



**Success,
powered by
mutuality.**

PPS 2024 CLAIMS FACT SHEET

Success is better, shared.



FOR PROFESSIONALS
SINCE 1941

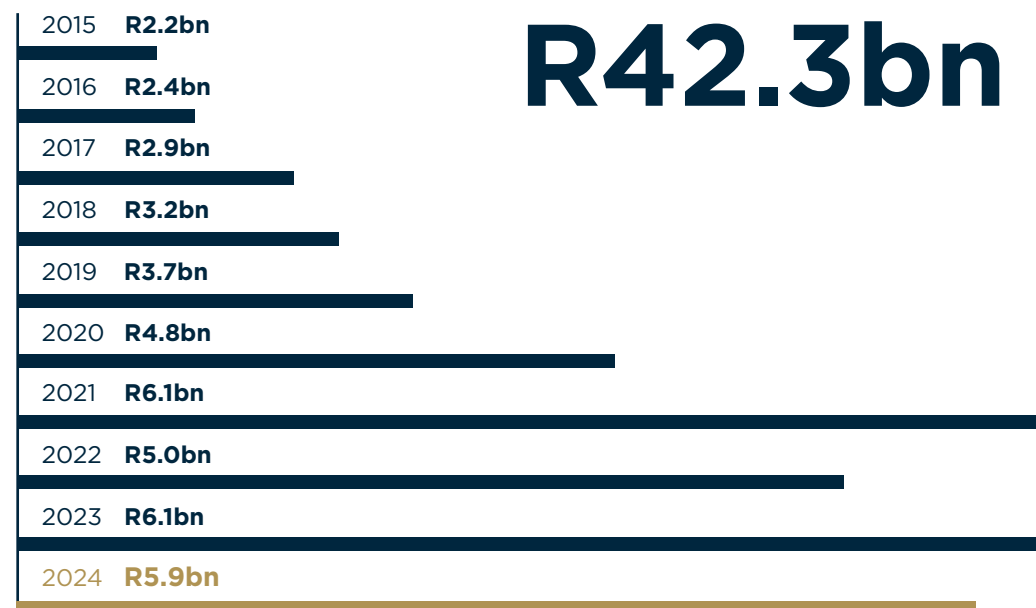
TOTAL GROUP BENEFITS PAID

R5.9bn*

Down 3% from 2023

*All risk benefits including PPS Insurance, PPS Namibia, PPS Short-Term Insurance and Profit-Share payouts.

