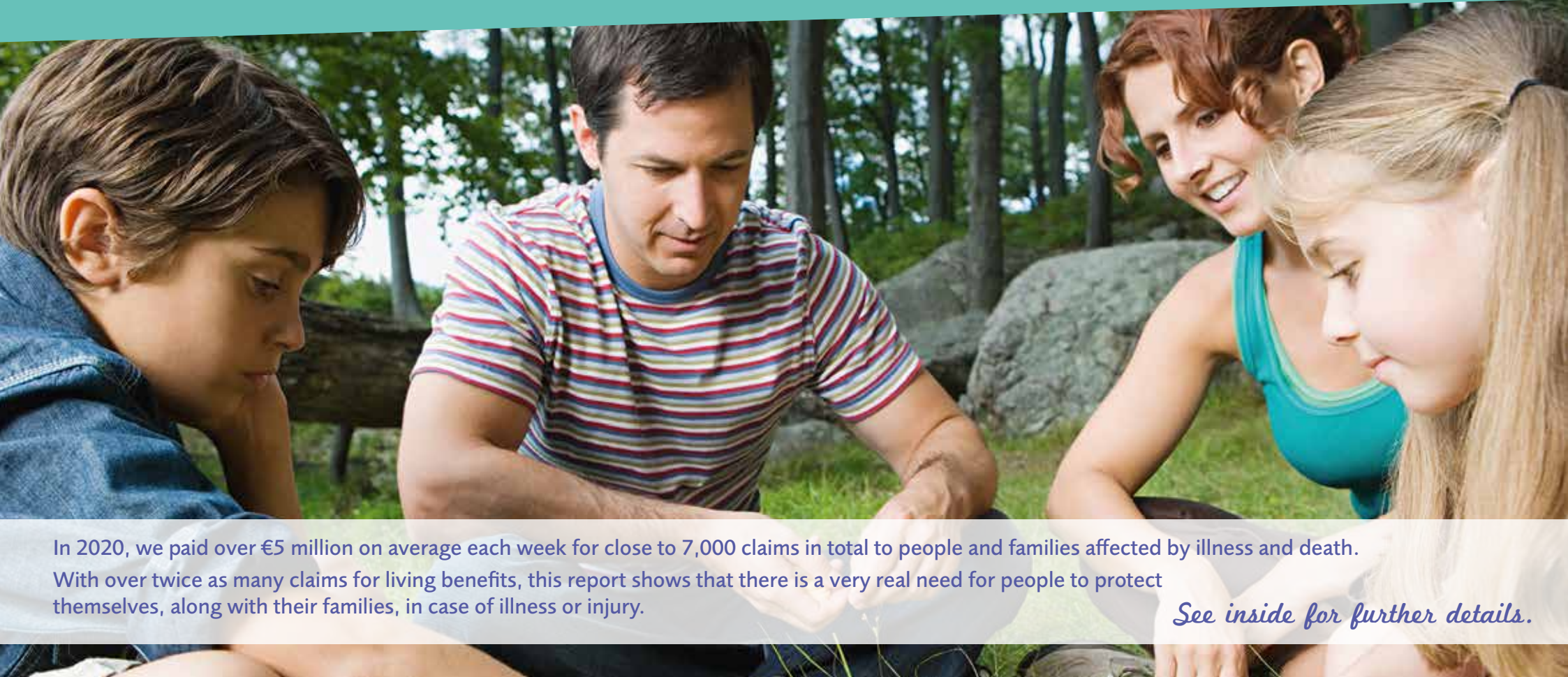


PROTECTING IRELAND

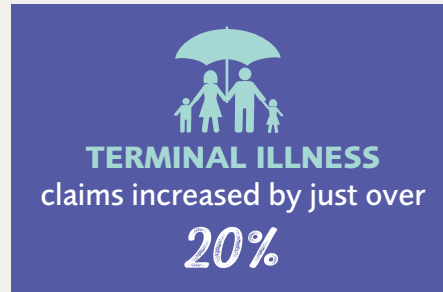
ANNUAL CLAIMS REPORT 2020



In 2020, we paid over €5 million on average each week for close to 7,000 claims in total to people and families affected by illness and death. With over twice as many claims for living benefits, this report shows that there is a very real need for people to protect themselves, along with their families, in case of illness or injury.

See inside for further details.

