

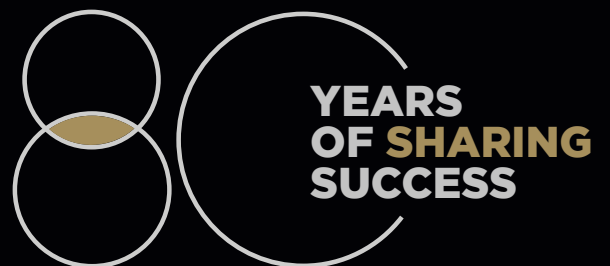


2020 **CLAIM STATISTICS**

PPS INSURANCE

Dr Sybil Seoka, Chairman: PPS Holdings Trust Board

R4.841
BILLION*
TOTAL BENEFITS PAID



CLAIMS IN NUMBERS

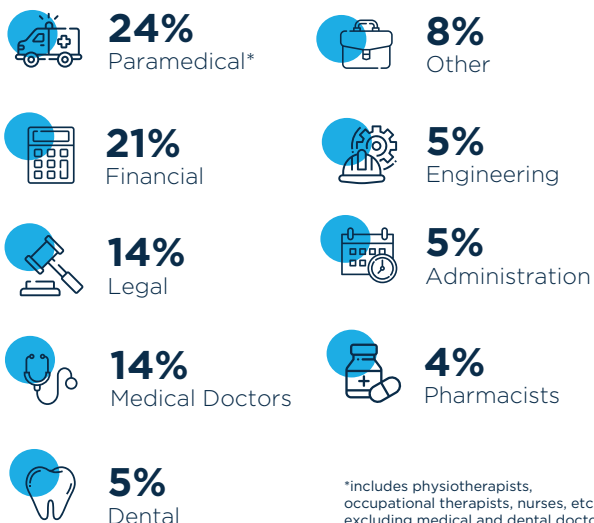
R3 127 231 295**

**TOTAL HEALTH AND
LIFE RISK CLAIMS**

CLAIMS PER BENEFIT

SICKNESS	R949.2 million
PERMANENT INCAPACITY	R626.2 million
LIFE COVER	R1 122.2 million
CRITICAL ILLNESS	R261.6 million
LUMP-SUMP DISABILITY	R167.9 million

PROPORTION OF TOTAL CLAIMS BY PROFESSIONAL FIELD:



GENDER SPLIT OF OVERALL CLAIMS:

