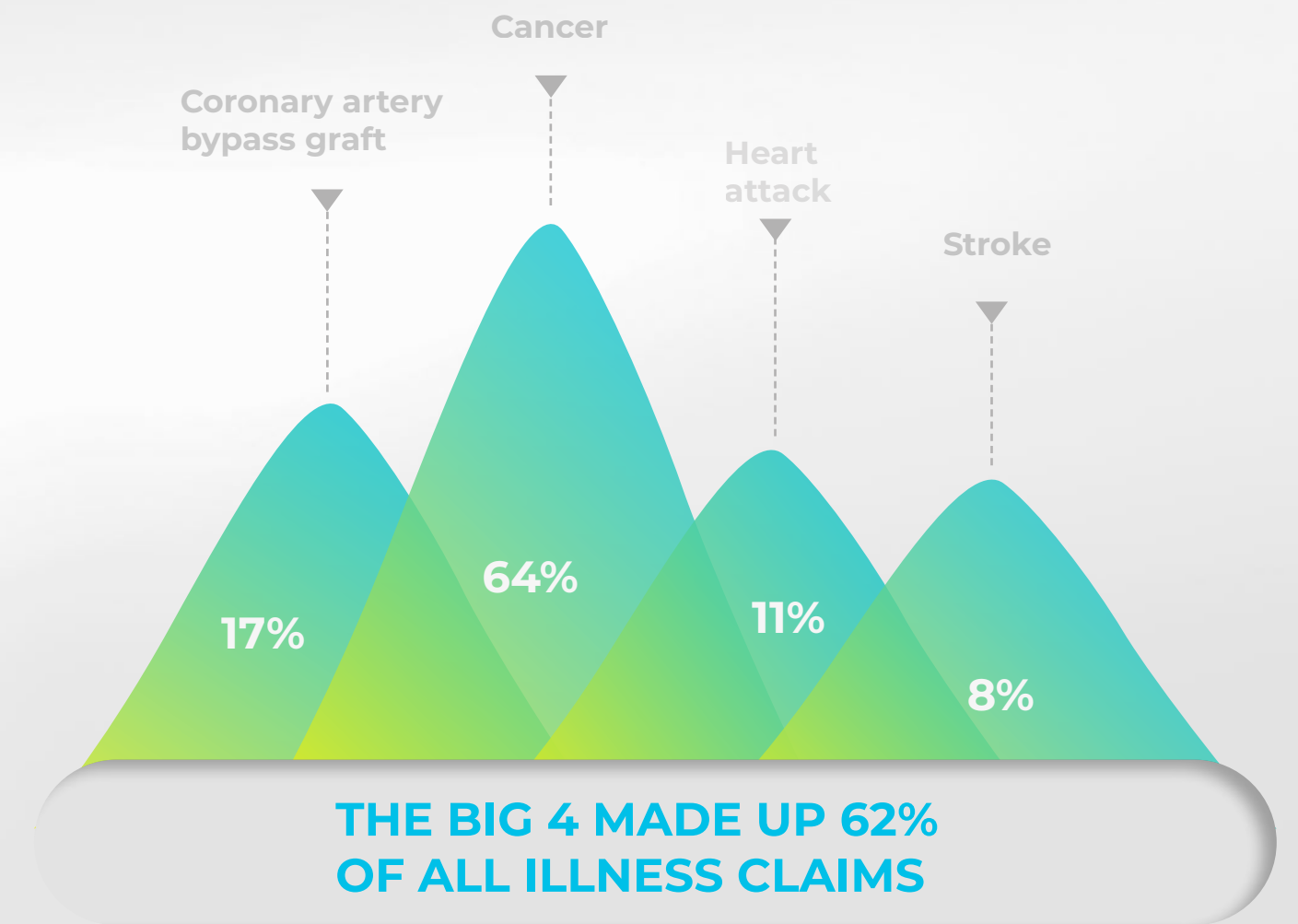