A Snapshot of our 2020 claims

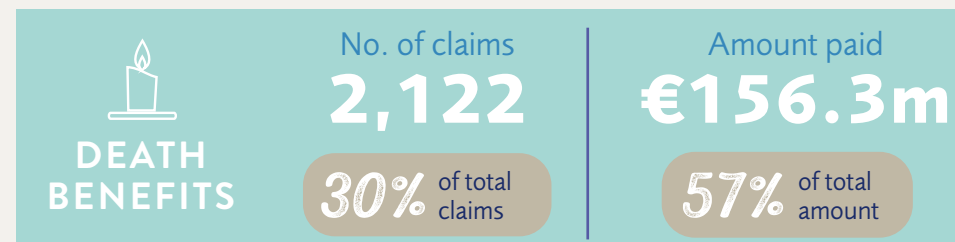
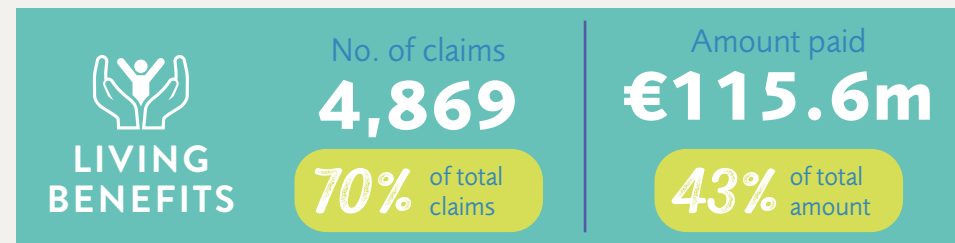


Terminal illness and specified illness statistics above relate to Retail division of Irish Life.



OVER 2 OUT OF 3 CLAIMS PAID FOR LIVING BENEFITS

There's a lot more to life insurance than paying claims when people die. In fact, the majority of the claims we pay are for living benefits (e.g. specified illnesses lump sums, regular payments if you can't work due to accident/illness).





LIVING BENEFITS

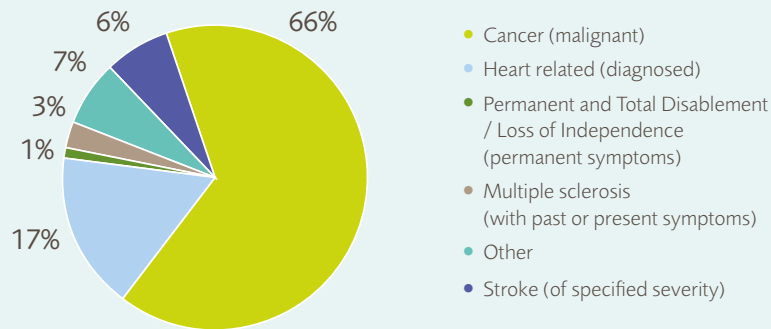
1. SPECIFIED ILLNESS COVER 2020 CLAIMS



The figures below are for claims paid by the Retail division of Irish Life.

Number of claims paid	701
Total amount paid out	€47.1 million
Average age of person claiming	52
Average claim amount	€67,128
Biggest claim cause	Breast Cancer

SPECIFIED ILLNESS COVER CLAIMS PAID



KEY FACTS

- Almost 2 in 3 specified illness claims were for cancer.
- Women claimed on average 5 years earlier than men for cancer - 51 vs. 56 years of age
- Specified illness claims due to cancer increased by 4% during 2020, compared to 2019.
- 50 more female cancer claims than males during 2020.
- Breast cancer was the most common type of claim, followed by prostate cancer.
- Men claimed on average 4 years earlier than women for heart related claims - 55 vs. 59 years of age
- Over 80% of heart related claim payments in 2020 were male.
- 69% of stroke related claims in 2020 were male compared to 31% female.