CUMULATIVE BENEFITS PAID TO MEMBERS OVER 10 YEARS



CLAIMS IN NUMBERS

R3.7bn **Total life-risk claims**
Down 2% from 2023

BREAKDOWN OF TOTAL CLAIMS PAID

NUMBER OF CLAIMS PROCESSED

15 365

NUMBER OF CLAIMS PROCESSED PER DAY

61

AVERAGE PAID PER WORKING DAY

R14.6m

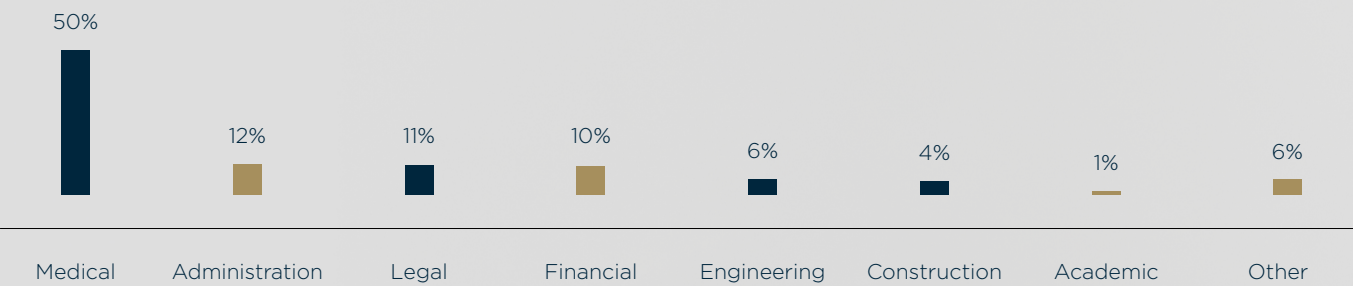
CLAIMS PER BENEFIT



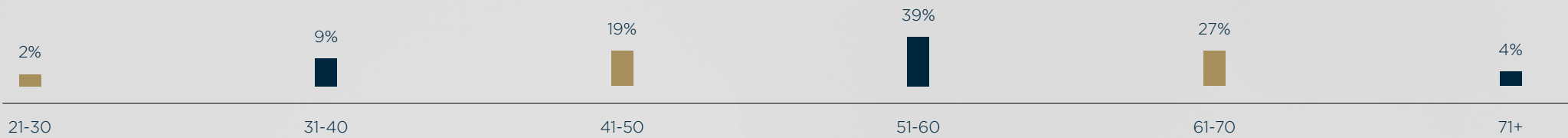
GENDER SPLIT OF OVERALL CLAIMS



PROPORTION OF TOTAL CLAIMS BY PROFESSIONAL FIELD



PROPORTION OF CLAIMS BY AGE



PERCENTAGE OF SUBMITTED CLAIMS PAID PER BENEFIT

LIFE COVER

100%

CRITICAL ILLNESS

79%

SICKNESS BENEFIT

96%

LUMP-SUM DISABILITY

67%

PERMANENT INCAPACITY BENEFIT

94%

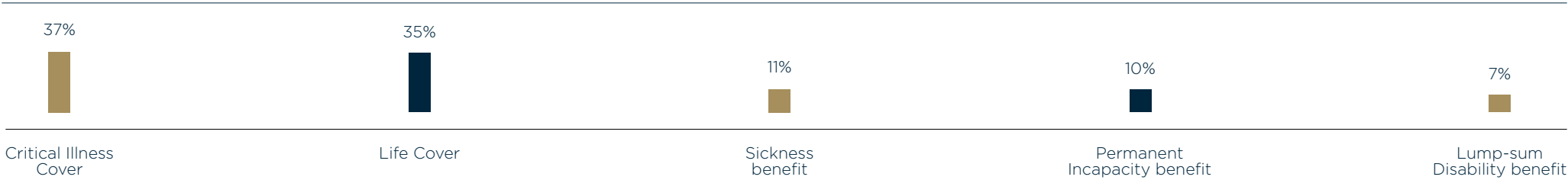
TOP REASONS FOR CLAIMS NOT PAID

- 1 Does not meet claim requirements
- 2 Exclusion applicable
- 3 Related claim was already paid
- 4 Severity not established

CANCER CLAIMS



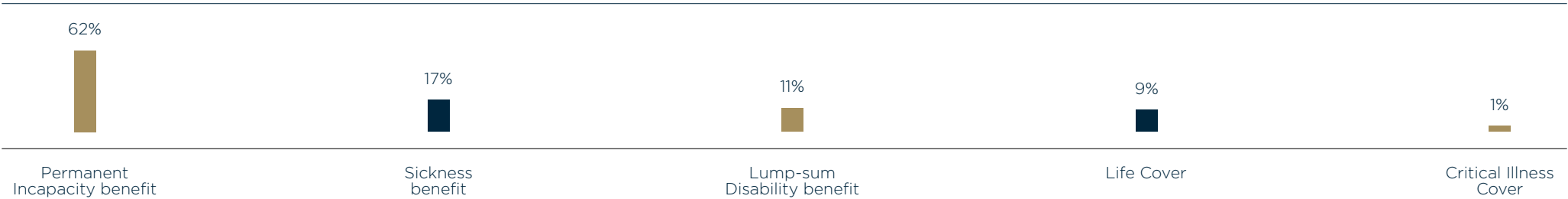
PERCENTAGE PAID PER BENEFIT



MENTAL AND BEHAVIOURAL DISORDERS CLAIMS



PERCENTAGE PAID PER BENEFIT





**Trust,
powered by
mutuality.**

A story of shared support.