FEMALES
42%



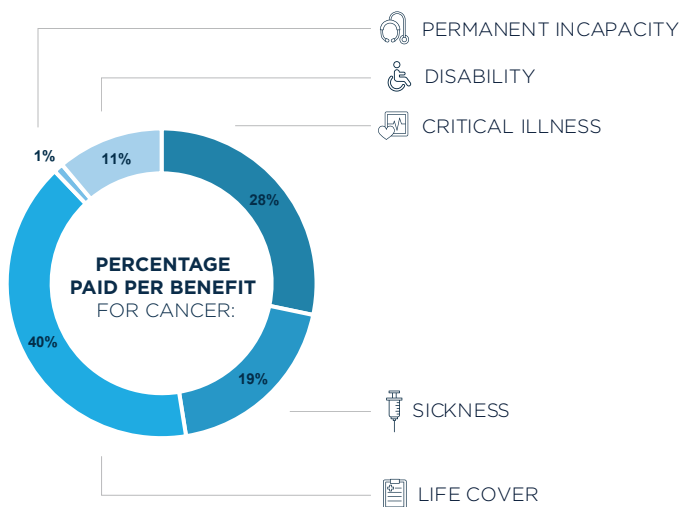
MALES
58%



CANCER CLAIMS

R423 874 696

**TOTAL CANCER CLAIMS
ACROSS ALL BENEFITS**



BREAKDOWN OF TOTAL CLAIMS PAID



**NUMBER OF CLAIMS
PROCESSED:**
27 350

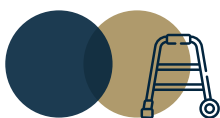


**NUMBER OF
CLAIMS PER DAY:**
110



**AVERAGE PAID
PER WORKING DAY:**
R12.5 million

PROFIT-SHARE ACCOUNT PAYMENTS



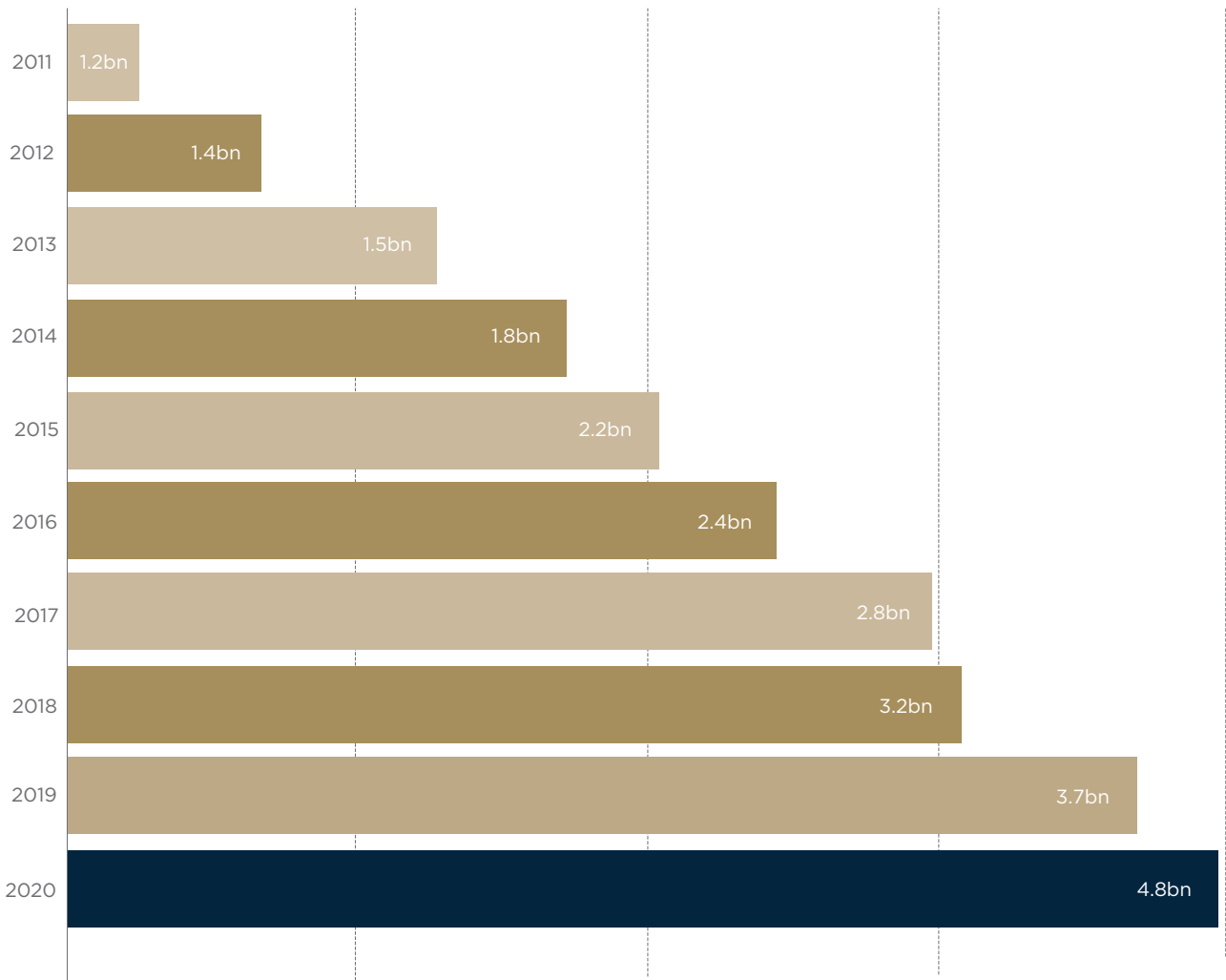
R1 032 145 428
ON RETIREMENT



R107 135 767
ON DEATH

TOTAL BENEFITS PAID IN THE LAST 10 YEARS

R25 000 000 000 | **INSURANCE BENEFITS
PAID IN LAST 10 YEARS**



COVID-19 CLAIMS

In 2020, PPS paid the following
in COVID-19 related claims:

R389.8 MILLION

TOTAL AMOUNT PAID FOR COVID-19-RELATED CLAIMS

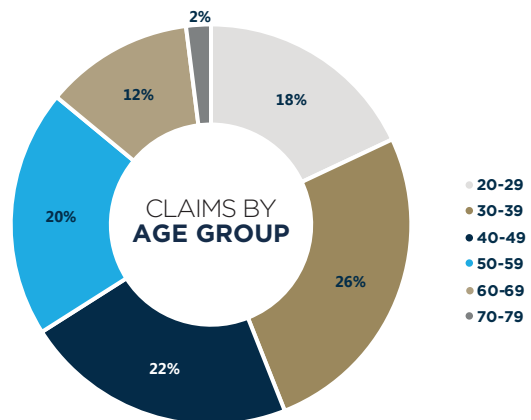
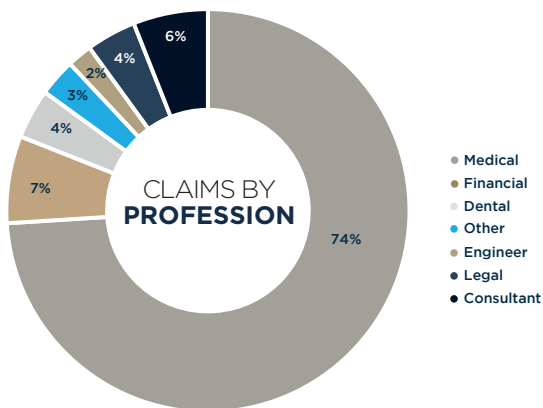
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TOTAL CLAIMS PAID

