

PERFORM**M**ANCE
SEC**U**RITY
DIVERSI**T**Y
STR**U**CTURE
SH**A**RED
VA**L**UE

Our structure is our strength.

2022 CLAIMS FACT SHEET



PERFORMANCE.

It can be volatile.

Growing one moment
on market confidence and strength.

Shrinking the next.

Stalling.

You cannot avoid the global storms
but you can leverage them a lot better
with the principle of mutuality and shared success.

A structure based on mutuality lets us make the most of good times
while balancing out the tough through long-term support and shared success.
It connects our business, our intermediaries and our members in a way that allows all to thrive.
Through pooled resources and shared success, we enjoy resilience and sustainable growth.



2022 claim statistics



Claims in numbers

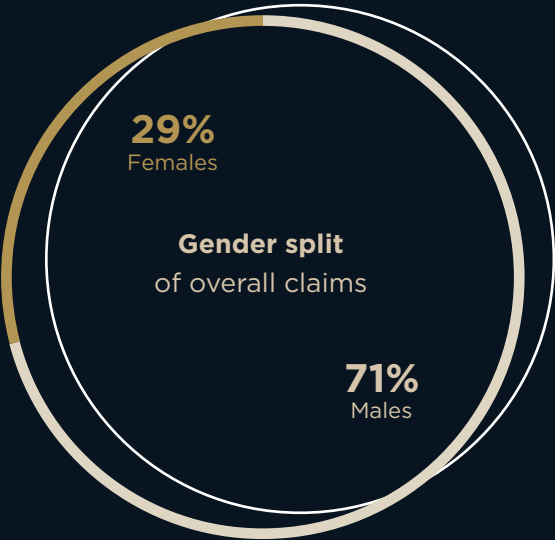
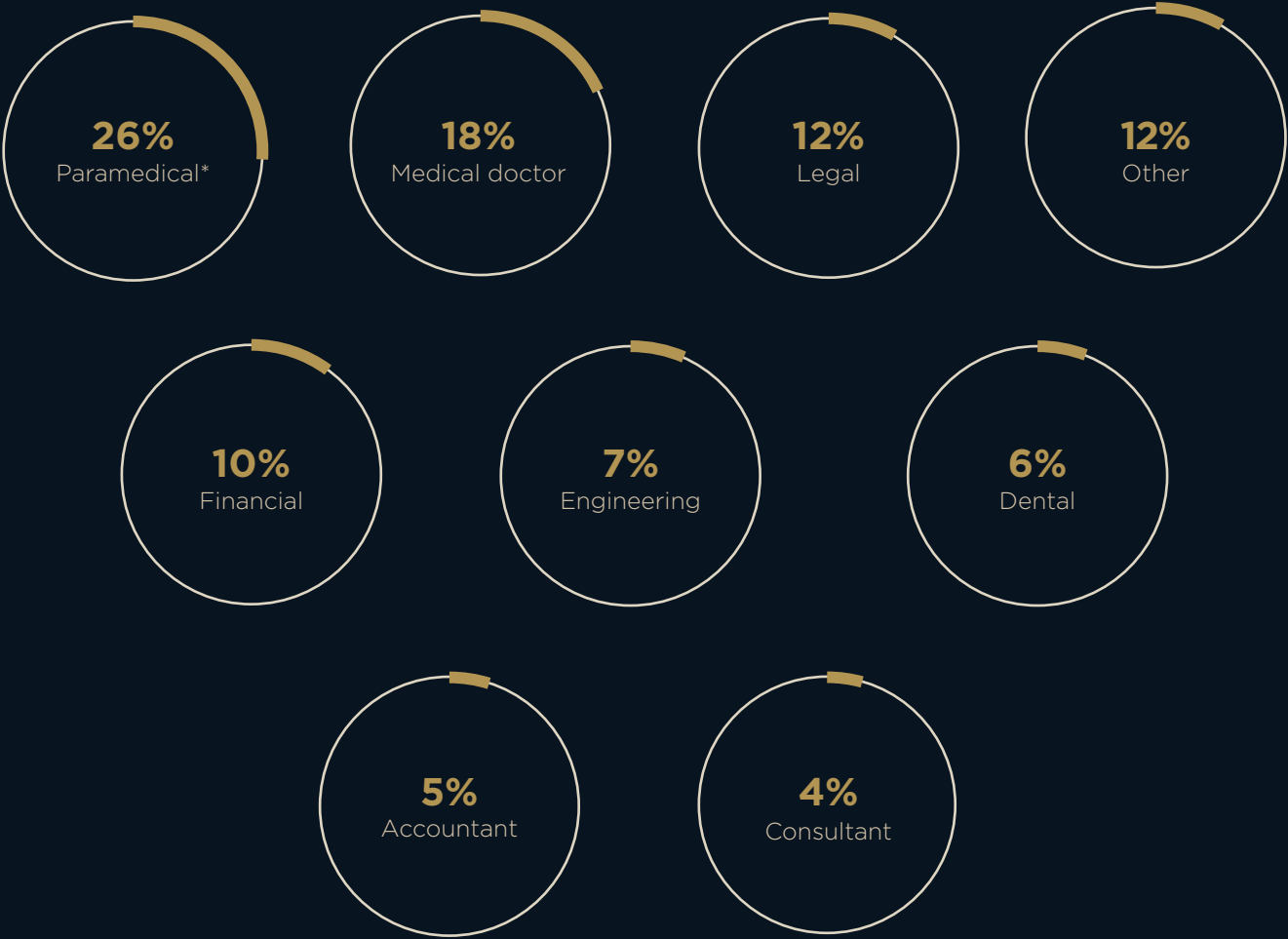
R3.35 billion**



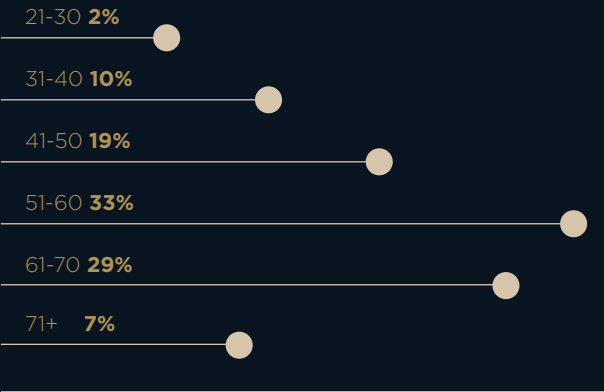
*All risk benefits (including car and household insurance and Profit-Share payouts).

