

# 2023 claims statistics

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## Dentists' Provident is a leading provider of income protection insurance to dental professionals. For more than a century we have helped our members achieve financial security during periods of illness or injury.

We are the only insurer in the UK focusing exclusively on dental professionals and are proud to be an integral part of the dental profession. We specialise in income protection and nothing else.

We are a member owned, not for profit mutual, run by dental professionals for dental professionals. Our members remain at the very heart of everything we do and, most importantly, the reason we do it. We are there when our members need us, from university and through into retirement.

### Introduction

In 2023 our claims decreased, mainly due to fewer Covid related claims bringing us back in line with where we were before the pandemic began.

In another year of change and challenge for dental professions, we are pleased to have remained a source of stability and assurance to our members and we are grateful for their feedback and to hear about the role we have played in supporting them during illness or injury.

### Our 2023 claims statistics

We take enormous pride in how we conduct our day to day business. Our members have placed their trust in us to be there when they need us most and this is why it is so important to be fully transparent about our claims statistics.

#### Claims received and paid

We pay the vast majority of the claims that we receive.

	2023
New claims paid	983
New claims declined*	10
Percentage of new claims paid	99.0%

\* New claims were declined because: The claimant did not meet the definition of incapacity (1). Their condition was not covered by their plan (5). A failure to disclose important information during application/claim (0). Other plan rules were not met (4).

## Our claims in 2023

# In 2023, 99.0% of new claims received a payment

## £5.2m

Total income protection benefits paid to members

## 49

Average age of claimants

## £87,800

Highest total benefits paid to a member in the year

## 26

Age of the youngest claimant

## 1,189

Total number of claims paid

## 993

Total number of new claims received

## Examples of claims paid in 2023

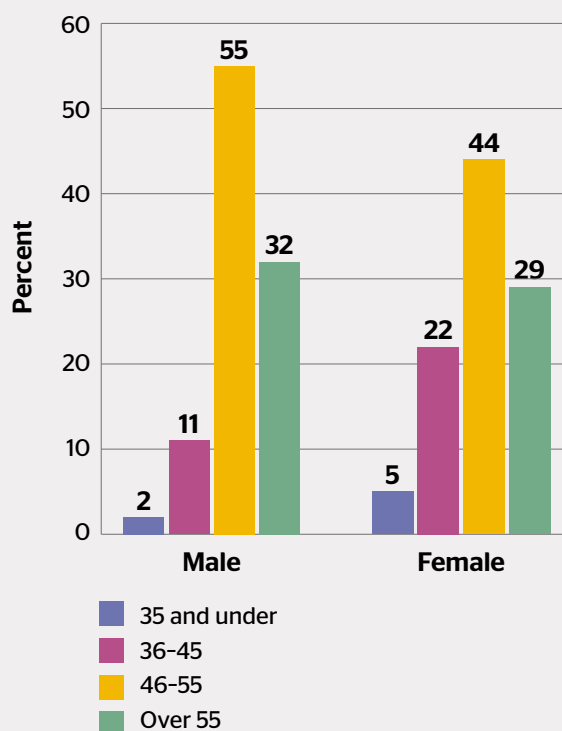
An associate in their early 40s had an accident while skiing and fractured their wrist. They were unable to work for five weeks while their fracture healed and our plan supported them until they were fit to return to work.

A dentist in their 40s fractured their ankle after falling off their bike which prevented them from working for nearly three months. Our income protection plan gave them invaluable financial support during their recovery.

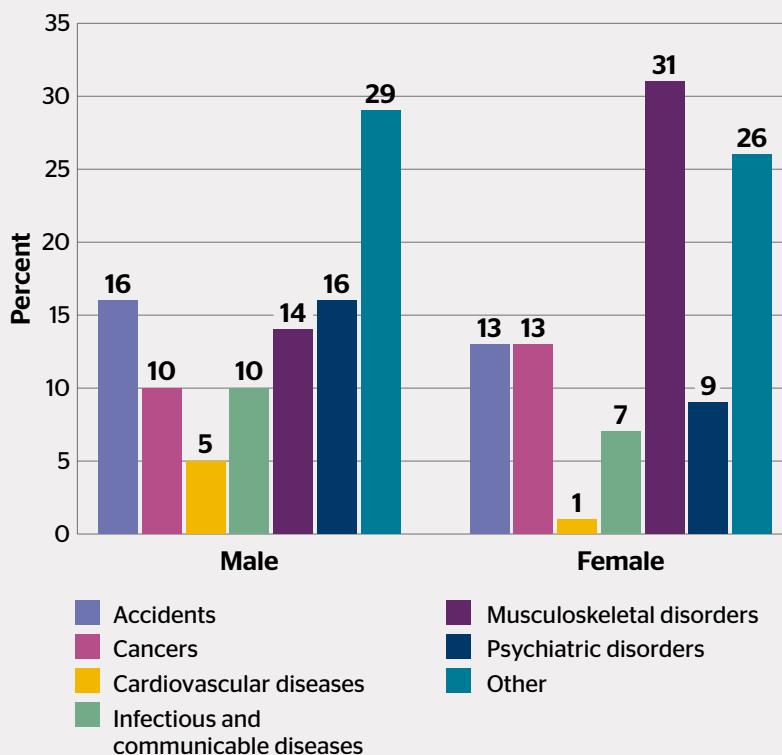
A dental professional in their 50s was diagnosed with cancer following routine screening. After surgery and extensive treatment lasting seven months, they returned to work on a part-time basis for four months before resuming their full time duties. Our income protection plan provided them with much needed financial security throughout this difficult time, first with our core benefits and then with our partial return to work benefits.

A dentist in their late 20s had an acute psychological episode due to work pressures and had to take nearly two months off work. Our income protection plan supported them whilst they received specialist support that enabled them to make a successful return to work.

Claims by age



Claims by incapacity



## Complaints about our claims handling

	2023	2022	2021	2020	2019
Claims related complaints received	4	4	2	8	9
Claims related complaints referred to the Financial Ombudsman Service	0	0	0	1	3
Claims where the final decision by the ombudsman upheld the member's complaint	0	0	0	0	0

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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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 Dentists' Provident

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