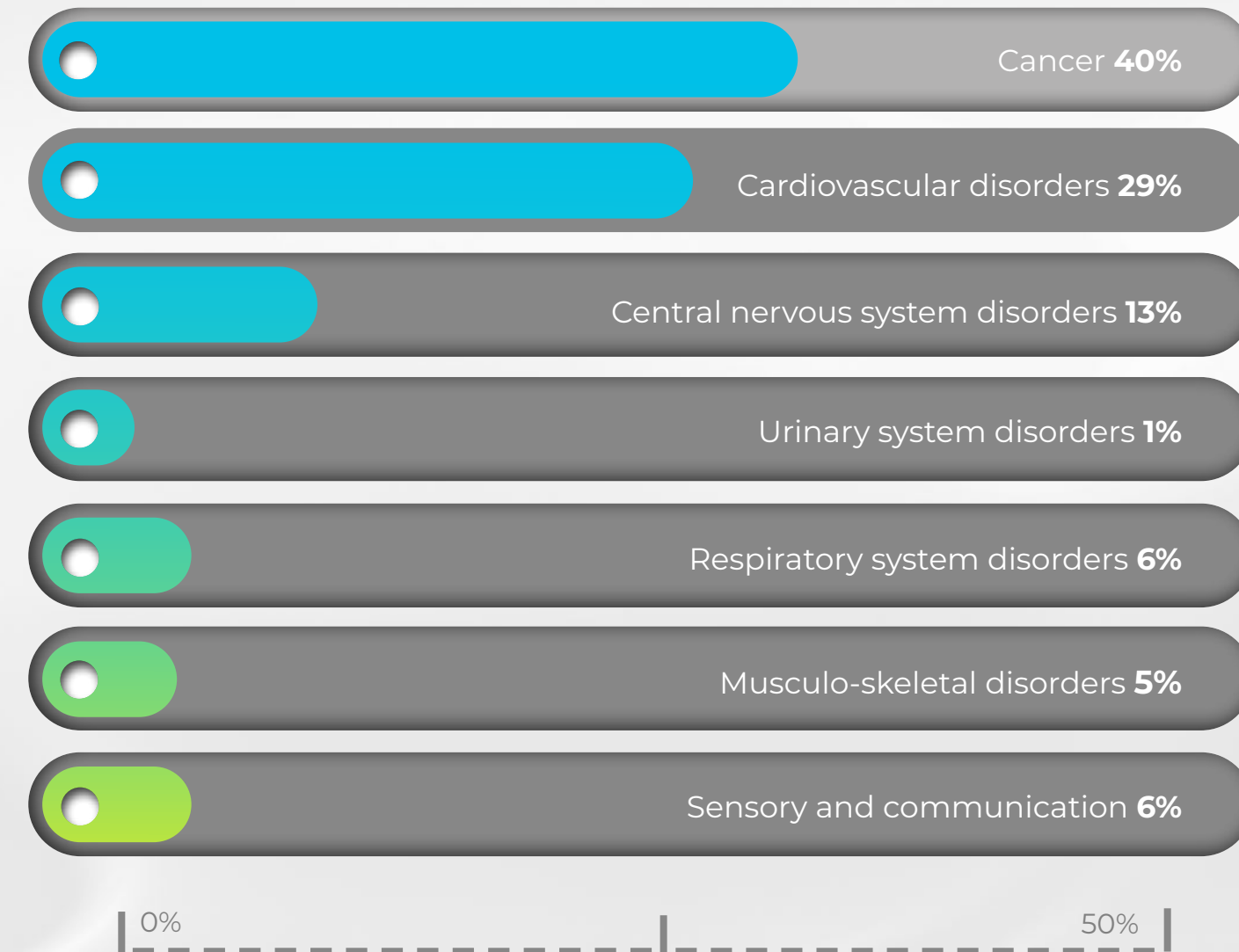