**All health and life risk claims (excluding short-term insurance and Profit-Share payouts).

Proportion of total **claims** by professional field



Proportion of claims by age



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

Breakdown of total claims paid

20 397

Number of claims
processed

95

Number of claims
processed per day

R9 million*

Average paid per
working day

Cancer
claims

R590.9 million

Total cancer claims
across all benefits

Percentage paid
per benefit
for cancer

63% Sickness

19% Critical Illness

9% Permanent Incapacity

6% Life Cover

3% Disability

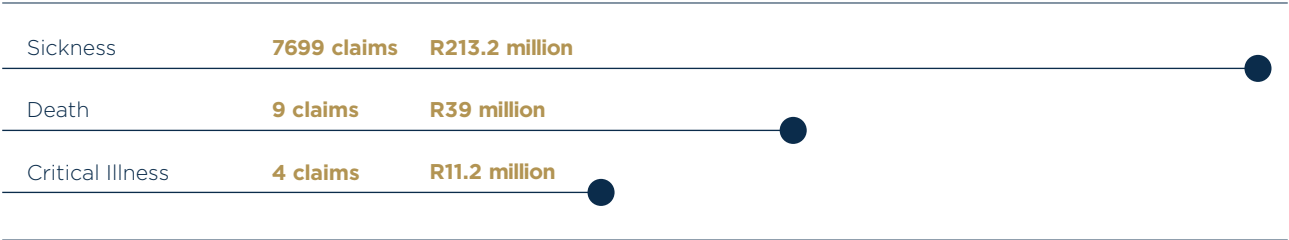
COVID-19 Claims

Although we have seen a decline in COVID-19 claims in 2022, we paid the following in COVID-19-related claims:

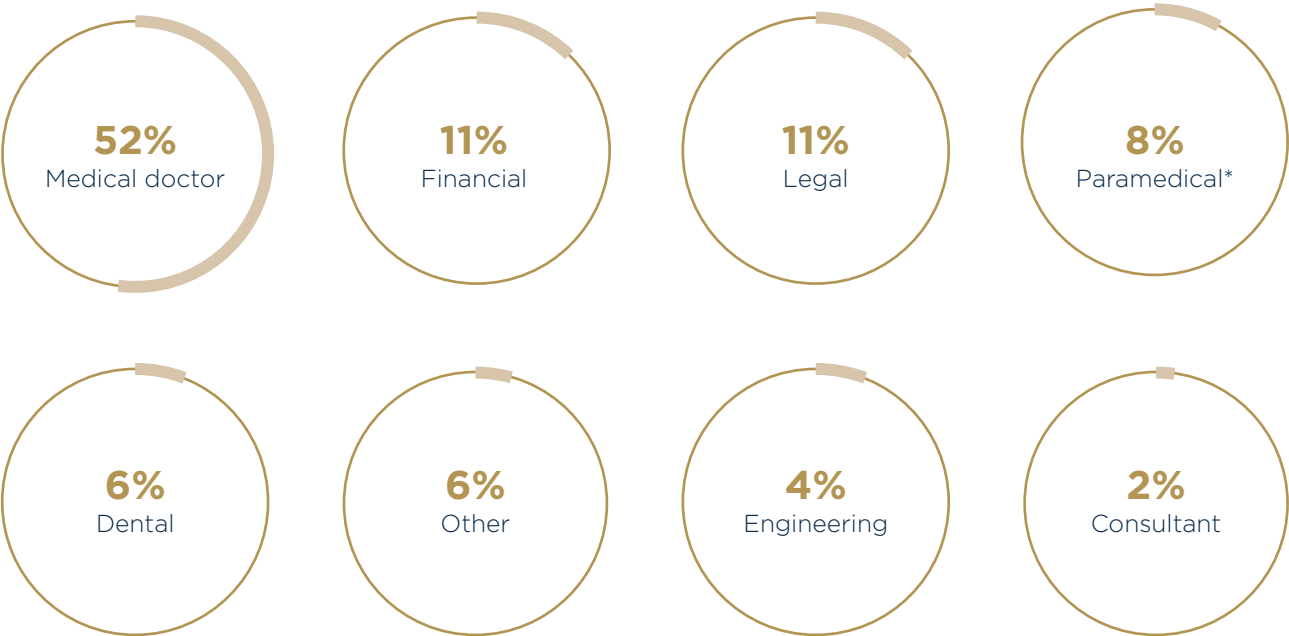
R263.5 million

Total amount paid for
**COVID-19-related
claims**

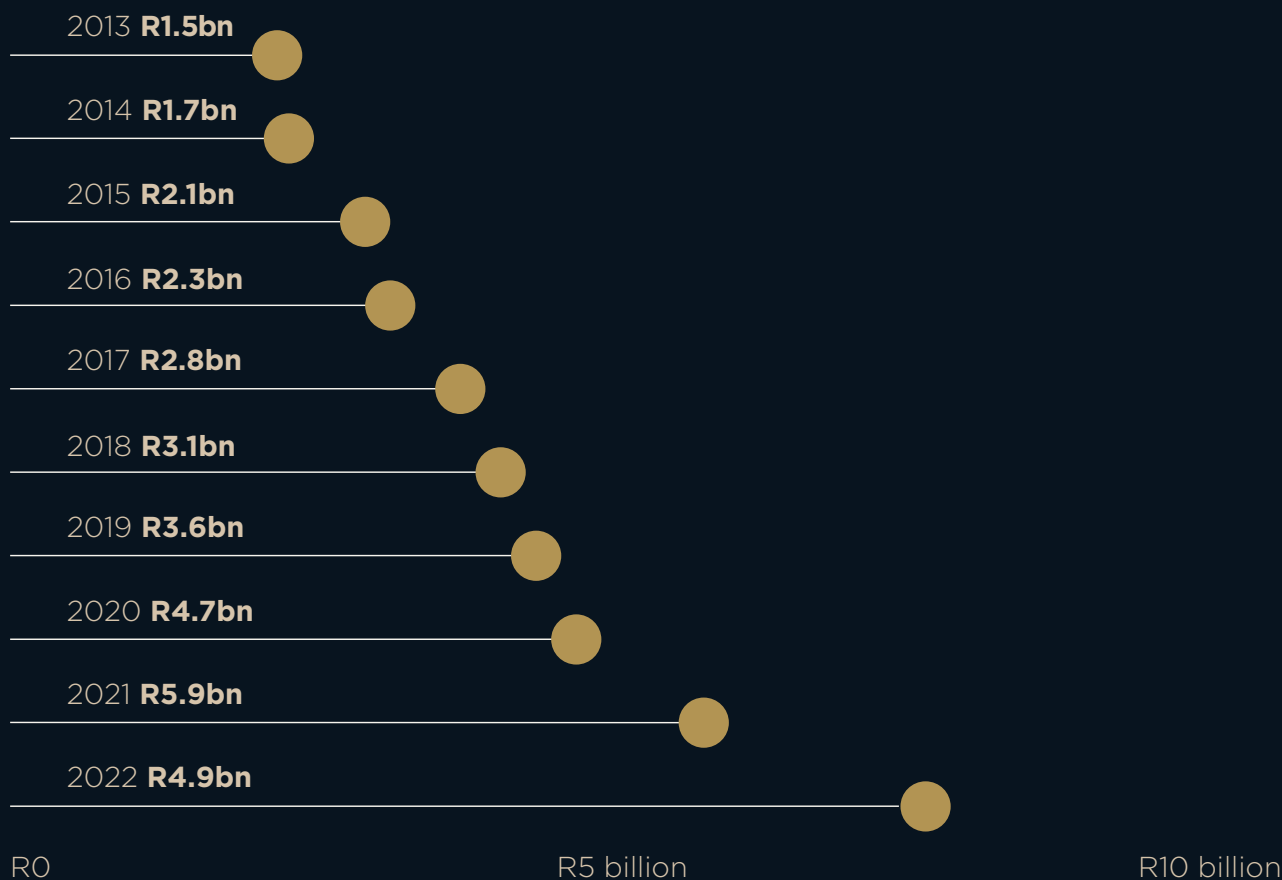
Number of claims and amount paid



COVID-19 Sickness claims by profession



*Excluding medical doctors and dentists.



