Life Protection claims

Real stories of how Life Protection has supported loved ones

Shelley's* Life Insurance policy meant her partner was financially supported when she passed away

Robert called us in October 2023. His partner, Shelley, had very sadly passed away following an unexpected and short illness of sepsis at just 28 years old. . She had Life Protection in place and so Robert was able to make a claim. His claims assessor asked him to send a death certificate and we contacted Shelley's GP for some information. We received all the information and were able to pay her claim benefit to Robert in December 2023. This payment could offer some important financial support at a difficult time.

Mary's* Life Insurance policy meant her sons were looked after when she passed away

Mary's family called us at the beginning of February 2022 to let us know she'd passed away in December 2021. She was only 58 when she died. She'd been diagnosed with breast cancer in May 2021 and unfortunately contracted Covid at the end of November 2021. We paid her sons her claim benefit of £50,000, which could be used to support their future.

After Tony's* unexpected death, his Life Insurance meant his partner was looked after

Tony and his partner Rita* took out Life Protection in June 2020. Rita contacted us in January 2021 to let us know that Tony had sadly passed away at only 45 years old. His death was unexpected as he didn't have any health problems beyond a bad back. We contacted the coroner who gave us details that showed that Tony unfortunately had an undiagnosed lung cancer that had spread to his liver and spine. We were able to pay Rita £60,000 in February 2021.

*Names and images are for illustrative purposes only.

If you want information on Life Protection and whether it's right for you, please speak to your financial adviser.

If you'd like us to send you this document or any future correspondence in another format, such as Braille or large print, please just let us know.

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