SICKNESS CLAIMS

R156 MILLION

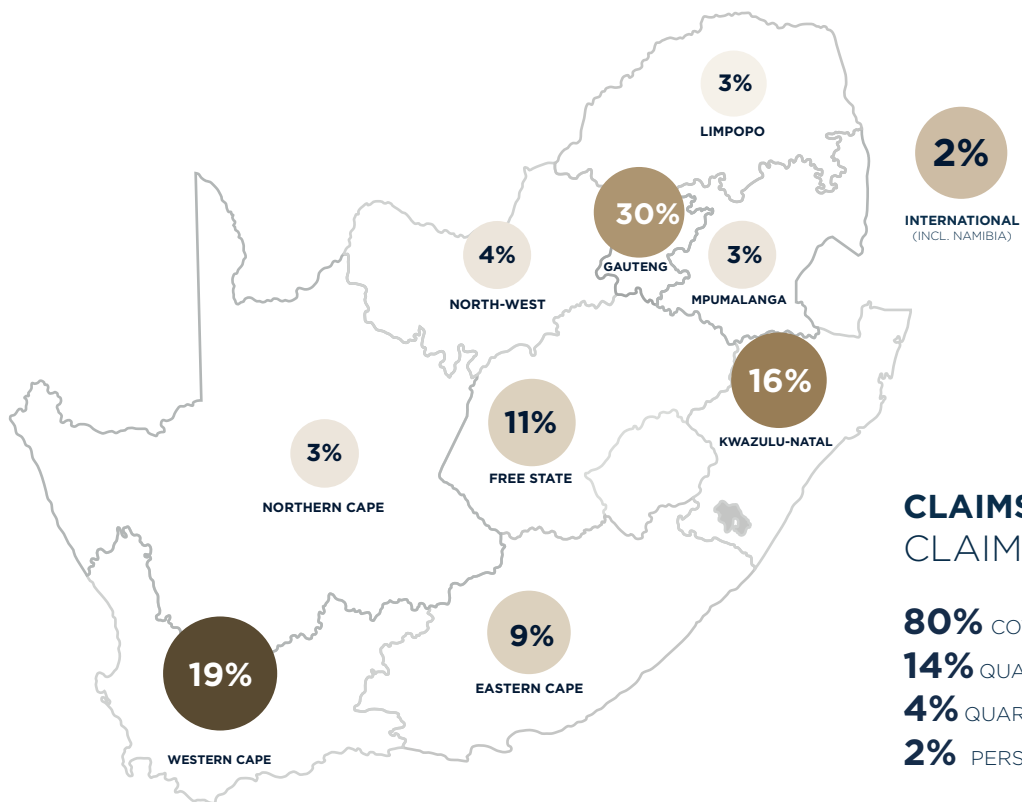
TOTAL AMOUNT PAID FOR SICKNESS BENEFITS



DEATH CLAIMS

R234 MILLION

TOTAL AMOUNT PAID FOR DEATH BENEFITS
THIS EXCLUDES PROFIT-SHARE ACCOUNT PAYMENTS



CLAIMS BY COVID-19 CLAIMS PROTOCOL

80% COVID+
14% QUARANTINE MEDICAL
4% QUARANTINE GOVERNMENT/NICD
2% PERSON UNDER INVESTIGATION (PUI)



COVID-19 PATHOLOGY TESTS	45 949
PATHOLOGY COSTS	R19 305 520
NUMBER OF COVID-19 POSITIVE BENEFICIARIES	7 039
COVID-19 POSITIVE DEATHS	372
HOSPITAL ADMISSIONS COVID-19 POSITIVE	1 847
INTERIM HOSPITAL COST	R217 765 343

PERCENTAGE OF CLAIMS UNPAID PER BENEFIT AND REASONS

We have a solid claims history and track record of paying all valid claims. In 2020, we paid 96% of all claims submitted across all benefits.

WE PAID:

95%
SICKNESS

Reasons for claims not paid

1. Claim period less than the waiting period.
2. Does not have the benefit.
3. Did not consult a doctor.

100%
LIFE COVER

65%
CRITICAL ILLNESS

Reasons for claims not paid:

1. Does not meet criteria.
2. Already paid for a related condition.
3. Condition excluded.

Reasons for claims not paid:

1. Does not meet claim requirements.
2. Still performing occupational duties.

72%
LUMP-SUM DISABILITY

SICKNESS BENEFITS

R949 230 646

DID YOU KNOW?