SICKNESS BENEFIT

Total paid

R925.6m

GENDER SPLIT OF OVERALL CLAIMS



CLAIMS BY AGE

YOUNGEST MEMBER

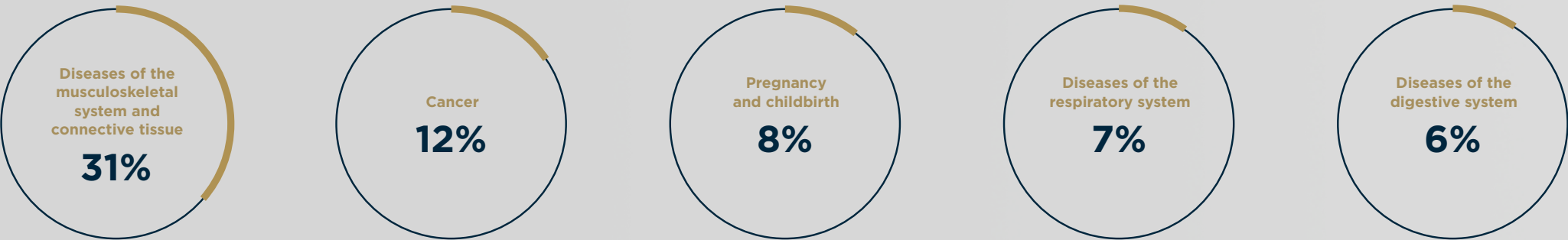
24



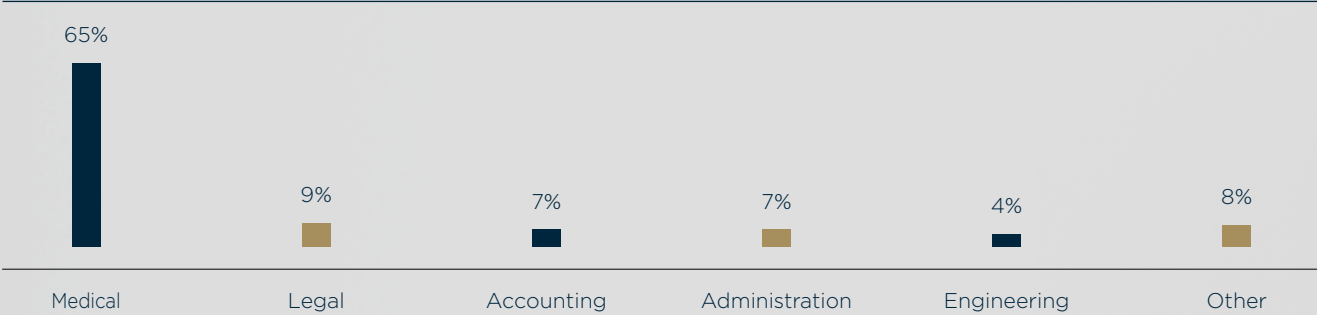
OLDEST MEMBER

82

TOP FIVE CAUSES



CLAIMS BY PROFESSION



ADMISSION RIDER BENEFIT

R9.9m

PREGNANCY-RELATED SICK PAY BENEFIT


R56.3m

59 members could take time off to care for their families thanks to the Family Responsibility Rider benefit.

CLAIMS PER WAITING PERIOD

- 1 Seven day: 99.4%
- 2 30 day: 0.6%

CLAIM EXAMPLE



Gender: **Male**



Condition claimed: **Severe depressive episode without psychotic symptoms**



Age: **48**



Claim category: **Mental and behavioural disorders**
Claim period: **29 days**
Benefits paid: **Sickness benefit and Admission Rider benefit**



