

Claims: No.1 again

We know you regard claims action as one of the most important services an insurance company can provide. You rated us number one again in the 2009 W. A. Taylor survey for claims action because of our fair, accurate and timely claims processing.

We have recently tabulated some of our claims statistics for 2009 and wanted to let you know some of the key results and how these compared with 2008.

AXA's key claims results for or the year ended 31 December 2009:

- > In 2009 a total of \$96.4 million was paid out in individual and Group Insurance claims – representing a 13.6% increase on 2008
- > There was a total of 905 death claims made with a total of \$56.7 million paid out
- > 46% of Group Insurance death claims were Cancer related, up from 32% last year
- > The youngest male death claimant was just 24 years old and the youngest female was 31
- > The oldest death claimant was 94
- > The largest claim amount paid was \$2,050,692
- > In 2009 \$1.5 million was paid on individual disablement claims, compared to \$182,000 in 2008
- > 111 individual Trauma claims were paid totaling \$10.6 million
- > Cancer was the leading cause of Trauma claims making up 64% of total cases. On a positive note claims from women for breast cancer were down from 41% of all trauma claims by women in 2008 to 32% of all cases in 2009

For more information about AXA claims check out our Claims Information brochure, this is currently being updated to reflect the 2009 figures. It can be ordered in the usual way or viewed on Advantage 24/7.

It's good to know that AXA is there when it counts for you and your clients.