



Mutuality for the  
**greater good**  
of our members,  
financial advisers  
and communities.



FOR PROFESSIONALS  
SINCE 1941

2023 CLAIMS FACT SHEET

## 2023 CLAIM STATISTICS

# TOTAL GROUP BENEFITS PAID

▲ Up 21% from 2022

**R6.12\***  
**billion**

\*All risk benefits including car and household insurance and Profit-Share payouts

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## CLAIMS IN NUMBERS

TOTAL LIFE RISK CLAIMS **R3.84 billion** ▲ 14%  
from 2022

## BREAKDOWN OF TOTAL CLAIMS PAID

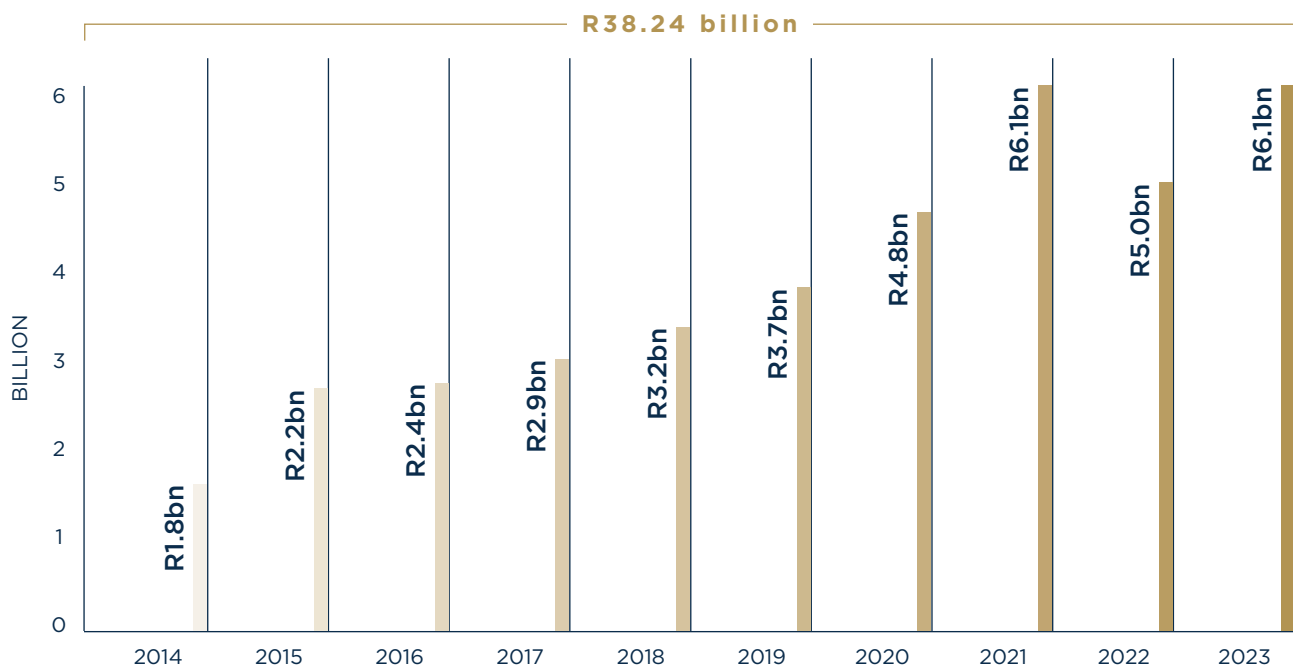
<b>15 931</b> Claims processed	<b>64</b> Claims processed per day	<b>R16 million</b> Average paid per working day
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## CLAIMS PER BENEFIT