Occupation: **Product manager**

PERMANENT INCAPACITY BENEFIT

Total paid

R944.5m

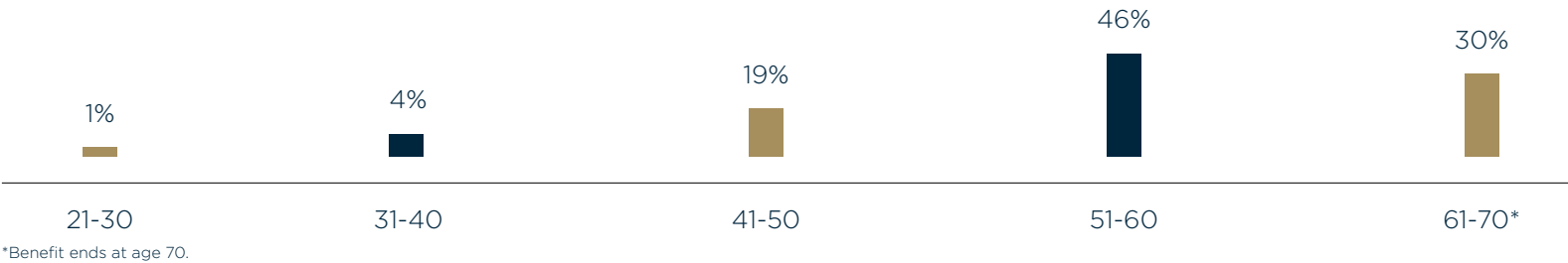
GENDER SPLIT OF OVERALL CLAIMS



CLAIMS BY AGE

YOUNGEST MEMBER

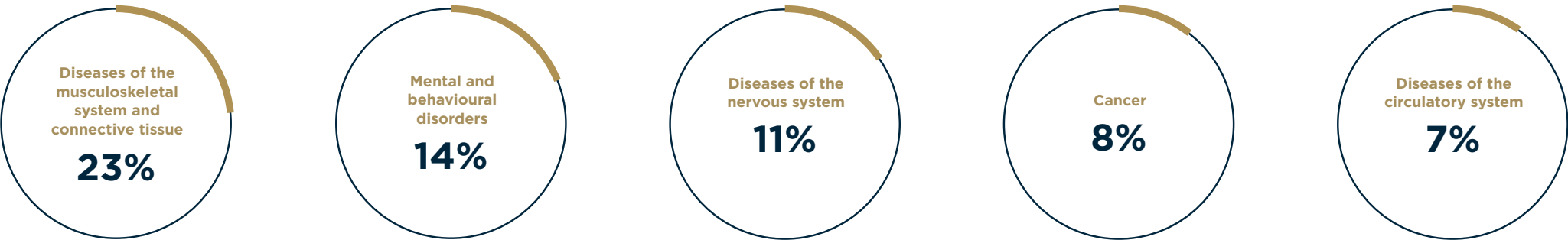
21



OLDEST MEMBER

66

TOP FIVE CAUSES



CLAIMS BY PROFESSION



PERMANENT INCAPACITY BENEFIT (PI)

PI AWARD

20%

60%

100%


PERCENTAGE OF PI CLAIMS

7%


15%

78%


CLAIM EXAMPLE




Gender: **Female**




Occupation: **Nurse**



Claim category: **Diseases of the musculoskeletal system and connective tissue**



Age: **46**



Condition claimed: **Chronic regional pain**

Award: **100% without the Permanent Incapacity Booster**

A photograph of a surgeon in an operating room. The surgeon is a Black man wearing a green surgical cap, a white face mask, and clear safety goggles. He is looking directly at the camera with a slight smile. He is wearing green surgical scrubs. In the background, other surgeons in similar attire are visible, and bright surgical lights are illuminating the scene. The overall tone is professional and collaborative.

**Leadership,
powered by
mutuality.**

A story of shared vision.

LIFE COVER

Total paid

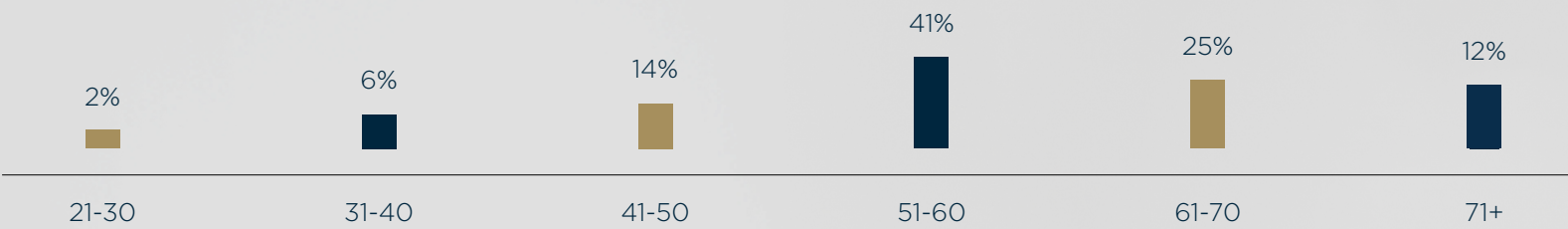
R1.1bn

GENDER SPLIT OF OVERALL CLAIMS



CLAIMS BY AGE

YOUNGEST MEMBER
22



OLDEST MEMBER
99

TOP FIVE CAUSES



CLAIMS BY PROFESSION



BUSINESS LIFE COVER

R50.7m

At PPS, we see insurance as more than just financial protection – it is a powerful force for building a safer, more resilient and empowered society. Our vision extends beyond risk mitigation to fostering long-term security, education and sustainability.