"If it weren't for this safety net, we wouldn't have made it financially"

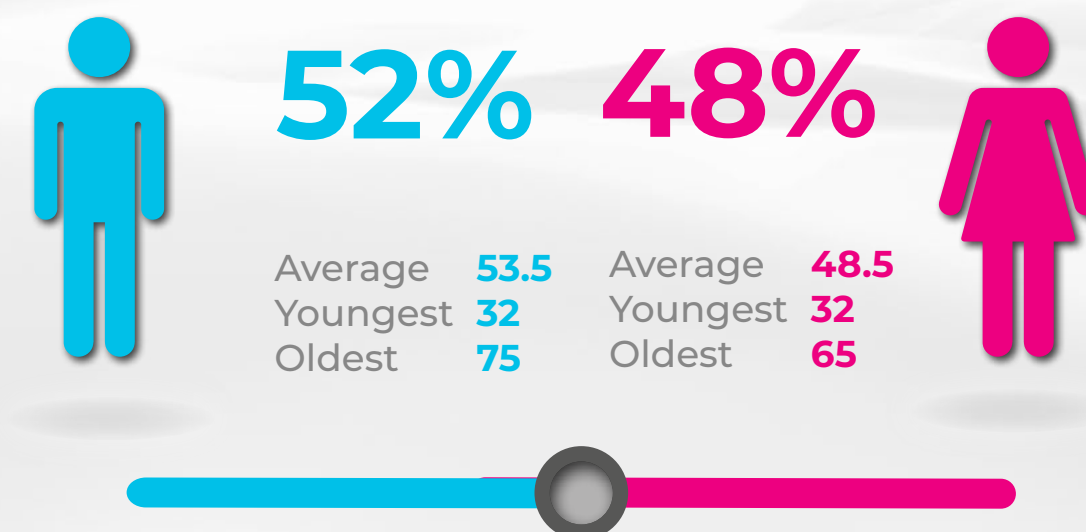
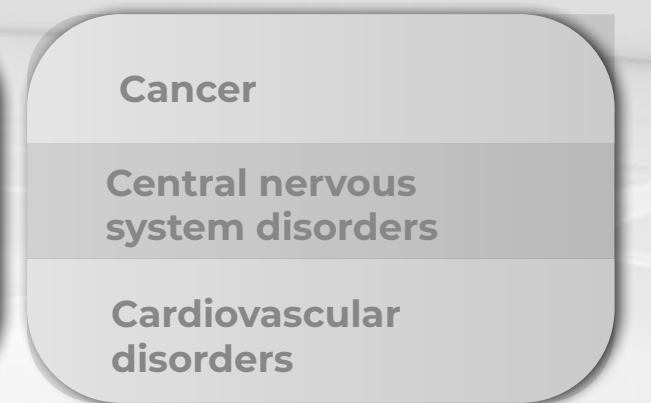
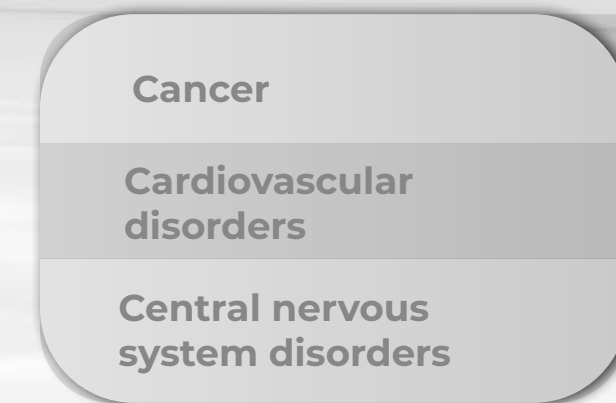
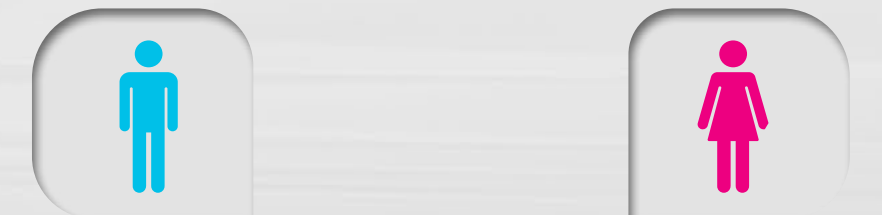
Rienie Schiepers - Cancer Survivor

ILLNESS CLAIMS N\$41 MILLION | 84%

CAUSES OF ILLNESS CLAIMS



TOP 3 SEVERE ILLNESSES



TOTAL CLAIMS NOT PAID: 16%

The reasons these claims weren't paid include:

Benefit definition not met 100%

For more than a century, we promised to be a certain friend in uncertain times. We kept our promise. Year after year, we've honoured our customers' valid claims, even during the toughest of times. Here's how we did it:

Firstly, through the careful balancing act of collecting all the information we need upfront from our customers in order to charge an accurate premium for the amount of risk we take on, enabling us to pay their claims when the time comes.

Second to that, it's by carefully managing our financial resources to ensure that we have adequate funds to pay claims promptly while maintaining our long-term financial stability. Think of this as a "reserve" which serves as a safety net to ensure that the company has sufficient funds to pay out claims, even during unfavourable times like the Covid-19 pandemic, and the ability to continue to do so for the next two centuries and beyond.

To those who have trusted us with their families' finances, thank you, we'll continue to honour our promises. And for those who are still looking for a trusted financial services partner, Old Mutual is here for you. Reach out to us and we'll tailor-make a solution that suits you, your needs and your budget.



RIAAN SWIEGELAAR
PERSONAL FINANCE
MANAGING DIRECTOR

Our claims data shows that the most common reason for claims are from Non-communicable diseases (NCD's). NCD's are conditions which are not directly caused by acute infections and include cardiovascular conditions (e.g. Hypertension, Heart disease), Cancers, Diabetes, Mental health conditions and many more. These conditions are as the result of an individual's genetics and their environment.

The good news is that we are able to influence our environmental risks by altering lifestyle choices such as diet, physical activity, smoking status, alcohol intake and sleep patterns. For example, reducing sugar and fatty food intake, stopping smoking, reducing alcohol consumption and exercising vigorously 2-3 times a week will substantively reduce the overall risk of developing many NCD's.

Additionally we can also test for, and in some instances even prevent, certain cancers such as Breast, Prostate, Cervical and Colon cancers. We encourage everyone to better understand their own health risks, screen for NCD's regularly and ultimately reduce the impact of lifestyle-related diseases.



DR KHAN
SENIOR MEDICAL OFFICER

OLD MUTUAL, A CERTAIN FRIEND IN UNCERTAIN TIMES, FOR 102 YEARS AND COUNTING.

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