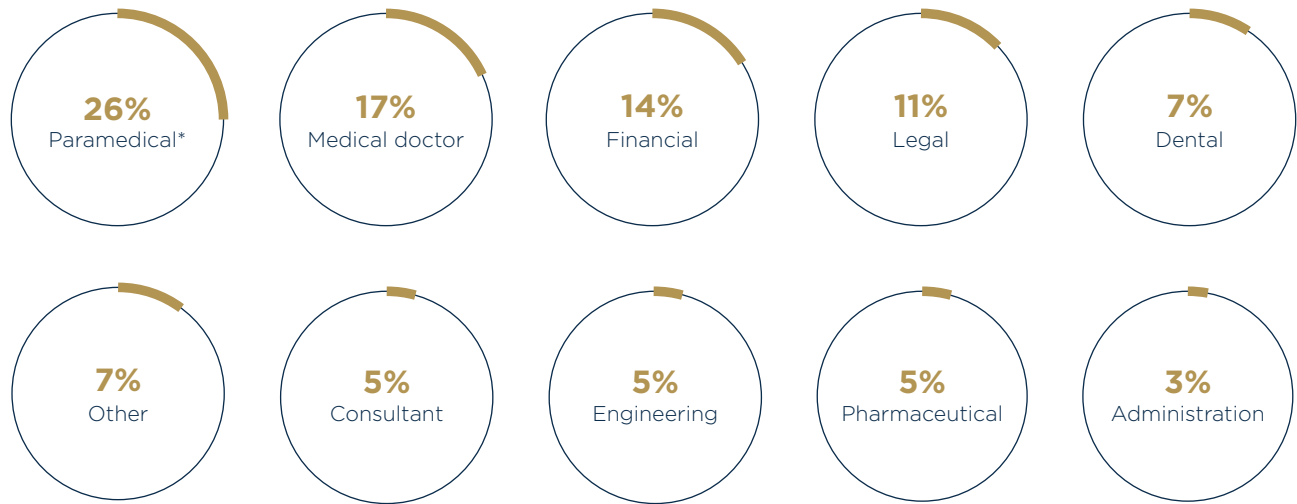
Sickness benefit	<b>R949.5m</b>	▼ 9%
Permanent Incapacity benefit	<b>R849.1m</b>	▲ 13%
Life Cover	<b>R1.38bn</b>	▲ 44%
Critical Illness Cover	<b>R556.4m</b>	▲ 34%
Lump-sum Disability benefit	<b>R102.6m</b>	▼ 45%

FROM 2022

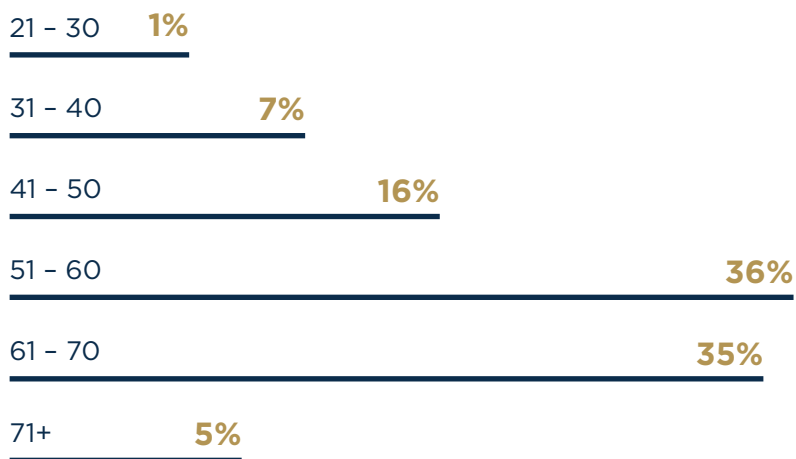
## TOTAL CUMULATIVE BENEFITS PAID TO MEMBERS OVER THE LAST 10 YEARS



## PROPORTION OF TOTAL CLAIMS BY PROFESSIONAL FIELD



## PROPORTION OF CLAIMS BY AGE



## GENDER SPLIT OF OVERALL CLAIMS



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

# CANCER CLAIMS

**1 681**

CLAIMS PAID ACROSS ALL BENEFITS

**R530.1  
million**

## % PAID PER BENEFIT

**8%**

Sickness benefit

**6%**

Permanent Incapacity benefit

**8%**

Critical Illness Cover

**5%**

Life Cover

# MENTAL AND BEHAVIOURAL DISORDER CLAIMS

**1 514**

CLAIMS PAID ACROSS ALL BENEFITS

**R224  
million**

## % PAID PER BENEFIT

**13%**

Permanent Incapacity  
benefit

**5%**

Sickness benefit

**2%**

Lump-sum Disability  
benefit

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**In 2023,  
PPS paid  
R849.1 million**

in permanent incapacity claims.