Izak Smit
PPS Group Chief Executive Officer

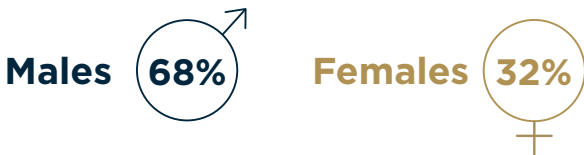


CRITICAL ILLNESS COVER

Total paid

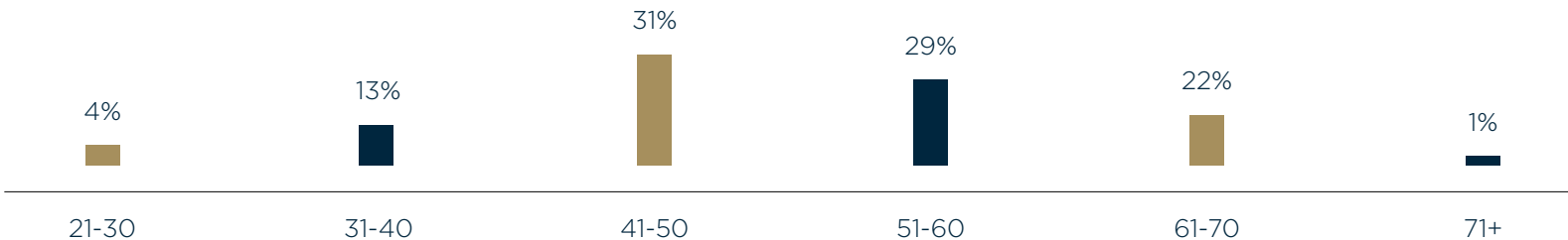
R526.4m

GENDER SPLIT OF OVERALL CLAIMS



YOUNGEST MEMBER

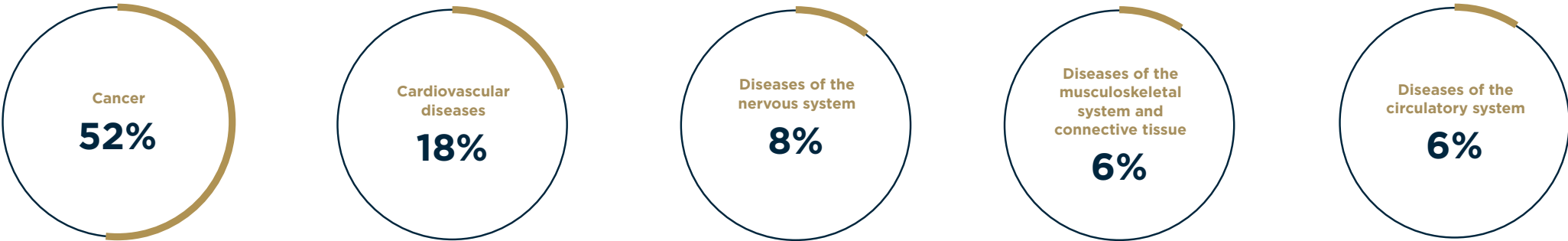
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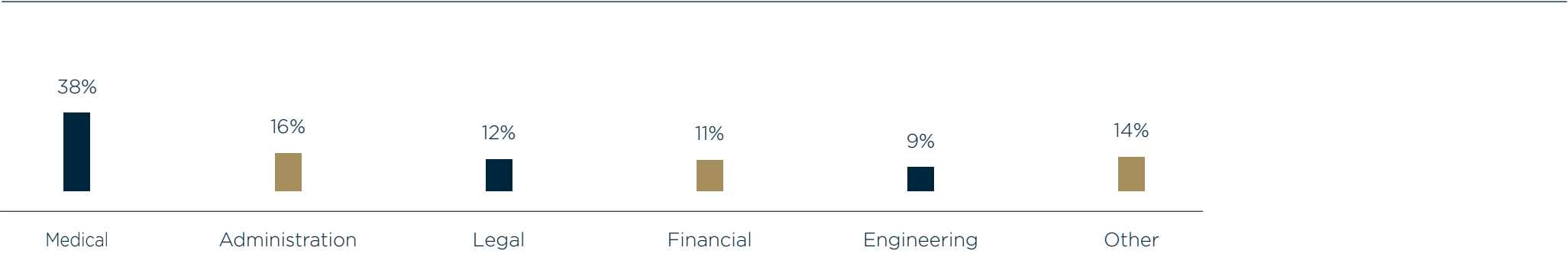
OLDEST MEMBER