The sickness benefit is unique in the market, as PPS does not require a member to have lost their income to qualify for a claim. PPS will pay if a member cannot perform their usual occupational duties because of sickness or injury.

TOTAL
PAID

TOP 5 CAUSES:



21%
INJURY



6%
DISEASES OF THE
RESPIRATORY SYSTEM



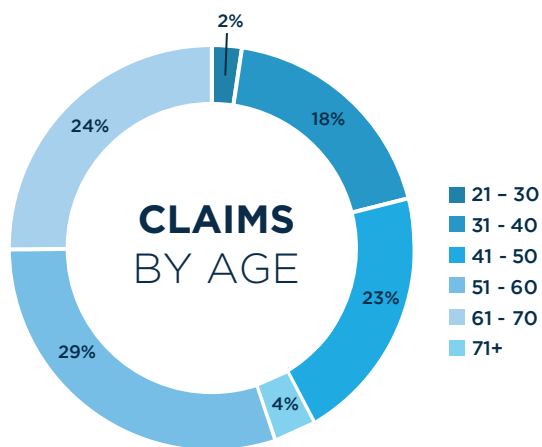
15%
CERTAIN INFECTIOUS
AND PARASITIC DISEASES



5%
CANCER



13%
DISEASES OF THE MUSCULOSKELETAL
SYSTEM AND CONNECTIVE TISSUE



GENDER SPLIT OF OVERALL CLAIMS:

MALES

57%



FEMALES

43%



CLAIMS BY PROFESSION:



35%
PARAMEDICAL*



17%
MEDICAL
DOCTORS



13%
FINANCIAL



8%
DENTAL



10%
LEGAL

*includes physiotherapists,
occupational therapists,
nurses, etc., excluding
medical and dental
doctors.



24
YEARS

YOUNGEST
MEMBER PAID



90
YEARS

OLDEST
MEMBER PAID

PERMANENT INCAPACITY BENEFITS

R626 247 152

TOTAL
PAID

DID YOU KNOW?

The Permanent Incapacity Booster can start paying a monthly income to a member after 728 days of sickness claim for the same or related condition, even if the condition is not permanent, depending on the condition and prognosis.

TOP 5 CAUSES:



24%
PSYCHOLOGICAL
ILLNESSES



10%
INJURY



17%
DISEASES OF THE
MUSCULOSKELETAL SYSTEM
AND CONNECTIVE TISSUE



8%
CANCER



11%
CEREBROVASCULAR DISEASE

GENDER SPLIT OF OVERALL CLAIMS:



MALES
56%



FEMALES
44%

CLAIMS BY PROFESSION:



35%
PARAMEDICAL*



13%
DENTAL



13%
FINANCIAL

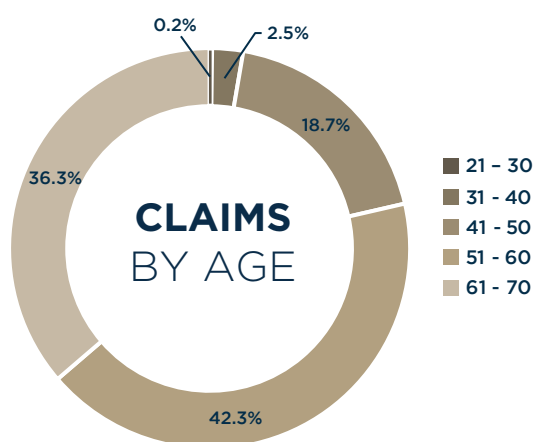


6%
MEDICAL
DOCTORS



13%
LEGAL

*includes physiotherapists, occupational therapists, nurses, etc., excluding medical and dental doctors.



29
YEARS

YOUNGEST
MEMBER PAID



66
YEARS

OLDEST
MEMBER PAID

PERMANENT INCAPACITY BENEFIT (PI)

BENEFIT AMOUNT	% OF PI CLAIMS
20%	3%
60%	12%
100%	85%

LIFE COVER

DID YOU KNOW?

The full Profit-Share Account balance is paid on death to the member's beneficiaries or estate. These funds can be used to settle estate duty and other taxes to make the estate liquid.