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That's mutuality for the  
**greater good.**

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## SICKNESS BENEFIT

TOTAL PAID

**R949.5 million**

### TOP FIVE CAUSES

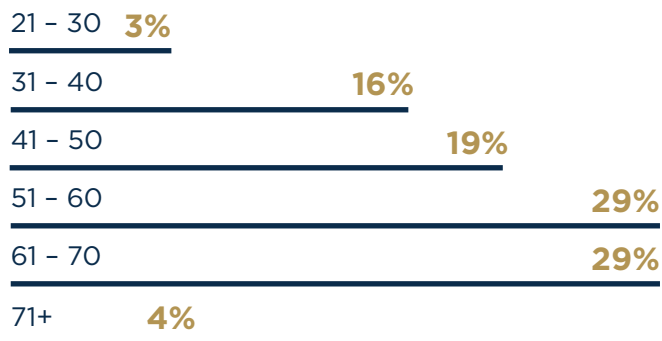
Diseases of the musculoskeletal system and connective tissue	<b>22%</b>
Diseases of the respiratory system	<b>10%</b>
Cancer	<b>8%</b>
Pregnancy and childbirth	<b>6%</b>
Mental and behavioural disorders	<b>5%</b>

### GENDER SPLIT OF OVERALL CLAIMS

**60%**  
Males

**40%**  
Females

### CLAIMS BY AGE



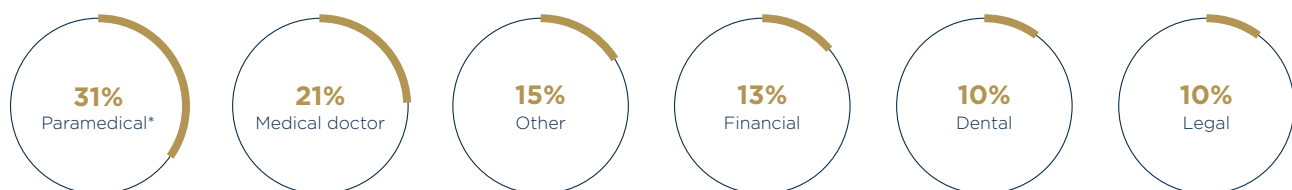
YOUNGEST MEMBER PAID

**24**

OLDEST MEMBER PAID

**83**

### CLAIMS BY PROFESSION



Admission Rider benefit	<b>R11.4 million</b>
Pregnancy-related Sick Pay benefit	<b>R41.4 million</b>

### CLAIMS PER WAITING PERIOD

7-day **99.6%**      30-day **0.4%**

**35** members could take time off to care for their families through the Family Responsibility Rider benefit.



## PERMANENT INCAPACITY BENEFIT

TOTAL PAID

**R849.1 million**

### TOP FIVE CAUSES

Diseases of the musculoskeletal system and connective tissue	<b>24%</b>
Mental and behavioural disorders	<b>13%</b>
Cancer	<b>8%</b>
Neurological	<b>7%</b>
Cerebrovascular	<b>6%</b>

### GENDER SPLIT OF OVERALL CLAIMS

**66%**  
Males

**34%**  
Females

### CLAIMS BY AGE

21 - 30	<b>1%</b>
31 - 40	<b>2%</b>
41 - 50	<b>13%</b>
51 - 60	<b>37%</b>
61 - 70*	<b>47%</b>

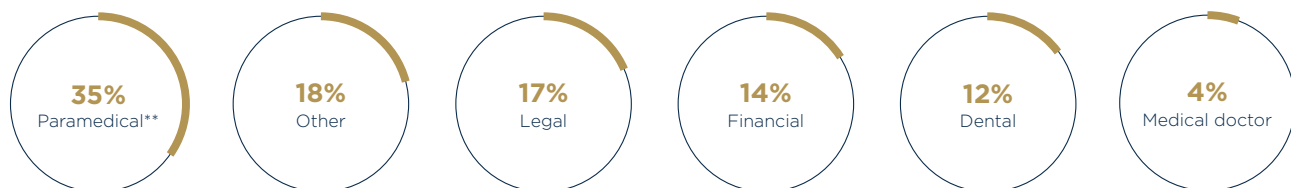
### YOUNGEST MEMBER PAID

**29**

### OLDEST MEMBER PAID

**69**

### CLAIMS BY PROFESSION



### PERMANENT INCAPACITY BENEFIT (PI)

PI AWARD	PERCENTAGE OF PI CLAIMS
<b>20%</b>	<b>9%</b>
<b>60%</b>	<b>16%</b>
<b>100%</b>	<b>75%</b>

\*Benefit ends at age 70.

