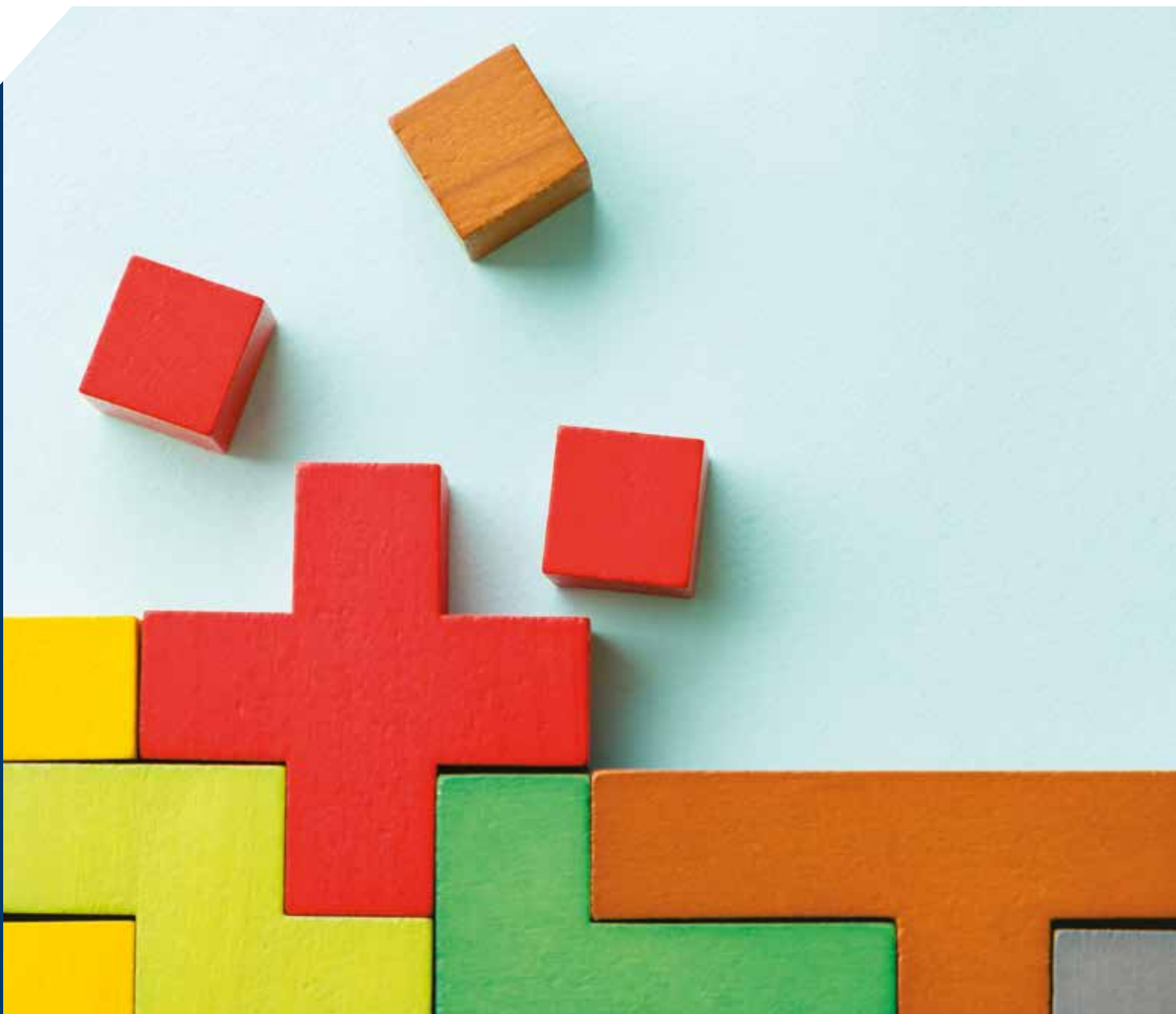


# 2020 claims statistics

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.

Through this difficult year, we have proactively supported members in a number of ways, such as waiving certain plan requirements, making a one-off coronavirus assistance payment and by adapting our claims handling processes, to enable them to better cope with the challenges posed by the pandemic.

### 2020, a difficult year

2020 has been an uncertain and unusual year for all of us. Some have faced worry and illness, while others have faced financial uncertainty and restrictions in the way they practice.

### Our claims this year

Our members have always placed their trust in us, to be there when it comes to making a claim, and this is why our claim's statistics are so important to share.