75


TOP FIVE CAUSES




CLAIMS BY PROFESSION




CLAIM EXAMPLE




Gender: **Male**




Age: **57**




Occupation: **Attorney**



Claim category:
Diseases of the eye and adnexa



Condition claimed: **Right eye central vein and artery occlusion**



Severity level: **25%**

CLAIMS BY SEVERITY LEVEL

SEVERITY LEVEL	BENEFIT PAYMENT	PERCENTAGE OF CLAIMS
A	87%	71%
B	2%	3%
C	4%	5%
D	7%	21%

	NUMBER OF POLICIES	TOTAL PAID
EXACT RIDER BENEFIT	1	R1m
EXPANDER RIDER BENEFIT	5	R359 000
CHILD CRITICAL ILLNESS COVER	10	R1.3m
REINSTATEMENT OF COVER	8	R18.5m

LUMP-SUM DISABILITY BENEFIT

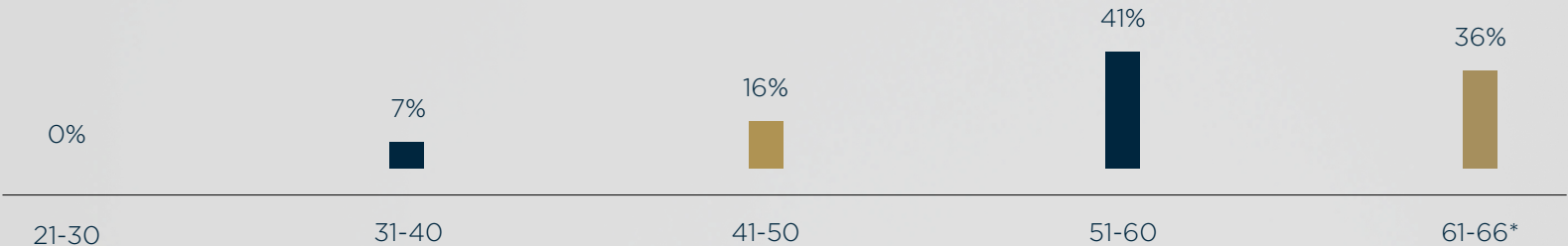
Total paid **R155.9m**

GENDER SPLIT OF OVERALL CLAIMS



YOUNGEST MEMBER

32

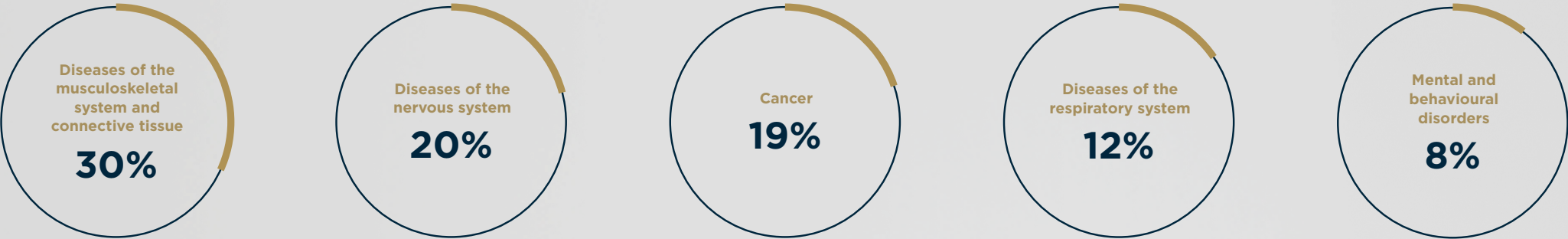


OLDEST MEMBER

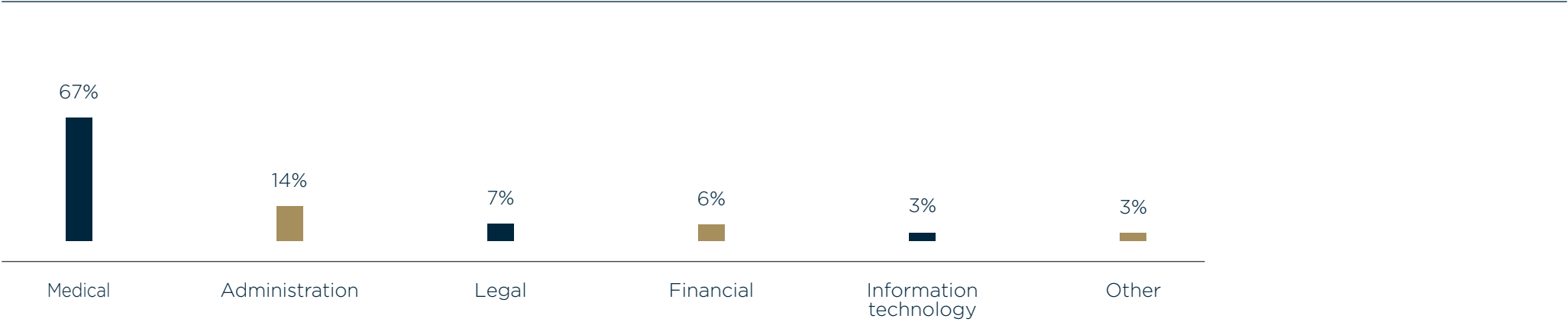
66

*Occupational Disability Provider ends at age 66. No Functional Disability Provider claims to report.

TOP FIVE CAUSES




CLAIMS BY PROFESSION




	NUMBER OF POLICIES	TOTAL PAID
SEVERE ILLNESS BENEFIT	1	R2.3m


CLAIM EXAMPLE




Gender: **Female**




Occupation: **Optometrist**



Condition claimed: **Major depressive disorder, borderline personality disorder**



Age: **48**



Claim category: **Mental and behavioural disorders**

A photograph of two men on a construction site. One man, wearing a blue hard hat, glasses, and a grey suit, is holding a tablet. The other man, wearing a yellow hard hat, a yellow safety vest over a plaid shirt, and jeans, is holding a large white rectangular object. They are standing on a concrete structure with rebar visible. The background shows a large building under construction with many windows. The image has a blue tint and a white grid overlay.

**Value creation,
powered by
mutuality.**

A story of shared purpose.