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

## LIFE COVER

TOTAL PAID

**R1.38 billion**

### TOP FIVE CAUSES

Cancer	<b>20%</b>
Cardiovascular	<b>13%</b>
Motor vehicle accident	<b>8%</b>
Old age	<b>6%</b>
Murder	<b>5%</b>

### GENDER SPLIT OF OVERALL CLAIMS

**88%**  
Males

**12%**  
Females

### CLAIMS BY AGE

21 - 30	<b>1%</b>
31 - 40	<b>2%</b>
41 - 50	<b>15%</b>
51 - 60	<b>36%</b>
61 - 70	<b>34%</b>
71+	<b>12%</b>

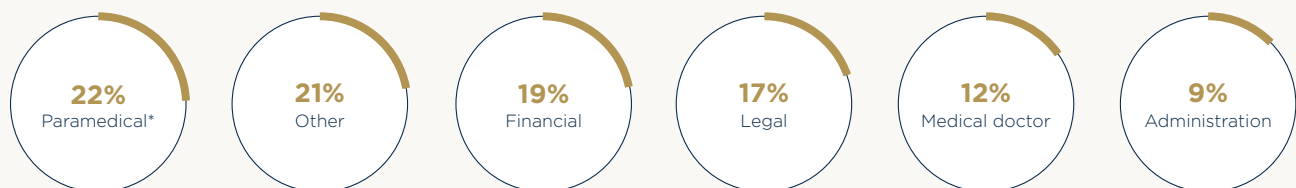
YOUNGEST MEMBER

**26**

OLDEST MEMBER

**102**

### CLAIMS BY PROFESSION



**BUSINESS LIFE COVER**

**R40 million**

## CRITICAL ILLNESS COVER

TOTAL PAID

**R556.4 million**

### TOP FIVE CAUSES

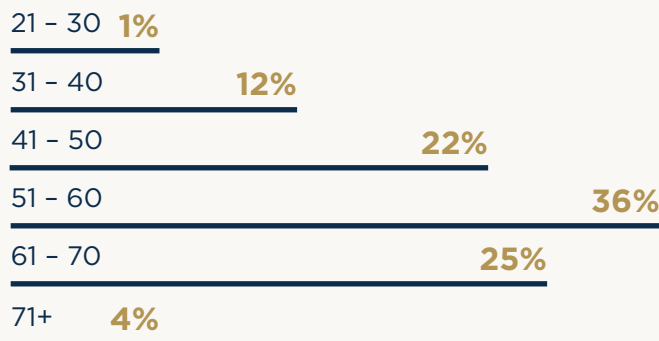
Cancer	<b>39%</b>
Cardiovascular	<b>5%</b>
Neurological	<b>3%</b>
Diseases of the circulatory system	<b>3%</b>
Cerebrovascular	<b>3%</b>

### GENDER SPLIT OF OVERALL CLAIMS

**61%**  
Males

**39%**  
Females

### CLAIMS BY AGE



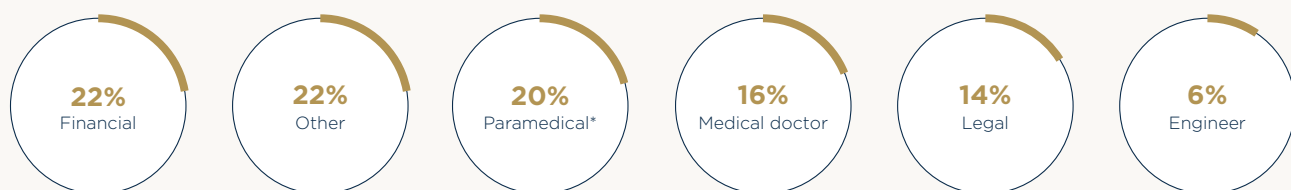
YOUNGEST MEMBER PAID

**28**

OLDEST MEMBER PAID

**81**

### CLAIMS BY PROFESSION



### CLAIMS BY SEVERITY LEVEL

SEVERITY LEVEL	BENEFIT PAYMENT	% OF CLAIMS
<b>A</b>	<b>88%</b>	<b>68%</b>
<b>B</b>	<b>3%</b>	<b>3%</b>
<b>C</b>	<b>2%</b>	<b>4%</b>
<b>D</b>	<b>7%</b>	<b>25%</b>

