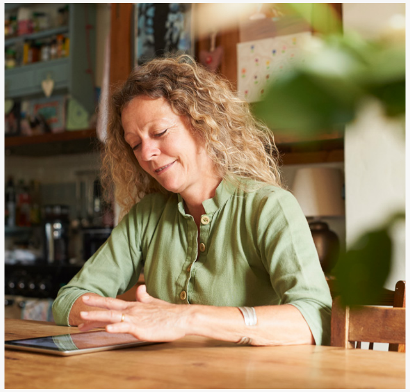
Income Protection Cover

Real stories of how Income Protection supported individuals and families

Jill's* Income Protection claim lasted for 38 years

In 1984, Jill took out an Income Protection policy with an annual premium of £122. Less than 2 years later, Jill rang us to claim on her cover. She had suffered a haemorrhage which eventually led to an epilepsy diagnosis with chronic symptoms that left her unable to go back to work as a caterer.

We accepted her claim and started paying her weekly cover of £93.59. Her cover was inflation-linked which meant it kept up with the current rate of inflation. By 2023 when her cover ended, this claim amounted to around £340,000.



A heart attack left Antony* unable to work

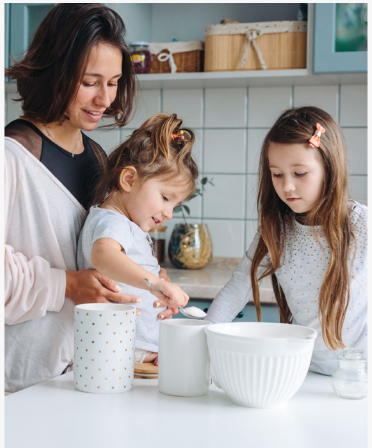
Antony called in October 2023 and let us know that he had been unable to work since May following a heart attack.

He worked as a Chartered Surveyor and his heart problems meant he couldn't continue his normal role. He sent us evidence of his tax return and accounts to support his claim, and we contacted his GP for a report to confirm the heart attack. We were able to pay his claim from November, which meant he was able to continue taking time off work to focus on his recovery.

Debbie* was diagnosed with breast cancer and claimed on her Income Protection

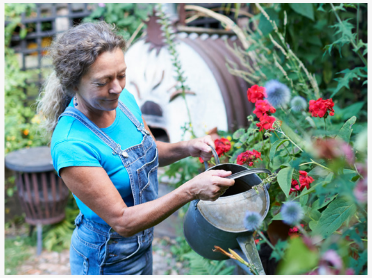
Debbie contacted us during the summer of 2023, a couple of months after receiving a diagnosis of breast cancer. She had been left unable to work because of her symptoms and wanted to claim on her cover. She'd taken out her Income Protection cover 6 years before her cancer diagnosis following recommendation from her financial adviser.

Her dedicated claims assessor supported through the claims process. Debbie sent copies of her payslips and medical reports to provide evidence for her claim, and we were able to begin payment after her waiting period finished in October. By having Income Protection in place, she was financially covered with a monthly sum of £1,500 to cover her outgoings whilst she was off work. This allowed her to focus on her recovery and spend time with her loved ones. Her claims assessor regularly checks in with Debbie to see how she's getting on.



Sheila's* Income Protection allowed her to focus on her mental health

Sheila first contacted us in March 2022. She'd been having panic attacks and low mood for some time and had to stop work the month before. She had consulted her GP and was on the wait list for counselling. After this call, her claims assessor arranged for a referral for treatment through Rehab Support Services included in her cover. Sheila started therapy and by the end of April was able to return to work. We paid her claim for 50 days and funded her therapy.



*Names and images are for illustrative purposes only.

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

Income Protection claims

Real stories of how Income Protection supported individuals and families

We paid an additional £1,000 to Oli* when he fractured his hand

Oli fell at home and broke his hand. He called us at the end of 2022, he said he had surgery and was expected to be off work until the new year. As a self-employed graphic designer, the fracture to his dominant hand meant he couldn't work.

After receiving evidence of his fracture and tax returns we were able to pay him an additional payment of £1,000 paid on top of his main Income Protection claim. This was paid out as a Fracture Cover claim which offers a lump sum payment of up to £2,200, depending on the type of bone fracture.

Daniel's Income Protection Cover supported his loved ones

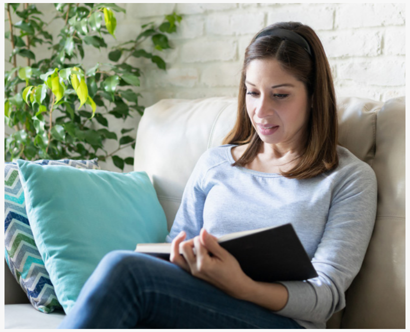
We were contacted by Daniel's family who let us know that Daniel had sadly passed away from leukaemia. His employer had paid him full sick pay throughout his illness, so he hadn't claimed on his Income Protection Cover. However, his cover included a Death Benefit which pays a lump sum to bereaved loved ones if you die before the end of your policy. We'll pay £5,000 if death occurs within four years of the policy start date, or, £10,000 for deaths that occur four or more years after the policy start date. We were able to pay Daniel's loved ones £5,000 which could provide some financial support to the family at a difficult time.

Umar* was able to claim under Parent and Child cover when his daughter became ill

Umar had taken out an Income Protection policy with LV=. Sadly, his teenage daughter was diagnosed with Non-Hodgkin lymphoma. His cover included Parent and Child cover, which pays a lump sum out to parents if their child is diagnosed with a listed illness. After receiving medical evidence to confirm the diagnosis, we were able to make a payment of £25,000 to the family. This payment could allow parents to focus on what's most important – spending time together as a family.

Anya's* hand injury left her unable to work

Anya had a ceramic kitchen dish shatter in her hand which caused serious injury to the fingers of her right hand. As a dentist this left Anya unable to work after surgery. She decided to claim under her Income Protection Cover, and we were able to pay her benefit and offer further support with hand therapy sessions.



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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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