R1 122 183 805

TOTAL PAID

TOP 5 CAUSES:

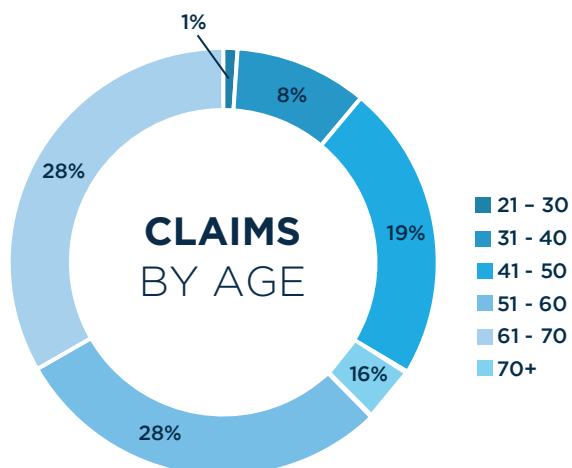


GENDER SPLIT OF OVERALL CLAIMS:

MALES
78%



FEMALES
22%



CLAIMS BY PROFESSION:



*includes physiotherapists, occupational therapists, nurses, etc., excluding medical and dental doctors.



24
YEARS

YOUNGEST
MEMBER PAID



99
YEARS

OLDEST
MEMBER PAID

R31.5 million

HIGHEST LIFE COVER BENEFIT PAID

R107.1 million

PROFIT-SHARE ACCOUNT PAYMENTS ON DEATH

CRITICAL ILLNESS COVER



DID YOU KNOW?

PPS recently enhanced its Critical Illness Cover to include two new benefits, The EXACT Rider Benefit and the EXPANDER Rider Benefit. The definitions were also enhanced and a Reinstatement of cover was introduced for Cancer and Cardiovascular conditions. Refer to the policy contract for a full list of conditions covered.

R261 605 227

TOTAL PAID

TOP 5 CAUSES:



51%
CANCER



8%
CARDIOVASCULAR DISEASES



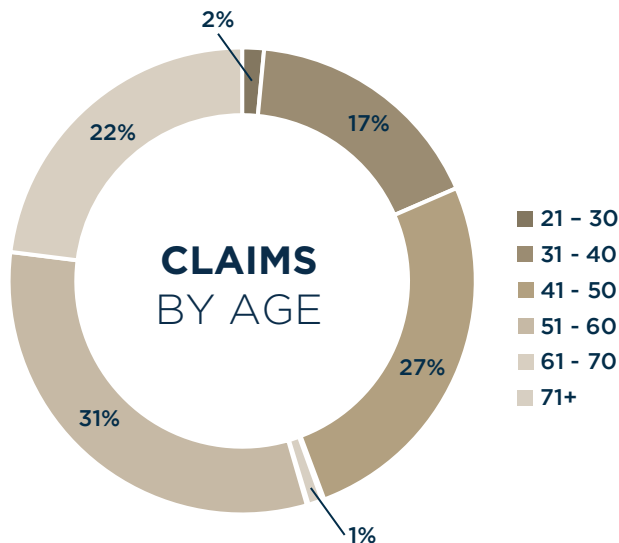
10%
DISEASES OF THE
CIRCULATORY SYSTEM



4%
DISEASES OF THE
NERVOUS SYSTEM



9%
CEREBROVASCULAR DISEASE



27
YEARS

YOUNGEST
MEMBER PAID



71
YEARS

OLDEST
MEMBER PAID

GENDER SPLIT OF OVERALL CLAIMS:



MALES
67%



FEMALES
33%

CLAIMS BY PROFESSION:



28%
FINANCIAL



9%
OTHER



22%
MEDICAL
DOCTORS



6%
ENGINEERING



15%
PARAMEDICAL*

*includes physiotherapists,
occupational therapists,
nurses, etc., excluding
medical and dental doctors.

CLAIMS BY SEVERITY LEVEL:

SEVERITY LEVEL	BENEFIT PAYMENT	% OF CLAIMS
A	100%	86%
B	75%	4%
C	50%	5%
D	25%	5%

LUMP SUM DISABILITY

R167 964 464

TOP 5 CAUSES:



30%
CANCER



11%
NERVOUS SYSTEM



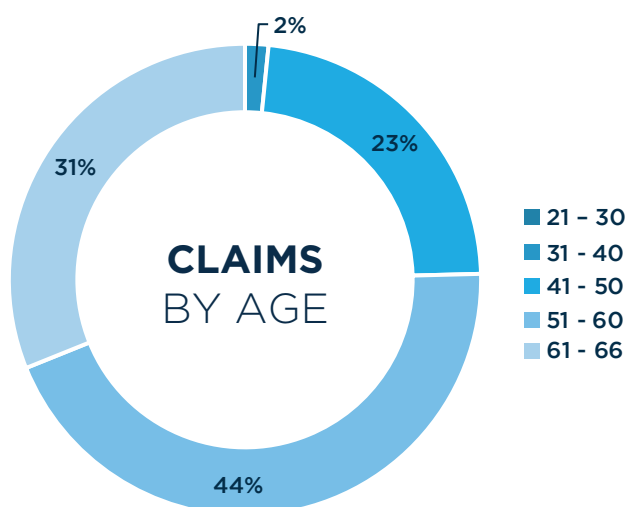
25%
PSYCHOLOGICAL
ILLNESSES



8%
CEREBROVASCULAR



13%
DISEASES OF THE
MUSCULOSKELETAL SYSTEM
AND CONNECTIVE TISSUE



36
YEARS

YOUNGEST
MEMBER PAID



60
YEARS

OLDEST
MEMBER PAID



DID YOU KNOW?