### Our claims in 2020

**£5.9m**

The total amount of benefits paid to members

**47**

The average age of claimants

**1,334**

The total number of claims

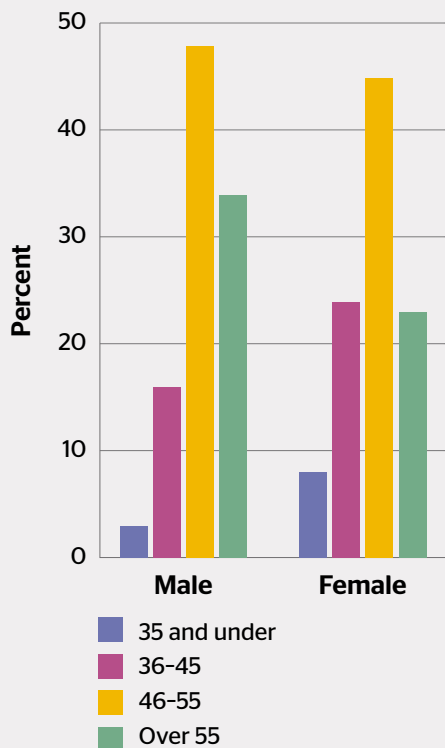
**£78,011**

The largest claim paid

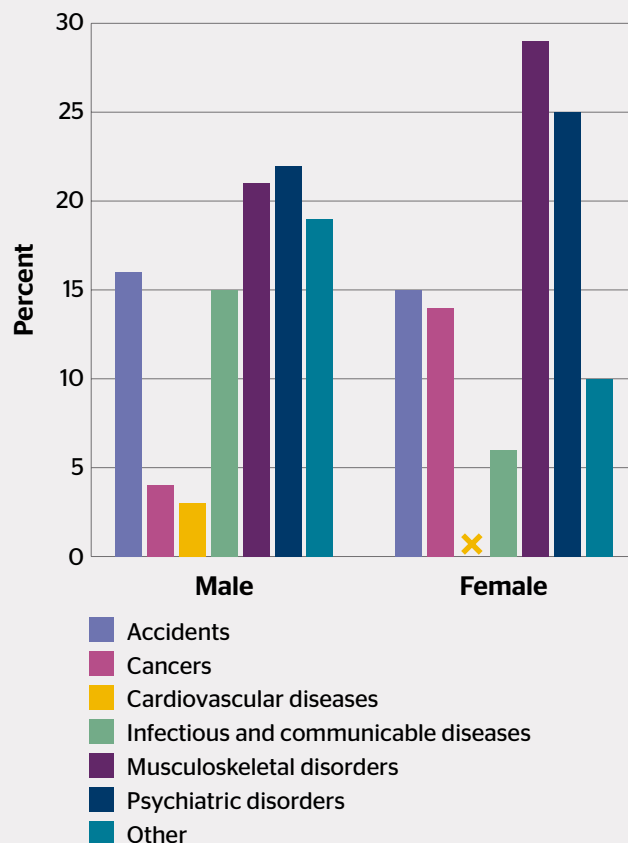
**£4,556**

The average payment per claim

### Claims by age



### Claims by incapacity



## Experiences of some of our members in 2020

A dentist in their 30s suffered from an acute psychological episode following a family trauma. They had to take months off work to undergo treatment and our income protection plan took away additional stress during this tough time, by giving them valuable financial security when they needed it most.

A dentist in their 30s tested positive for COVID-19 and had to take two weeks away from the practice to recover from their symptoms and comply with government guidelines. They valued the financial support their income protection plan gave them during this worrying time.

A practice owner in their 40s began suffering from a nerve condition affecting their hands and after a year exploring treatment options, were forced to retire early. Our income protection plan is now a vital source of long-term financial support. No one expects such a career ending illness to happen to them, but an income protection plan helps to give you long term financial security when you need it most.

A member in their 40s suffered from worsening symptoms of a badly healed fracture. They required over eight months of rehabilitation following an operation to repair the old injury. Our income protection plan was a vital source of financial support throughout this time, helping them to replace an income loss of over £70,000.

A member in their 50s had a detached retina and they were forced to take over a month off work to recover from the surgery. Our income protection plan gave them the reassurance and security they needed until they could return to work.

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

## Claims received and paid

We pay the vast majority of the claims that we receive. In 2020, 96.3% of new claims received a payment.

	2020
New claims received	966
New claims where a payment was made	931
New claims where no payment was made*	35

\* New claims were declined because: The claimant did not meet the definition of incapacity (15). Their condition was not covered by their plan (2). The claimant did not provide all the information necessary to assess the claim (6). Other plan rules were not met (12)

## Importance of income protection

Although hardly a necessary reminder in a year such as 2020, 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.

## Complaints about our claims handling

	2020	2019	2018	2017	2016
Claims related complaints received	8	9	5	8	8
Claims related complaints referred to the Financial Ombudsman's Service	1	3	1	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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