NO. OF POLICIES    TOTAL PAID

EXACT Rider benefit	<b>1</b>	<b>R1 million</b>
EXPANDER Rider benefit	<b>7</b>	<b>R3.9 million</b>
Child Critical Illness Cover	<b>14</b>	<b>R1.3 million</b>
Reinstatement of cover	<b>3</b>	<b>R3.5 million</b>

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

## LUMP-SUM DISABILITY BENEFIT

TOTAL PAID

**R102.6 million**

### TOP FIVE CAUSES

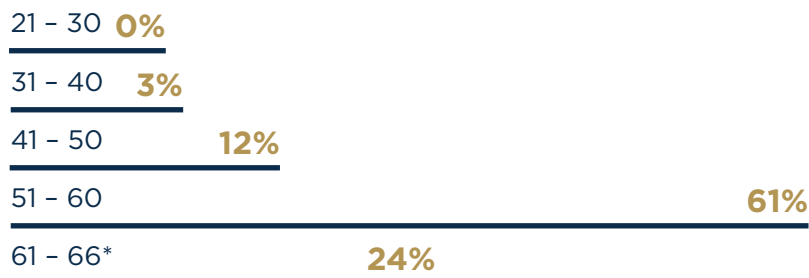
Cancer	<b>6%</b>
Diseases of the nervous system	<b>4%</b>
Cerebrovascular	<b>4%</b>
Cardiovascular	<b>3%</b>
Mental and behavioural disorders	<b>2%</b>

### GENDER SPLIT OF OVERALL CLAIMS

**84%**  
Males

**16%**  
Females

### CLAIMS BY AGE



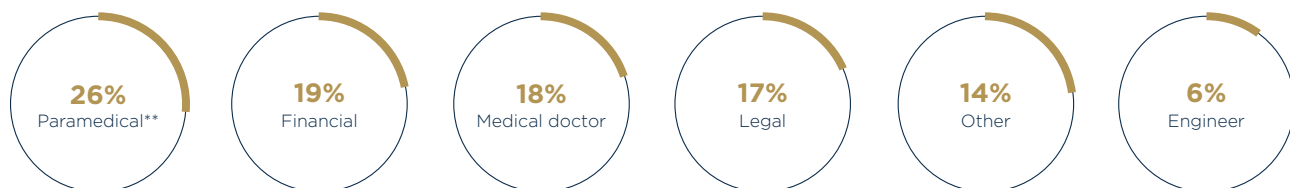
YOUNGEST MEMBER PAID

**31**

OLDEST MEMBER PAID

**66**

### CLAIMS BY PROFESSION



	NO. OF POLICIES	TOTAL PAID
Severe Illness benefit	<b>3</b>	<b>R8 million</b>

### REASONS FOR CLAIMS NOT PAID:

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

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# In 2023, PPS paid R49.4 million

in claims to our members  
younger than 35 years.

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That's mutuality for the  
**greater good.**

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## YOUNG MEMBERS (35 years and below)