With the SYNC benefit on occupational and functional disability benefits, members will first be assessed for occupational disability and then for functional disability. As there is an overlap in definitions, members who hold both products will also qualify for a SYNC discount.

**TOTAL
PAID**

GENDER SPLIT OF OVERALL CLAIMS:

MALES

63%



FEMALES

37%



CLAIMS BY PROFESSION:



29%
PARAMEDICAL*



10%
MEDICAL
DOCTORS



16%
FINANCIAL



9%
DENTAL



11%
LEGAL

*includes physiotherapists, occupational therapists, nurses, etc., excluding medical and dental doctors.



YOUNG
MEMBERS

YOUNG MEMBERS

(35 years and below)



We paid more than **R48 million** in claims to members younger than **35 years**.

AGE OF YOUNGEST CLAIMANT PER BENEFIT:



24 YEARS
SICKNESS



29 YEARS
PERMANENT INCAPACITY



24 YEARS
LIFE COVER



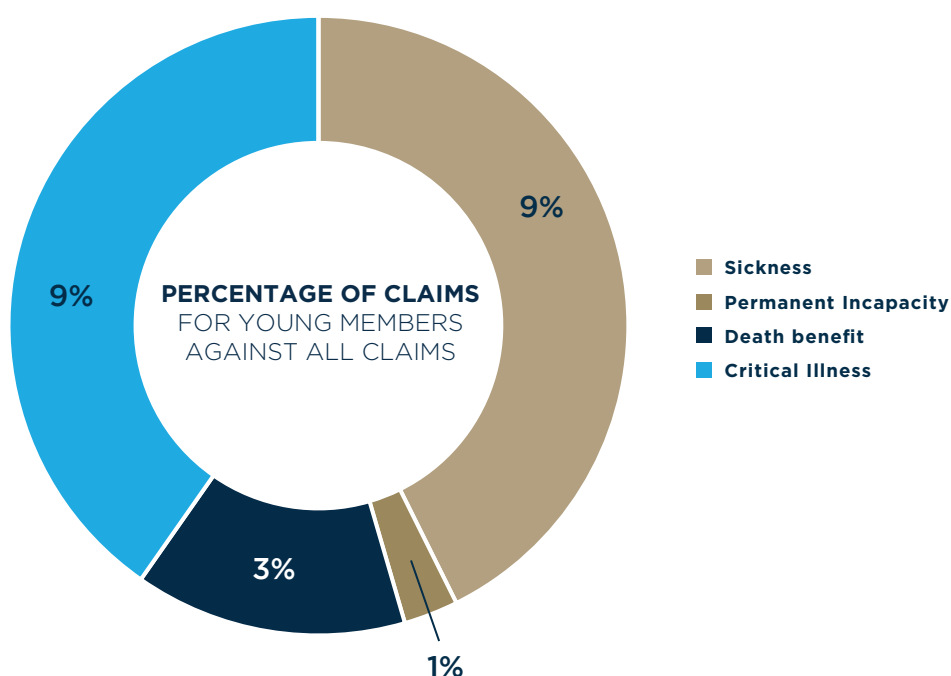
27 YEARS
CRITICAL ILLNESS



36 YEARS
DISABILITY



PERCENTAGE OF CLAIMS FOR YOUNG MEMBERS AGAINST ALL CLAIMS

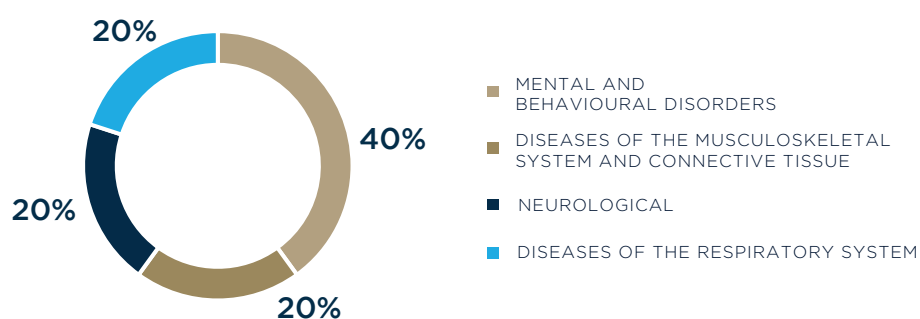


TOP CAUSES PER BENEFIT

SICKNESS:

