

# 2019 claims statistics

**Plan for the future. Live for today.**



## Dentists' Provident was started by dentists over a hundred years ago as a membership organisation to protect each other from the financial consequences of illness or injury.

We have been part of the profession ever since, working together to support dental professionals, just like you, with our highly flexible plans which are designed to be as individual as you are.

We are still owned and run by our members who are at the heart of everything we do. We are there when you need us, from university to retirement and beyond.

### Importance of income protection

Having an accident, illness or injury is not something we normally think about however, on top of the obvious physical and mental effects of being unwell, not being able to work could put you and your family under serious financial strain.

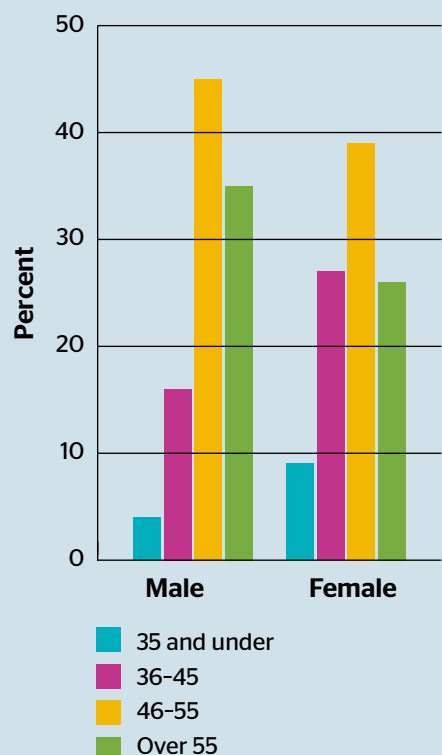
Whether you are young or old, single or with a family - income protection can give you the financial support you and your family need so that you can concentrate on your recovery, however long that may be.

We take enormous pride in our reputation for honesty, integrity, and fairness in how we conduct our day to day business. Our members have placed their trust in us to be there when it comes to making a claim and this is why our claims payment statistics are so important.

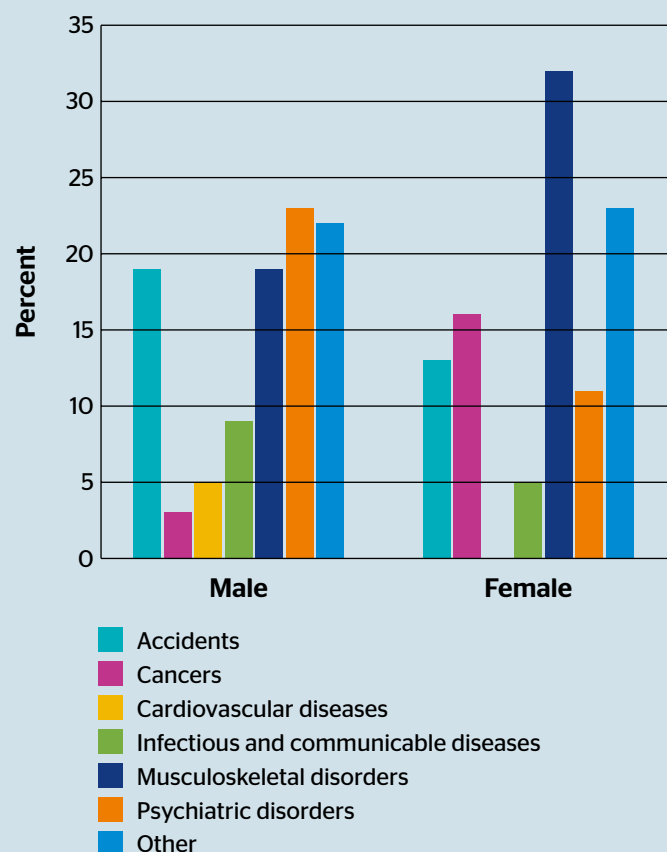
### Our claims in 2019

- The total amount of benefits paid to members was **£5 million**
- The average age of claimants was **47**
- The total number of claims was **1,204**
- The largest claim paid was **£78,060**
- The average payment per claim was **£4,208**

### Claims by age



### Claims by incapacity



## Examples of claims paid to individual members in 2019

Nearly 20 years ago, a member in their 30s began suffering from a tremor which left them unable to practice dentistry and virtually overnight, their yearly income fell from £60,000 to almost nothing. Our income protection plan has been a vital source of financial support since. No one expects such a career ending event to happen to them but an income protection insurance plan can give you long term financial security when you need it most.

A dentist in their late 20s injured their back performing a difficult procedure. Our income protection plan gave them the financial room they needed, for the month it took them to recover fully and return to work.

A member in their 40s began suffering from carpal tunnel syndrome and they were unable to work for over two months. Our income protection plan supported them throughout the time they needed to recover and return to work.

A dentist in their 30s suffered from a neurological condition that affected their sight. For nearly ten years, our income protection plan has been helping replace their annual income loss of nearly £50,000 as a result of this illness.

A member in their 30s was involved in a traffic accident which forced them to take three months off work. As a self employed practitioner, they were grateful for the financial support from our income protection plan during the time they needed to recuperate.



## Claims received and paid

We pay the majority of the claims that we receive.  
In 2019, we paid 97.2% of new claims.

	2019
New claims received	843
New claims paid	819
New claims declined *	24

\* New claims were declined because: The claimant did not meet the definition of incapacity (11). Their condition was not covered by their plan (4). The claimant did not provide all the information necessary to assess the claim (3). Other plan rules were not met (6).

## Complaints about our claims handling

	2019	2018	2017	2016	2015
Claims related complaints received	9	5	8	8	5
Claims related complaints referred to the Financial Ombudsman's Service	3	1	0	0	0
Claims where the final decision by the Financial Ombudsman's Service upheld the member's complaint	0	0	0	0	0

This document is intended for UK and Republic of Ireland residents only. Individuals resident outside the UK or Republic of Ireland should seek professional financial advice regarding the impact of membership of Dentist' Provident on their affairs.

Full details of our contract can be found in the Memorandum and Rules. Applications are required and non-standard terms may apply. Nothing in this document constitutes an invitation, inducement or offer to subscribe for membership or additional benefits of Dentists' Provident.

This guide is intended for general information only, it is not designed to provide financial, health or other advice, nor is it intended to make any recommendations regarding the suitability of any plans for any particular individual.



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