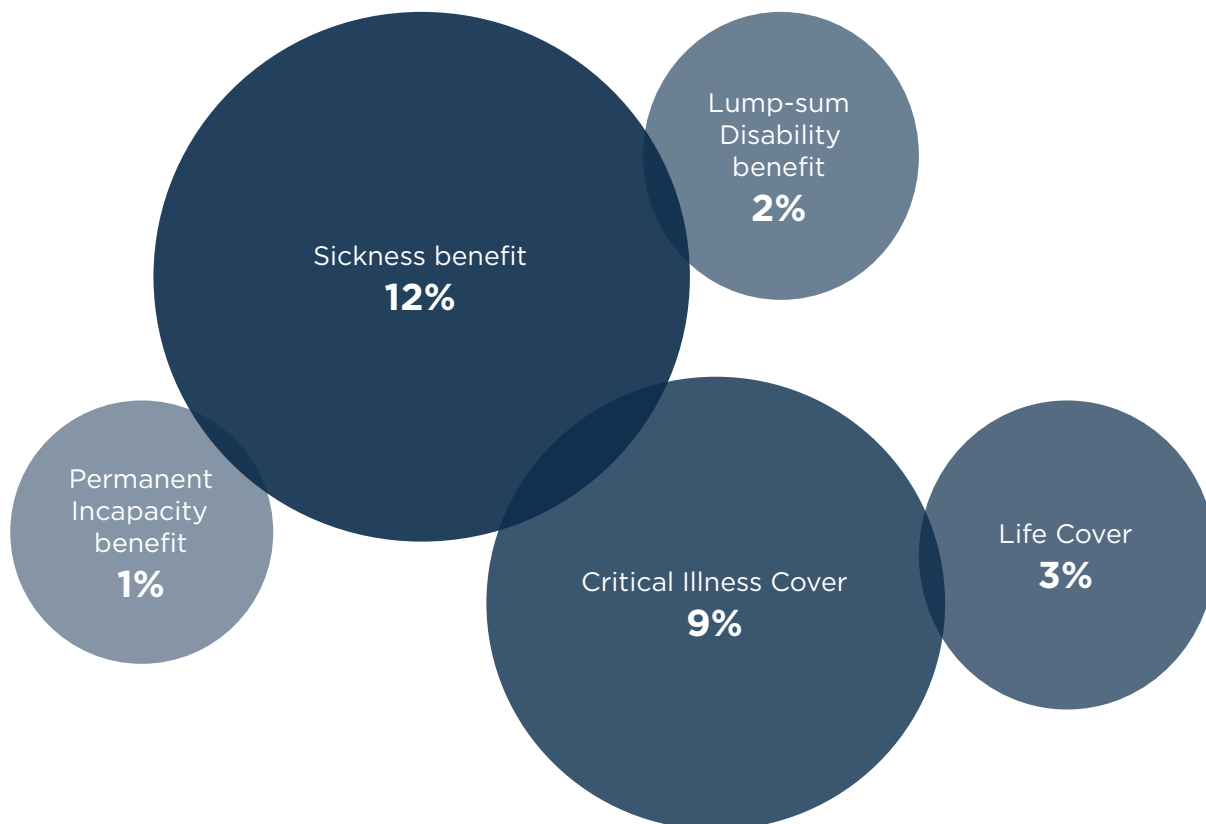
CLAIMS PAID TO MEMBERS YOUNGER THAN 35 YEARS

**R49.4 million**

### AGE OF YOUNGEST CLAIMANT PER BENEFIT

Sickness benefit	24
Permanent Incapacity benefit	29
Life Cover	26
Critical Illness Cover	28
Lump-sum Disability benefit	31

### PERCENTAGE OF CLAIMS FOR YOUNG MEMBERS AGAINST ALL CLAIMS



## TOP CAUSES PER BENEFIT

### SICKNESS BENEFIT

Pregnancy and childbirth	24%
Diseases of the musculoskeletal system and connective tissue	12%
Diseases of the respiratory system	12%
Certain infectious and parasitic diseases	8%
Diseases of the digestive system	8%

### PERMANENT INCAPACITY BENEFIT

Diseases of the musculoskeletal system and connective tissue	50%
Diseases of the genitourinary system	17%

### DEATH BENEFIT

Motor vehicle accident	36%
Injury, poisoning (and certain other consequences of external causes)	18%
Certain infectious and parasitic diseases	9%
Suicide	9%
Natural causes	9%

### CRITICAL ILLNESS COVER

Cancer	48%
Diseases of the circulatory system	6%
Cerebrovascular	6%
Cardiovascular	6%
Diseases of the musculoskeletal system and connective tissue	3%
Neurological	3%