R32.6 billion

Total cumulative benefits
paid to members over the last 10 years

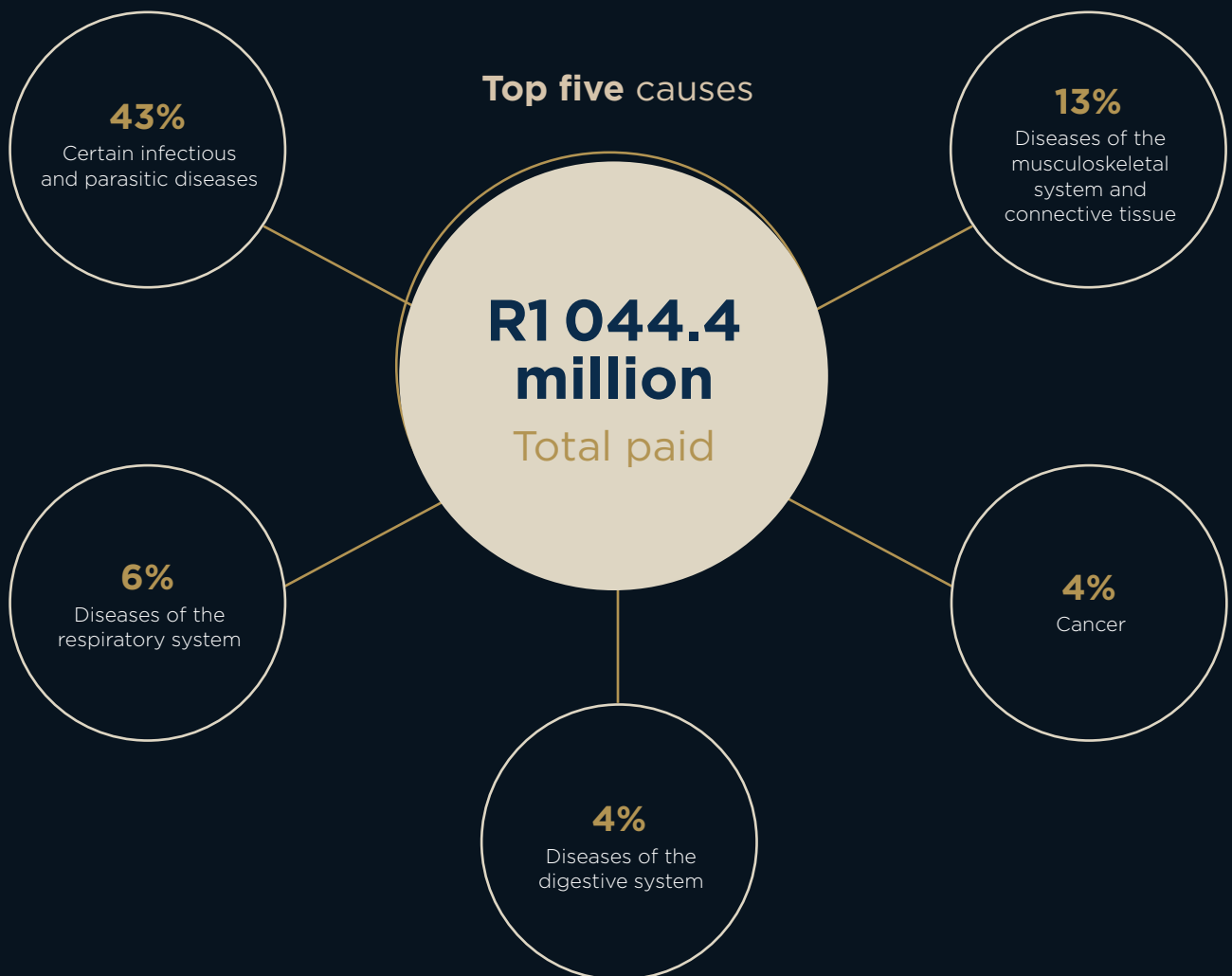
PPS Profit-Share Account™ payments

R1 023 million
on retirement

R131 million
on death

R1 469 million
total exit

Sickness benefit



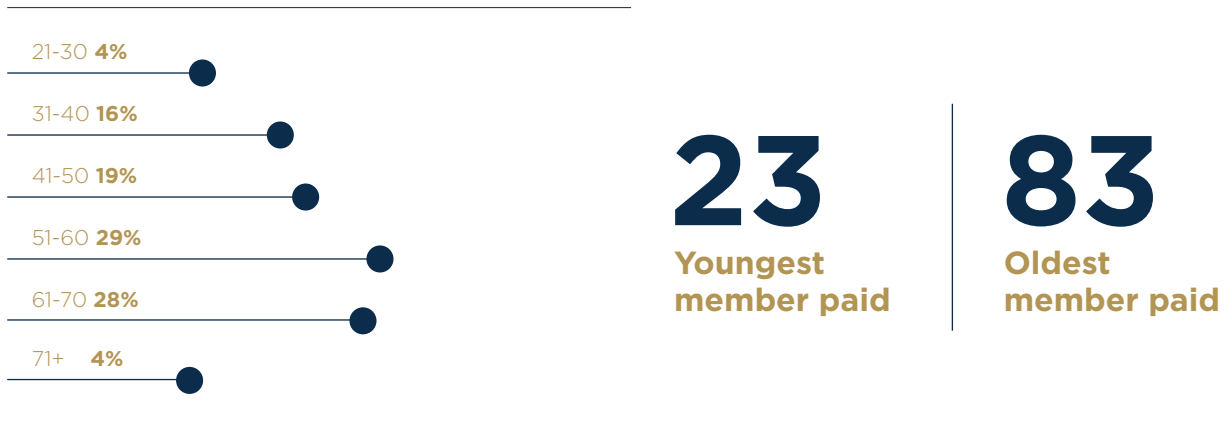