WE PAID
R96.9m in claims to members
younger than **35 years**

AGE OF YOUNGEST CLAIMANT
PER BENEFIT

LUMP-SUM DISABILITY BENEFIT

32

SICKNESS BENEFIT

24

CRITICAL ILLNESS COVER

24

LIFE COVER

22

PERMANENT INCAPACITY BENEFIT

21

PERCENTAGE OF CLAIMS FOR YOUNG
MEMBERS AGAINST ALL CLAIMS

SICKNESS BENEFIT

19%

CRITICAL ILLNESS

10%

LUMP-SUM DISABILITY BENEFIT

5%

LIFE COVER

4%

PERMANENT INCAPACITY BENEFIT

2%

TOP CAUSES FOR
THE SICKNESS BENEFIT

PREGNANCY AND CHILDBIRTH

29%


DISEASES OF THE RESPIRATORY SYSTEM

14%


DISEASES OF THE MUSCULOSKELETAL
SYSTEM AND CONNECTIVE TISSUE

14%


CLAIM EXAMPLE




Gender: **Female**




Age: **24**




Occupation: **Occupational therapist**



Condition claimed: **Embedded and impacted teeth**



Claim category: **Diseases of the digestive system**



Claim period: **10 days**


TOP CAUSES FOR THE PERMANENT INCAPACITY BENEFIT

DISEASES OF THE MUSCULOSKELETAL SYSTEM AND CONNECTIVE TISSUE
21%


DISEASES OF THE RESPIRATORY SYSTEM
11%

DISEASES OF THE GENITOURINARY SYSTEM
4%


CLAIM EXAMPLE




Gender: **Male**




Age: **30**




Occupation: **Medical doctor**



Condition claimed: **Long COVID-19**



Claim category: **Diseases of the respiratory system**



Award: **60% boosted to 100%**

TOP CAUSES FOR THE DEATH BENEFITS

MOTOR VEHICLE ACCIDENT

60%

DISEASES OF THE RESPIRATORY SYSTEM

10%

INJURY, POISONING AND CERTAIN OTHER
CONSEQUENCES OF EXTERNAL CAUSES

10%

TOP CAUSES FOR THE CRITICAL ILLNESS COVER

CANCER

28%

DISEASES OF THE MUSCULOSKELETAL
SYSTEM AND CONNECTIVE TISSUE

15%

DISEASES OF THE NERVOUS SYSTEM

13%

CLAIM EXAMPLE



Gender: **Female**



Age: **27**



Occupation: **Forensic analyst**



Condition claimed:
Systemic lupus erythematosus



Claim category: **Diseases of the blood
and blood-forming organs**



Severity level:
25% boosted to 100% by CI 100%

TOP CAUSES FOR THE LUMP-SUM DISABILITY BENEFIT

DISEASES OF THE MUSCULOSKELETAL
SYSTEM AND CONNECTIVE TISSUE

25%

DISEASES OF THE CIRCULATORY SYSTEM

25%

MENTAL AND BEHAVIOURAL DISORDERS

25%

CLAIM EXAMPLE



Gender: **Male**



Age: **32**



Occupation: **Medical doctor**



Condition claimed:
Failed lumbar spine syndrome



Claim category:
**Diseases of the musculoskeletal
system and connective tissue**

R5.3bn total returns allocated to members'
PPS Profit-Share Accounts™

PPS PROFIT-SHARE ACCOUNT™ PAYMENTS ON EXIT

TOTAL EXIT

R1.9bn

ON RETIREMENT

R1.4bn

ON DEATH

R117.4m

This year, we are proud to allocate a record-high R5.3 billion in Profit-Share to South African members with qualifying life-risk products to their notional PPS Profit-Share Accounts™.

Izak Smit
PPS Group Chief Executive Officer





**Growth,
powered by
mutuality.**

A story of shared inspiration.

Total claims paid **R149m***

* Value-added products are not included.
* Excluding PPS Health Professions Indemnity.

PERSONAL LINES: TOP ASSESTS CLAIMED FOR

MOTOR VEHICLE

68%

BUILDING DAMAGE

19%

HOUSEHOLD CONTENTS

9%

ALL RISKS

4%

COMMERCIAL LINES: TOP REASONS FOR CLAIMS

MOTOR VEHICLE

34%

ELECTRONIC EQUIPMENT DAMAGE

24%

BUILDING DAMAGE

14%

BUSINESS INTERRUPTION

14%

THEFT

6%

OFFICE CONTENTS

4%

SPLIT BY TOP FIVE PROFESSIONS: PERSONAL LINES

MEDICAL DOCTOR

28%

PARAMEDICAL*

27%

LEGAL

8%

PROPERTY

7%

VETERINARY

7%

FINANCIAL

7%

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

SPLIT BY TOP FIVE PROFESSIONS: COMMERCIAL LINES

MEDICAL DOCTOR

31%

FINANCIAL

24%

ENGINEERING

12%

LEGAL

9%

PARAMEDICAL*

9%

EDUCATION

3%

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



Members holding qualifying life-risk products share in the profit and the loss of PPS through the notional PPS Profit-Share Account™ and past performance is not necessarily indicative of future performance. The PPS Profit-Share Account™ remains notional until it vests upon retirement from age 60 or upon death.

PPS Short-Term Insurance Ltd is an Insurer licensed to conduct non-life insurance business and an authorised FSP (46274).

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

V1/2025