LIVING BENEFITS

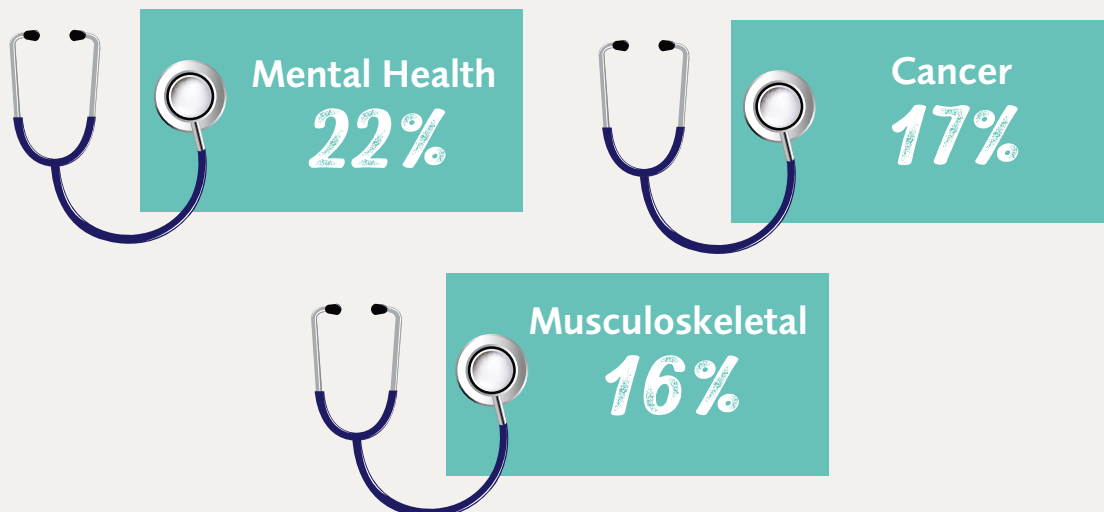
2. INCOME PROTECTION (IP) 2020 CLAIMS



The figures below are a combination of Retail and Corporate claims:

Number of claims paid	3,120
Total amount paid out	€63.4 million
Average age of person claiming:	51
Average claim amount	€20,310

TOP 3 CAUSES OF CLAIMS



KEY FACTS

- Mental Health is the biggest cause of IP claims once more in 2020 (2019: 22%, 2020: 22%).
- The percentage of claims due to cancer reduced by 1%, from 18% in 2019 to 17% in 2020.
- Just over 60% of IP claims in 2020 were for women.
- Women claimed on average 4 years earlier than men in 2020 - 49 vs. 53 years of age
- Injuries/fractures made up just over 10% of IP claims in 2020.

The photos used are for illustrative purposes only.

DEATH BENEFITS

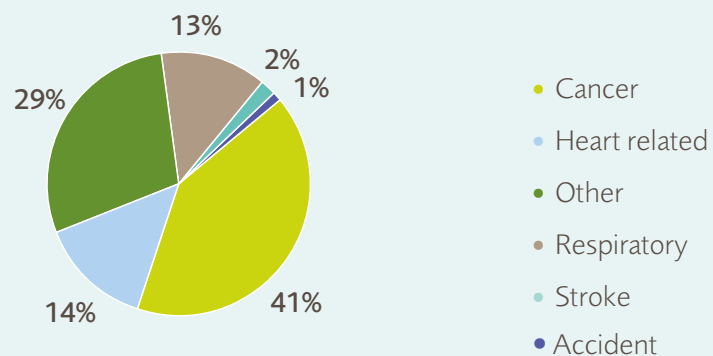
LIFE INSURANCE 2020 CLAIMS



The figures below are for claims paid by the Retail division of Irish Life.

Number of claims paid	1,691
Total amount paid out	€111.2m
Average age of person claiming	66
Average claim amount	€65,740
Biggest claim cause	Lung Cancer

LIFE INSURANCE CLAIMS PAID



KEY FACTS

- Claims for cancer in respect of women were on average 5 years earlier than men - 62 vs. 67 years of age
- Over 70% of heart related claims in 2020 were males.
- Lung cancer was the most common cause of claims, followed by breast cancer.
- For claims in respect of men, average age for stroke reduced by 6 years in 2020 compared to 2019 - 66 vs 72 years of age.
- 55% of stroke related death claims were on female lives.



A SUMMARY OF KEY INSIGHTS

- €271.9 million paid out in claims during 2020.
- Over €5 million on average paid weekly in 2020.
- Over two thirds of benefits paid were living benefits (70%).
- 65% of specified illness claims in 2020 within Retail were due to cancer.
- Just over 60% of income protection claimants in 2020 were female.
- Average age of income protection claimants in 2020 was 51.

All claim figures relate to Retail and Corporate divisions, unless otherwise stated.
Source for all claims statistics is Irish Life 2021. Information correct as at March 2021.
Irish Life Assurance plc is regulated by the Central Bank of Ireland.