Gender split of overall claims

64%
Males

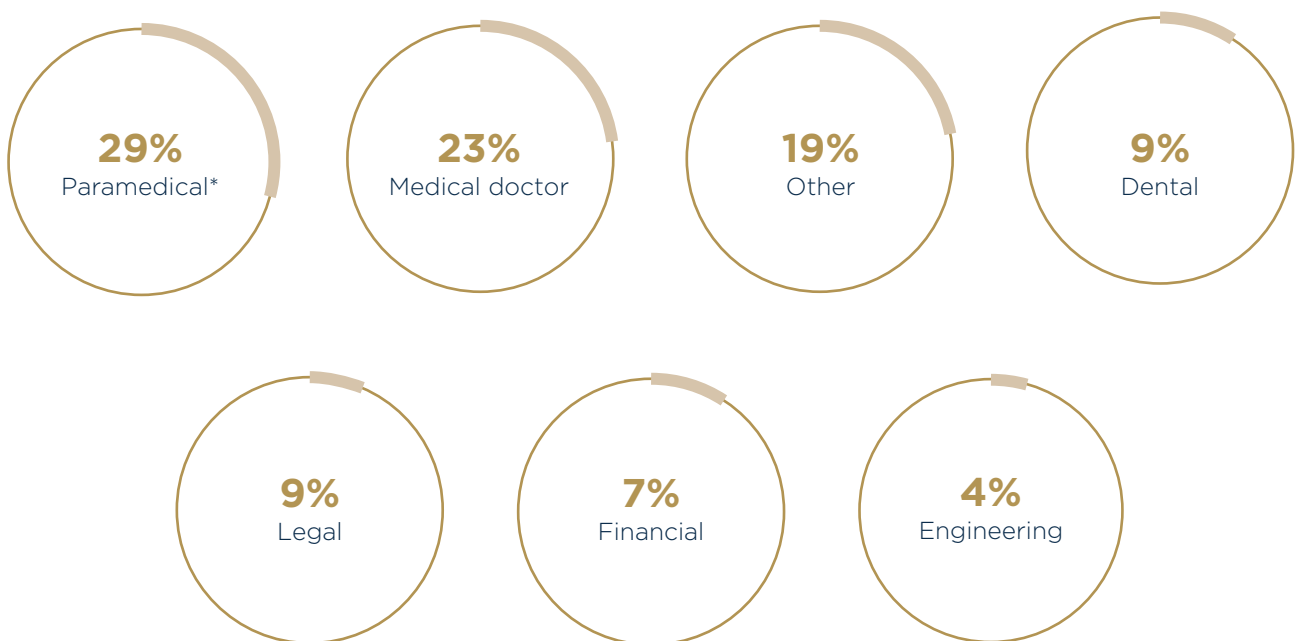
36%
Females

We paid **96%** of all Sickness benefit claims

Claims **by age**



Claims **by profession**

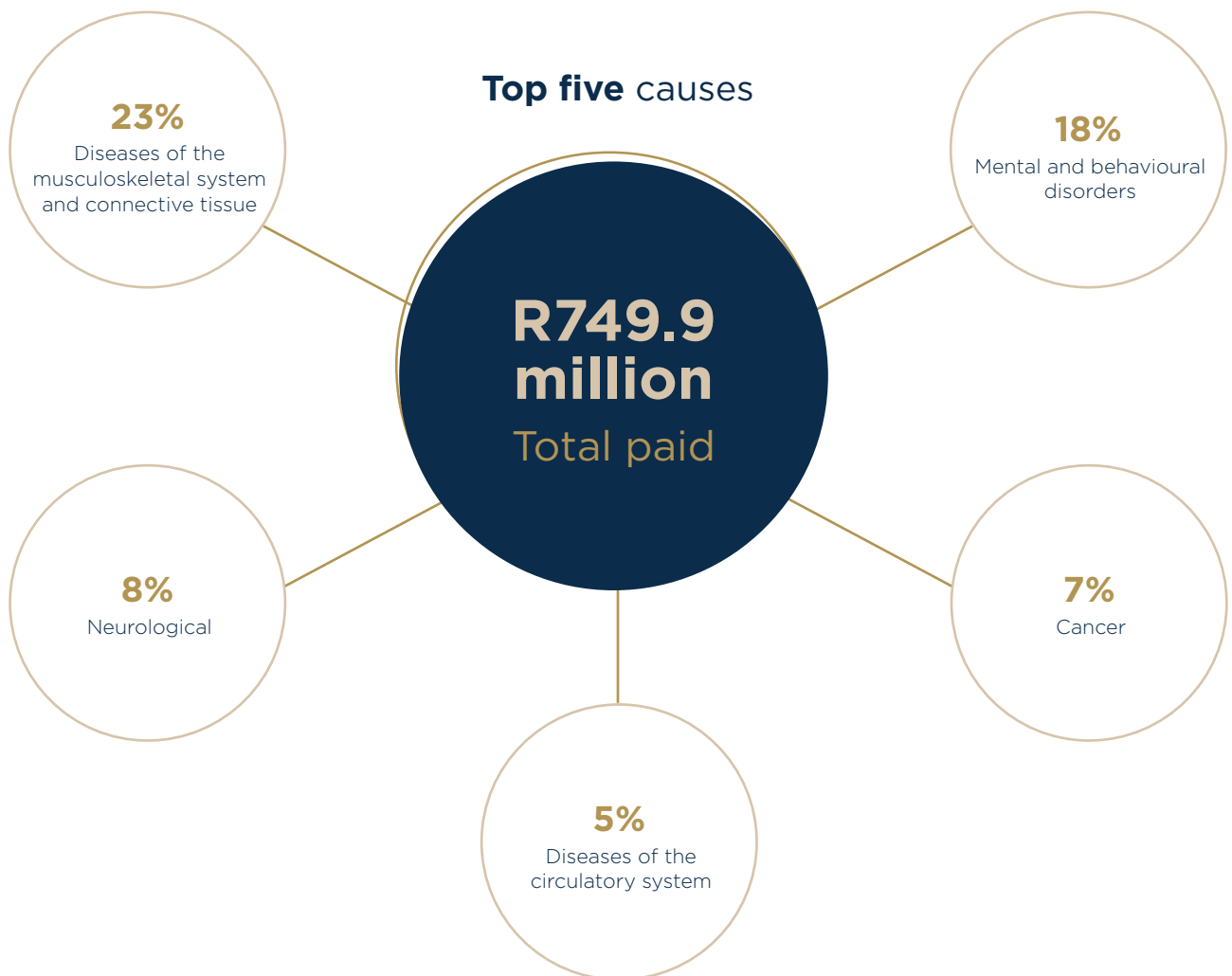


Reasons for claims not paid:

