

# SUPPORTING EMPLOYEES WHEN THEY NEED IT MOST



## *Overview of Income Protection Claims during 2020*

**€64.1m**  
*claims  
paid*

2020 was an unusual and difficult year for so many people. When the pandemic first struck, we noticed a reduction in Income Protection claims as people had other immediate priorities.

It did not take long however for the claims to start coming back in and we are proud to have paid over 3,300 Income Protection claims in 2020 totalling over €64.1 million.

DETAILS	AMOUNT
Number of Claims paid	3,309
Total amount paid	€64.1m
Average age of claimant	50
Average annual claim amount	€23,325

Source: Irish Life

The average annual benefit amount Irish Life paid out in 2020 was €23,325, and the biggest annual benefit last year was over €300,000. Income Protection benefits are directly linked to employees' salaries. In 2020, Irish Life paid more than €123,000 each week to our Income Protection customers.

Income Protection claims for men and women varied; in 2020, the average age for men who claimed was 53 years, compared to an average age of 49 for women.

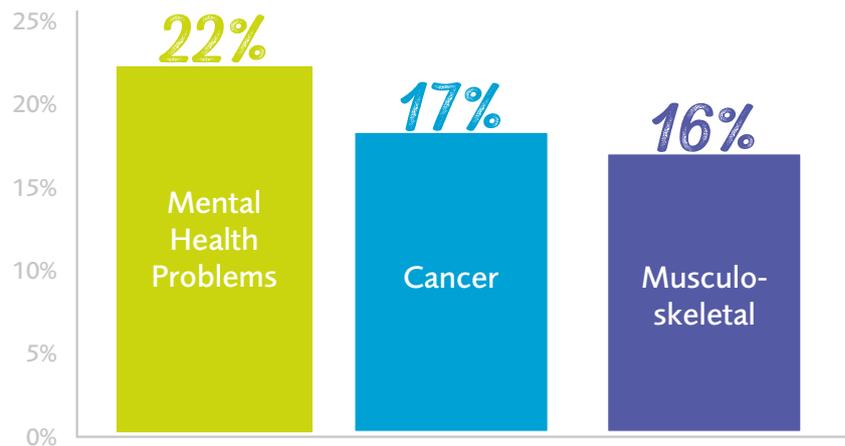
# TRENDS IN INCOME PROTECTION CLAIMS 2020

## Slight increase in mental health claims and reduction in musculoskeletal and cancer claims

It is too early to analyse the impact of the pandemic on our claims, or to theorise why certain changes might be happening.

Historically, our top three causes of claim have been Mental Health Problems, Musculoskeletal Issues followed by Cancer.

Main 3 Causes of Claims in 2020



Source: Irish Life

While the overall figures are relatively similar to previous years, it should be noted that there was a reduction in Musculoskeletal claims in the second half of the year, along with a significant drop off in Cancer claims in the final quarter.

It is possible that options of Working From Home have reduced the Musculoskeletal claims slightly as many employees have more freedom to self-manage conditions and currently have no long commutes to work.

Another possible explanation for the slight reduction, along with the drop off in Cancer related claims might be the unfortunate side-effect of people generally staying away from hospitals during times of lockdown. While a number of medical complaints can to a certain degree be managed through remote GP consultations, conditions such as cancer respond much better to early diagnosis and treatment. We shall continue to monitor changes as they occur.

Thankfully many people were able to return to work last year and in that regard we would like to thank all the employers who worked with us helping over 500 people return to work during 2020.

Considering all the challenges employers were facing with enforced closures, social distancing requirements in the workplace, and in many cases co-ordinating plans and Occupational Health assessments remotely we think it is an amazing achievement that so many people were able to return to work.

Over  
**500**  
people returned  
to work  
in 2020



## We are here to help

We are delighted we were able to support over 3,300 people last year who needed income protection benefit during their time of need.

The start of 2021 looks remarkably similar to the end of 2020 and we are continuing to offer all of our supports, with both financial assistance and remote rehabilitation helping our customers through difficult times to achieve their best outcomes.

Our claims team is operating as normal so please do not hesitate to contact your Claims Assessors and Technical Managers to help us help you and your employees.

You can email the Income Protection team at:  
[IncomeProtection@irishlife.ie](mailto:IncomeProtection@irishlife.ie)

## Talk to us

If you want to discuss any aspects of Income Protection with Corporate Business, please contact:



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The source for all of the figures used in this document is Irish Life.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.

In the interest of customer service we will monitor calls.  
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