21% CERTAIN INFECTIOUS AND PARASITIC DISEASES	15% PREGNANCY, CHILDBIRTH AND PUERPERIUM	11% INJURY AND OTHER EXTERNAL FACTORS
6% FACTORS INFLUENCING HEALTH STATUS AND CONTACT WITH HEALTH SERVICES	4% DISEASES OF THE RESPIRATORY SYSTEM	

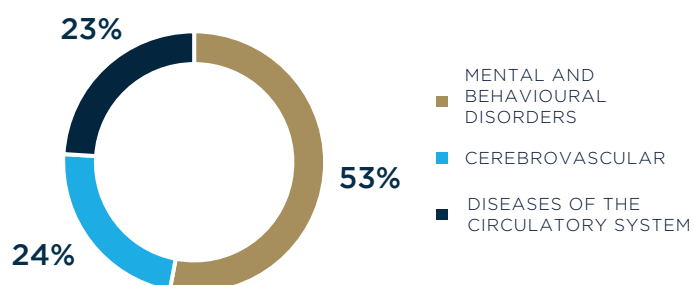
PERMANENT INCAPACITY:



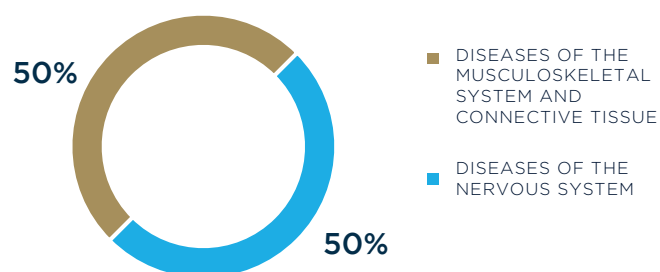
DEATH BENEFITS:

20% CARDIOVASCULAR	20% DISEASES OF THE RESPIRATORY SYSTEM	20% MOTOR VEHICLE ACCIDENT
20% INJURY	10% DISEASES OF THE CIRCULATORY SYSTEM	10% NATURAL

CRITICAL ILLNESS:



DISABILITY:





CASE
STUDIES

CASE STUDY 1

STUDENT TO FULL MEMBERSHIP



INTRODUCTION:

The PPS Sickness and Permanent Incapacity (SPPI) benefits are available to students in their fourth year of study and beyond. Once qualified, they may upgrade to full membership and increase their benefits to align with their salary. The PPS SPPI benefits give members peace of mind to know that should they be unable to work due to an illness or injury, they will be covered.



SITUATION:

Peter, a 29-year old physiotherapist, working in private practice, contracted the Coronavirus. He was booked off ill for 14 days by his treating doctor, during which time, he also had to self-isolate. As Peter works for a private practice, he only gets paid for the time that he works. With being booked off for two weeks, Peter did not earn his full income during that time.



SOLUTION:

Luckily for Peter, in 2018, the partner of the practice referred his adviser to him. Peter was familiar with PPS, as he had taken out student benefits back in 2014. The adviser helped Peter to update his benefits to cover his full income, at 100% net of tax. Although Peter believed that he was healthy and did not need much insurance, he nonetheless took the adviser's advice and upgraded his benefits.

Little did he know that in less than two years, he would be submitting a claim for his period of illness.



BENEFIT:

By protecting his income while he was still young and healthy, Peter had peace of mind while ill and in isolation, that his income would be covered. This allowed him to focus his energy on recovering.

Peter stayed at home for two weeks and submitted his sickness claim. PPS paid his benefit in no time. Peter was relieved that he had taken the advice of his adviser and increased his benefits.



RESULT:

His advice to young people is, "When COVID-19 started, we were under the impression that only older people were likely to get infected. I was one of those unlucky young people who contracted the virus. I have learned the lesson that it is never too soon to have the right type of insurance in place."

CASE STUDY 2

PERMANENT INCAPACITY BENEFITS

INTRODUCTION:



Meet Vuyo, a 52-year old Chartered Accountant, who is self-employed. Vuyo joined PPS in 2001 when he worked at an audit firm. In 2015, he started his own company.

In 2016, his adviser updated his benefits to cover his Personal Income and Actual Business Expenses. This would ensure that should he fall sick, his income is covered appropriately.

SITUATION:



In 2018, Vuyo experienced blurred vision and paralysis of one side of the body and tests confirmed that he had suffered a stroke. Despite treatment and therapy, he showed no signs of improvement.

The severity of the condition prevented him from performing his job. Over a two-year period, Vuyo continued to undergo occupational and physical therapy treatment, while claiming for his sickness benefits. However, the prognosis for Vuyo is poor and he has not been able to return to work since the onset of the illness. He received sickness benefit payments for 728 days and has since been awarded a 100% Permanent Incapacity Benefit.

SOLUTION:



During his sickness period, Vuyo received 100% of his Personal Income and 100% of his Actual Business Expenses. Vuyo will continue to receive 100% of his Personal Income for as long as he is unable to perform his usual professional duties, until his chosen benefit retirement age.