1. Claim period is less than the waiting period.
2. Declaration by doctor not submitted.
3. Exclusions applicable.

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

Permanent Incapacity benefit



Gender split of overall claims

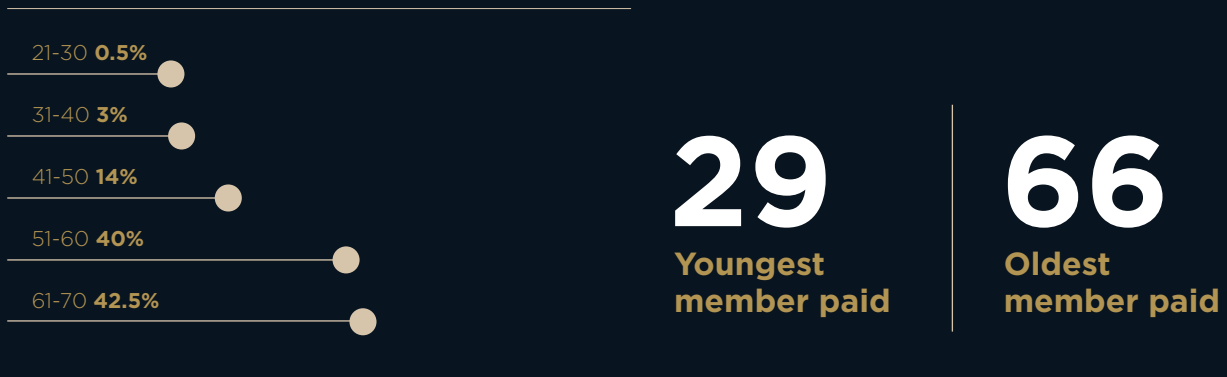
65%
Males

35%
Females

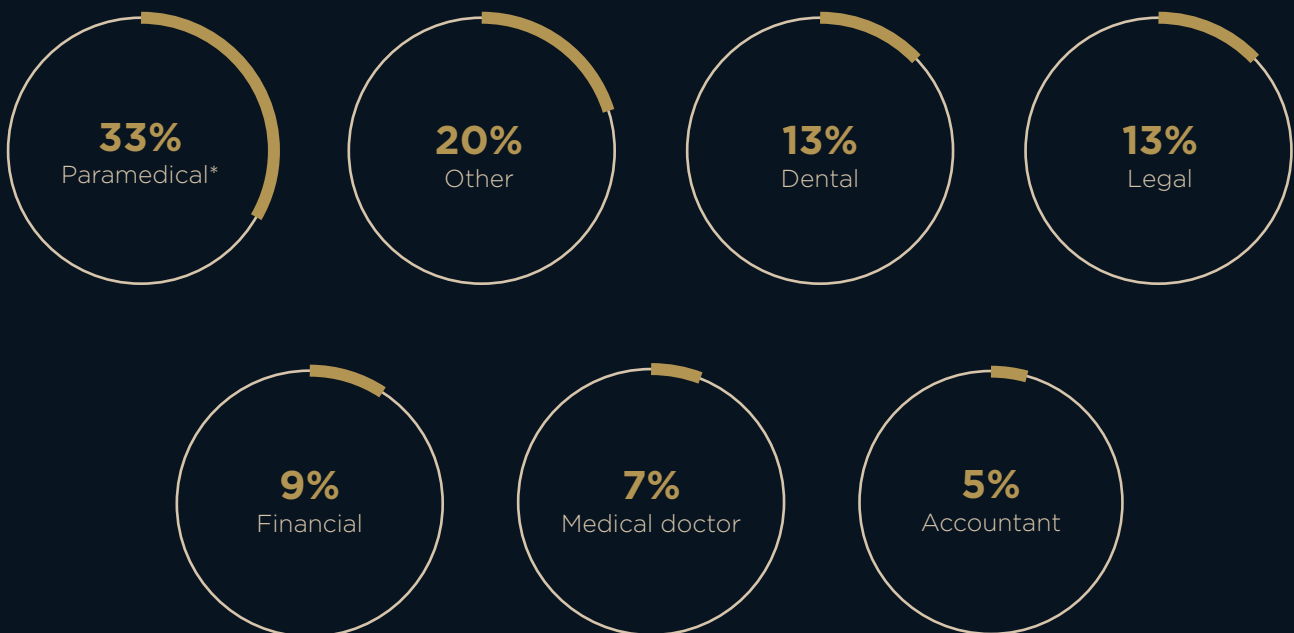
We paid

93% of all Permanent Incapacity claims

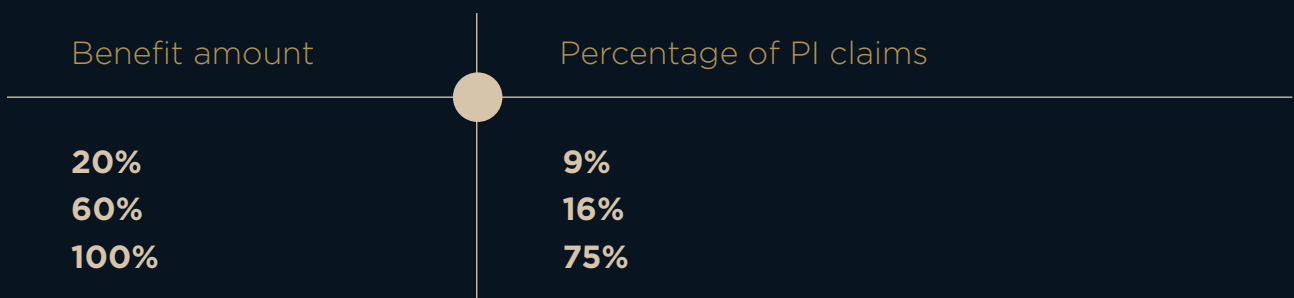
Claims by age



Claims by profession



Permanent Incapacity benefit (PI)



Reasons for claims not paid:

1. Maximal treatment/ improvement not reached.
2. Full sickness period, 728 days not reached.

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

Life cover



Gender split of overall claims

88%

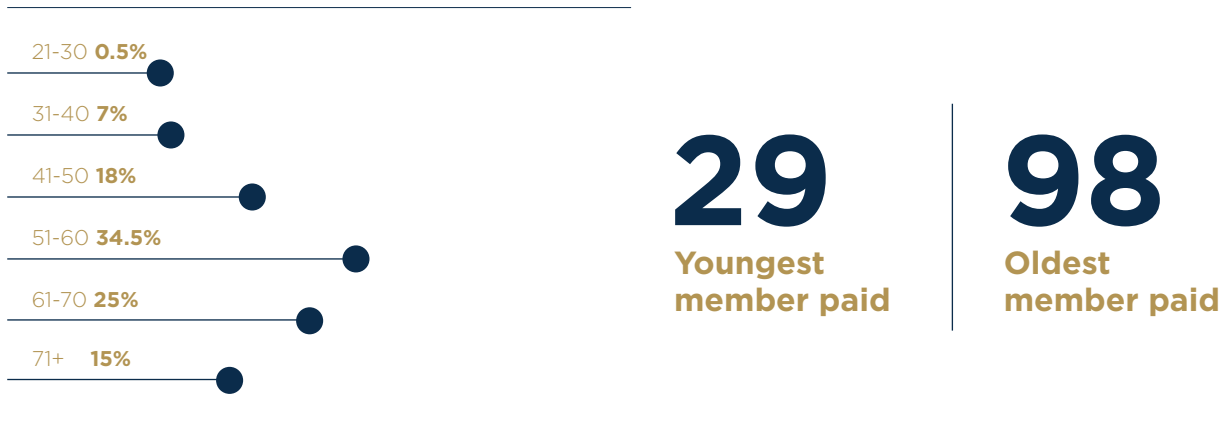
Males

12%

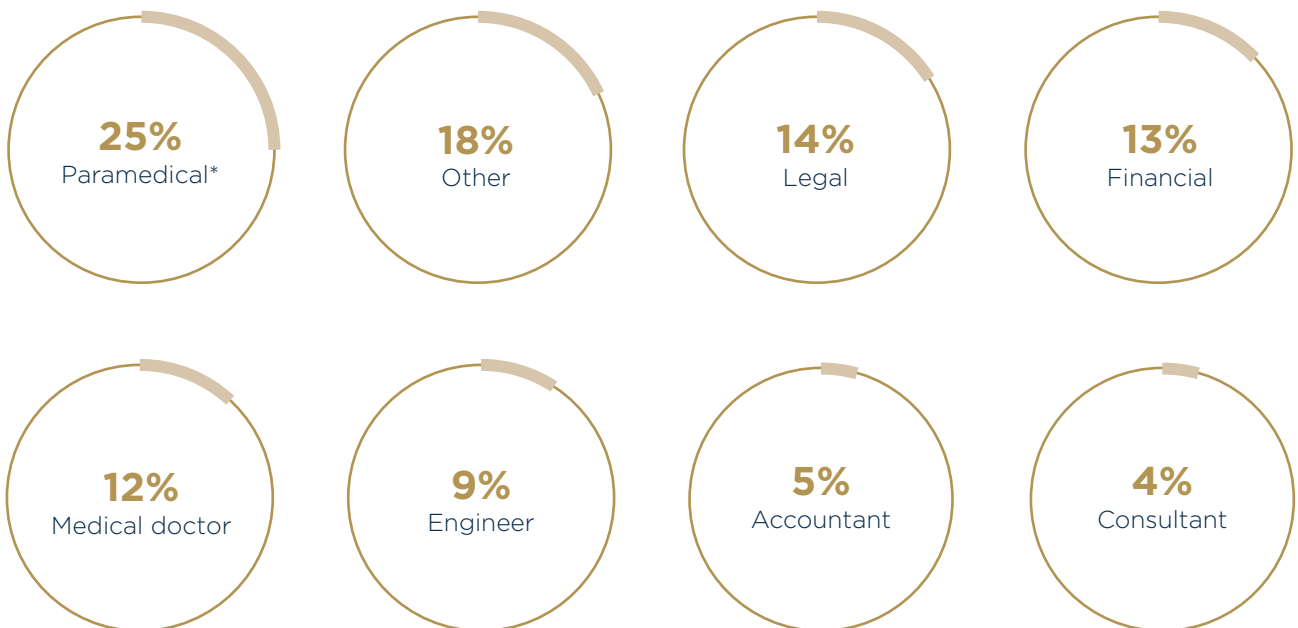
Females

We paid **100% of all Death claims**

Claims by age



Claims by profession



R10.7 million

Business Life Cover

R131.1 million

PPS Profit-Share Account™
payments on death

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

Critical Illness Cover



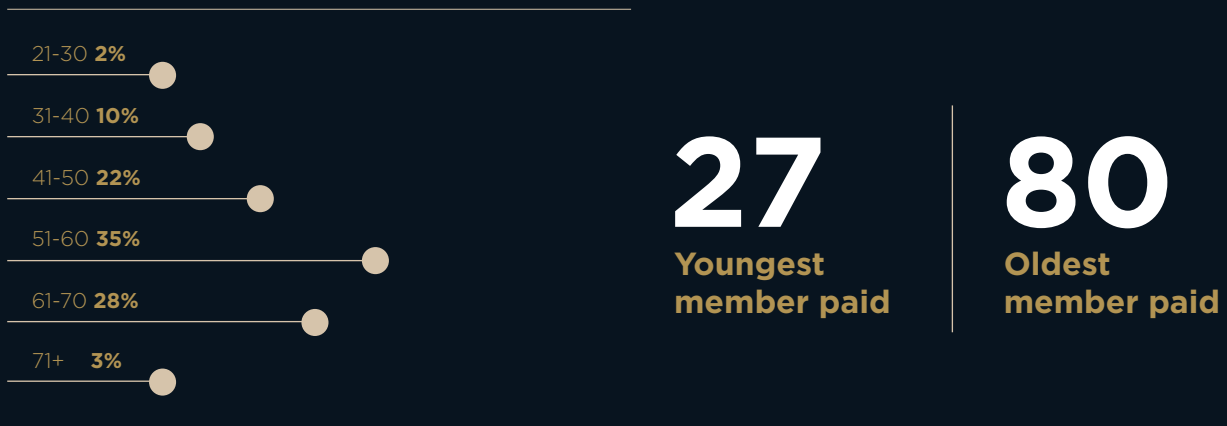
Gender split of overall claims

63%
Males

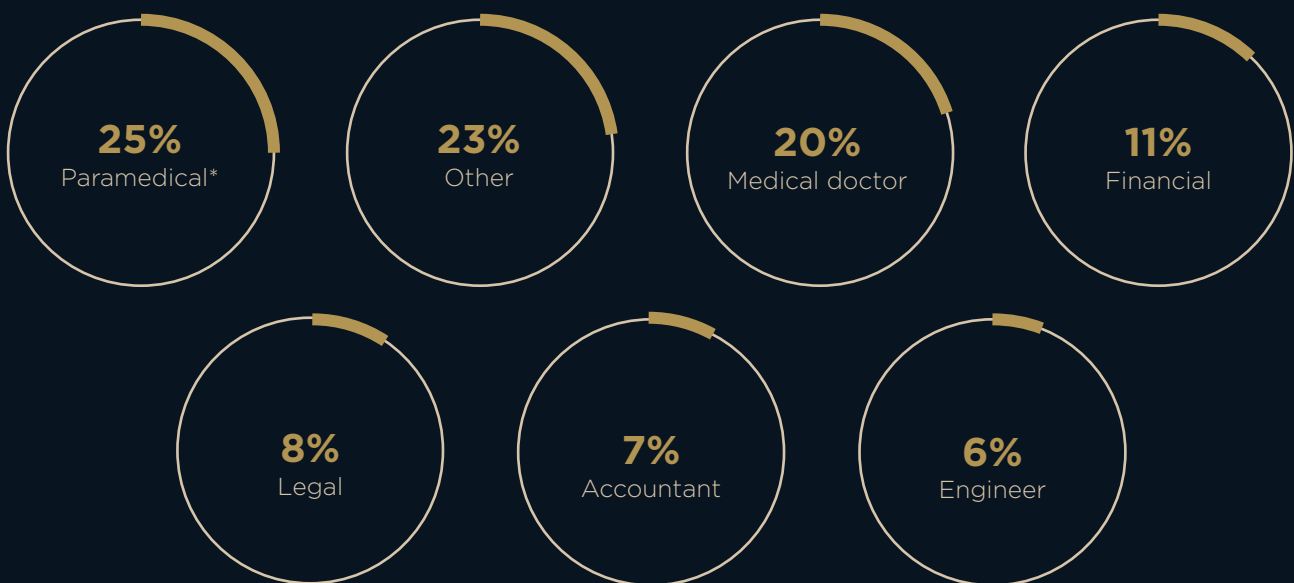
37%
Females

We paid **73%** of all Critical Illness claims

Claims by age



Claims by profession



Claims by severity level

Severity level	Benefit payment	Percentage of claims
A	100%	86%
B	75%	5%
C	50%	4%
D	25%	5%