BENEFIT:



The PPS Sickness benefit covers both Personal Income and Actual Business Expenses in one benefit. The claim process is also a single claim process, so the member does not need to submit different forms for his business expenses.

Once the member is awarded a Permanent Incapacity Benefit, payment for actual business expenses would stop.

RESULT:



Adviser Testimonial: "Thank you for the ongoing support and overseeing of the client's sickness claim as well as the smooth transfer and administration to Permanent Incapacity. This gave my client peace of mind and confirmed the value of PPS to my clients."

CASE STUDY 3

SICKNESS BENEFITS



INTRODUCTION:

Meet Sheila, a 41-year-old employed Business Manager. She joined PPS in 2008. She has last upgraded her benefits in 2016. As at her last application, she had no previous psychological illness history, and she was granted cover at standard rates.



SITUATION:

Since her last application, Sheila was first diagnosed with Bipolar Mood Disorder in 2017 and has been on treatment since. She relapsed in 2020 due to the stressors caused by the national lockdown. This affected her ability to perform her usual professional duties.



SOLUTION:

Sheila submitted a sickness benefit claim. As part of PPS's support, she was referred for rehabilitation by PPS and gradually returned to work after five months, during which time she received her full PPS sickness benefits.

When she returned to work, her condition rendered her to be able to perform some of her duties. During this time, she received partial sickness benefits. She was supported for a phased return to work, while she underwent further treatment and rehabilitation.



BENEFIT:

Sheila enjoys her work and always believed that working gave her a sense of purpose. She was eager to get back to work and resume a sense of routine, both professionally and personally.

Knowing that she was covered during her time of illness allowed her to focus on her recovery, as she remembered that PPS protected her ability to earn an income.



RESULT:

Member testimonial: "I'm back at work, and I think it is safe to say that we can close out this chapter in my life. I think I've established a new balance and routine, and although I'm still quite cautious, I think I am back to my old self."

"Thanks to the entire PPS team for your help and support during this challenging period in my life - much appreciated."

CASE STUDY 4

DISABILITY BENEFITS



INTRODUCTION:

Meet Mary, a 51-year old Acoustic Engineer. Mary took out PPS benefits in 1998, soon after qualifying as an engineer. As an engineer, some of her daily work functions include standing or sitting for long periods and travelling extensively to different work sites.



SITUATION:

Mary was diagnosed with Sero-positive Rheumatoid Arthritis in 2018. Due to the physical limitations caused by rheumatoid arthritis she could not meet her occupation's physical demands.



SOLUTION:

Mary submitted a claim for sickness benefits. After a sickness period of 728 days, her condition was not showing signs of improvement and had instead progressed. She was awarded a 100% Permanent Incapacity benefit, after meeting the claim criteria.

She also had a separate lump-sum disability policy. As she cannot perform her job because of the disability, this benefit also paid out. This benefit is independent of the Permanent Incapacity benefit.



BENEFIT:

Mary was awarded a lump-sum disability benefit and was paid 100% of her occupational disability benefit. This will allow Mary to make the necessary lifestyle adjustments and supplement her loss of income both now and in the future. She can use these funds to settle her debt and modify her home to accommodate her disability as her condition worsens or pay for treatment.



RESULT:

Mary can now look after herself financially while knowing that she has income and lump-sum benefits that meet her needs and enable her to manage her disability.

CASE STUDY 5

DEATH BENEFITS



INTRODUCTION:

Sarah, a medical doctor who qualified in 2018, was busy with her community service. Like many of her peers, she had bought PPS student benefits when she was in her fourth year of study. After she qualified, her adviser was quick to upgrade her benefits. Sarah had some student debt she knew she would want to settle if something were to happen to her. She also wanted to leave some money for her parents, as they had sacrificed a lot to get her through medical school.



SITUATION:

In 2020, after the outbreak of the COVID-19 pandemic, Sarah attended her aunt's funeral. When she went back to work, she did not suspect that anything was wrong, as she had no symptoms. It was only when she experienced difficulty breathing one night while working that a COVID-19 test was conducted. She tested positive for the virus. Sarah's condition unfortunately deteriorated rapidly and she passed away a few days later from COVID-19 complications.



SOLUTION:

Sarah had the foresight to leave a legacy and look after her parents through a life policy. She had also been wise in protecting her earning ability, as she knew that this was her most important asset.



BENEFIT & RESULT:

Although Sarah is not here to enjoy the fruits of her labour, she has left a lasting legacy. With her life cover amount, her parents can look after her younger siblings and take care of themselves.

NOTES



**SUCCESS
IS BETTER, SHARED**

PPS is a licensed Insurer and authorised FSP. Past performance is not necessarily indicative of future performance.
Profit-Share Account is a notional account and vests at age 60.