Reasons for claims not paid:

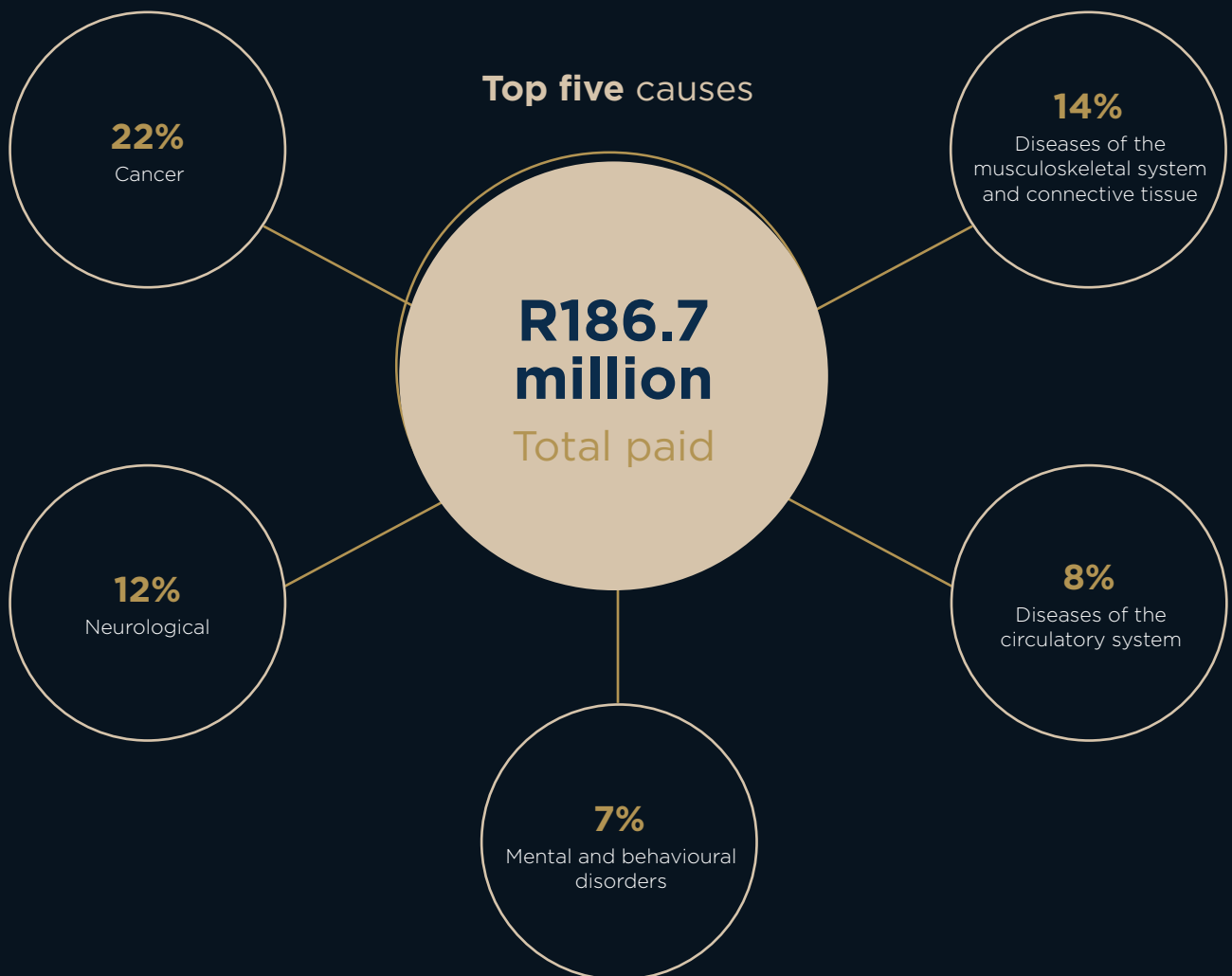
1. Does not meet claim requirements.

2. Already paid for a related condition.

3. Condition is excluded.

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

Lump-sum Disability



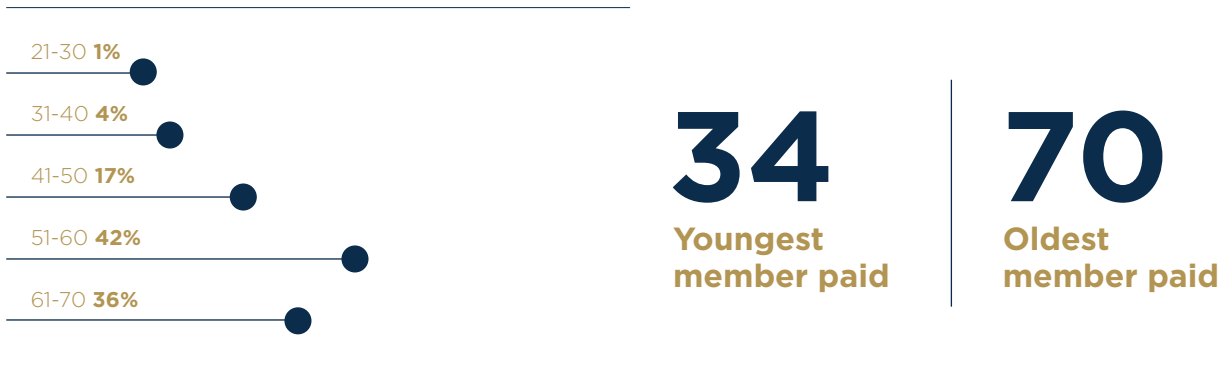
Gender split of overall claims

67%
Males

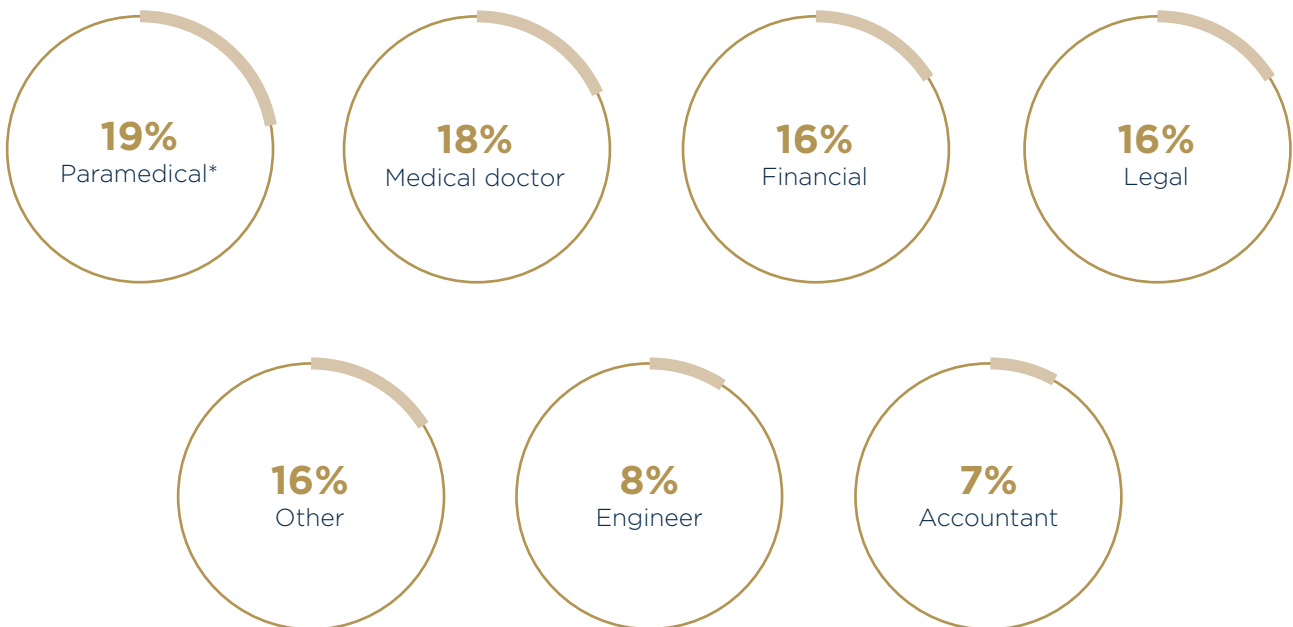
33%
Females

We paid **73%** of all Lump-sum Disability claims

Claims by age



Claims by profession



Reasons for claims not paid:

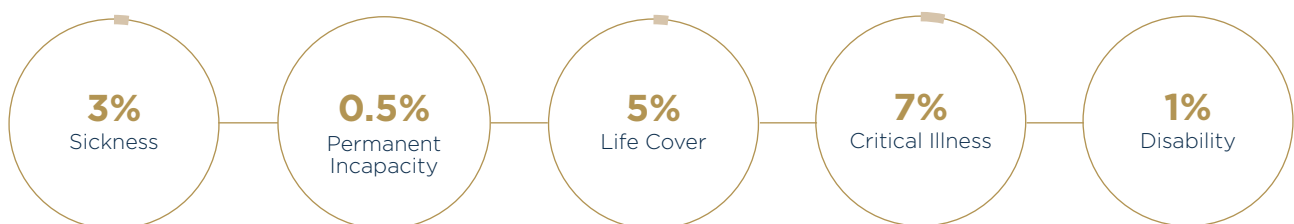
1. Does not meet claim requirements.
2. Still performing occupational duties.

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

Young members (35 years and below)



Percentage of claims for young members Against all claims



Top causes per benefit

	Percentage
Sickness	
Certain infectious and parasitic diseases	51%
Pregnancy, childbirth and the puerperium	5%
Diseases of the respiratory system	5%
Diseases of the musculoskeletal system and connective tissue	4%
Diseases of the digestive system	3%
Permanent Incapacity	
Diseases of the musculoskeletal system and connective tissue	100%
Death benefits	
Injury, poisoning and certain other consequences of external causes	25%
Motor vehicle accidents	16%
Suicide	8%
Cancer	8%
Cardiovascular	8%
Critical Illness	
Diseases of the circulatory system	18%
Cancer	14%
Pregnancy, childbirth and the puerperium	14%
Injury, poisoning and certain other consequences of external causes	5%
Cerebrovascular and cardiovascular	2%
Disability	
Mental & behavioural disorders	100%



SUCCESS.

It does not just happen.

It is calculated, planned, built on.

It is the consequence of time and effort.

It is the result of every decision big and small.

And also of every individual who has contributed.

Every employee, intermediary and member becomes involved.

Contributing to an extensive pool of diverse skills and resources
and playing their part in the growth and mutual success of us all.

Case studies

1. Sickness benefit

Meet William, a 56-year-old radiologist employed at a hospital. Since the pandemic started, he has worked with other essential health workers in the hospital. On 2 July 2021, he tested positive for COVID-19 and was diagnosed with COVID-19 pneumonia. William's symptoms started on 1 July 2021 and continued until 16 July 2021. He experienced coughing, body pain, a sore throat, shortness of breath and weakness, but was not hospitalised.

For his sickness period, William received payment for 15 days (2 July 2021 to 16 July 2021) and another partial Sickness award for the five days (19 July 2021 to 23 July 2021) when he could not perform his usual professional duties.

2. Permanent Incapacity benefit

Malebo is a 51-year-old female quantity surveyor who became a PPS member in 1994. Unfortunately, in 2019, she was diagnosed with stage 4 breast cancer. Over two years, Malebo continued to undergo treatment while claiming her Sickness benefit. However, the condition impacted her ability to meet the demands of her job. She received a Sickness benefit payment for 728 days. After the conclusion that she had reached maximal medical improvement, she was awarded a 100% Permanent Incapacity benefit.

3. Critical Illness Cover

Meet 67-year-old Kate, who is a physiotherapist. She was first diagnosed with primary open-angle glaucoma, which did not qualify for an award under Appendix A of the PPS Provider™ Policy as visual acuity (measurement of the eye's ability to distinguish shapes and the details of objects at a given distance is within normal range). Kate's impairment is in the visual field.

The condition resulted in a Whole Person Impairment (WPI) of 12%, which equates to a 25% award on the CatchAll benefit.

4. PPS Professional Disability Provider™

50-year-old dentist Pam worked in her private practice. She experienced pain and redness in her eye. In 2021, tests confirmed that she had fungal keratitis in her right eye.

The condition permanently affected her vision in the right eye, and as a result, PPS considered Pam's condition to be permanent, significant and severe. Her claim on her PPS Professional Disability Provider™ was granted.

PPS Short-Term Insurance claims

R131.4 million*

Total motor and household benefits paid

*Value-added products not included.

Personal lines: Top five causes of claims

Accidental damage	33%
Theft	13%
Storm and wind	8%
Windscreen	4%
Asset-all risk	4%

Commercial lines: Top five causes of claims

Accidental damage	37%
Storm and wind	24%
Theft	16%
Power surge	7%
Asset-all risk	5%

Split by profession (top five): Personal lines

Medical	33%
Financial	21%
Engineering	10%
Paramedical*	9%
Legal	9%

Split by profession (top five): Commercial lines

Medical	33%
Paramedical*	16%
Manufacturing	12%
Retail	11%
Legal	7%

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

Profmed claims



3%

COVID-19-positive deaths as a percentage of positive beneficiaries

R364.9 million

COVID-19 total interim hospital cost



Past performance is not necessarily indicative of future performance. The PPS Profit-Share Account™ is a notional account and vests on retirement from age 60.

PPS is a licensed Insurer conducting life insurance business, a licensed controlling company and an authorised FSP.

Profmed: All benefits are subject to the availability of funds, Scheme rules and protocols.

PPS Short-Term Insurance Company Limited. Reg. No. 2005/005531/06 is an insurer licensed to conduct non-life insurance business and an authorised FSP. Licence No.46274.

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