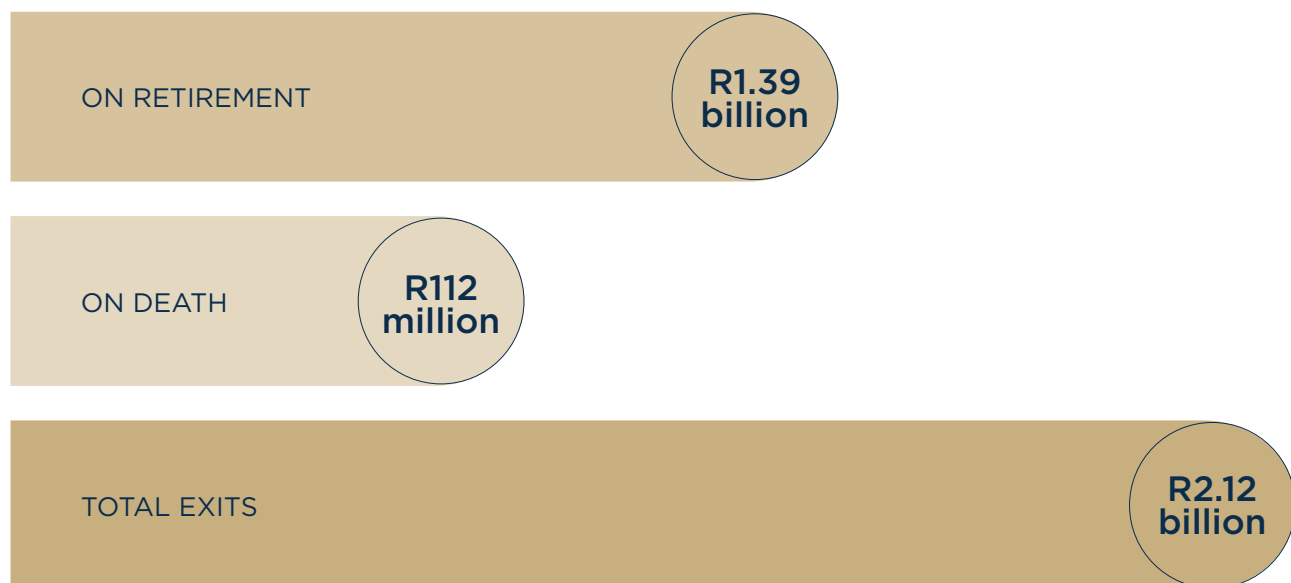
### LUMP-SUM DISABILITY BENEFIT

Electrical burn injuries	100%
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## PERCENTAGE OF CLAIMS PAID PER BENEFIT

Life Cover	100%
Sickness benefit	96%
Permanent Incapacity benefit	93%
Critical Illness Cover	79%
Lump-sum Disability benefit	76%

## PPS PROFIT-SHARE ACCOUNT™ PAYMENTS ON EXITS





## CASE STUDIES

01

### Sickness benefit

Paul is a 65-year-old surgeon. He suffered from joint pain and stiffness, which his doctor diagnosed as osteoarthritis. In 2023, he underwent hip replacement surgery as a result of his osteoarthritis. The surgery prevented him from performing his job for 46 days.

During his sickness period, he received a total Sickness benefit award for the 46 days when he could not perform his usual professional duties.

02

### Permanent Incapacity benefit

Khumo is a 57-year-old female who was a self-employed physiotherapist. Unfortunately, in September 2021, she was diagnosed with Alzheimer's disease. This led to her being unable to work, look after her finances, feed or even bath herself, do her finances or work due to a cognitive decline.

Due to her condition, she received a non-reviewable 100% Permanent Incapacity award as PPS understands that she will not recover or get better. She will receive her award until her chosen retirement age of 70.

03

### Critical Illness Cover

59-year-old Joshua, a building manager, has been a PPS member since 1990. In 2022, he was diagnosed with stage 4 malignant melanoma, which metastases to lymph nodes and paraspinal muscles.

PPS awarded him a 100% payout on his Critical Illness Cover. He also has the CI 100%, which would have increased his payout to 100% if it was lower, but in his case, he has already been awarded 100%.

04

### Lump-sum Disability benefit

64-year-old engineer David worked as a chief production officer. This means he needed to conduct site visits and travel globally. In 2018, he was diagnosed with facioscapulohumeral muscular dystrophy, which led to difficulty in his mobility, weakness in his upper limbs and an inability to walk without crutches.

David is insured as an engineer, and due to his progressive condition, he has had to stop working. Therefore, the Occupational Disability Provider was granted.

## PPS SHORT-TERM INSURANCE

TOTAL PAID

**R165 million\***

\*Value-added products not included.

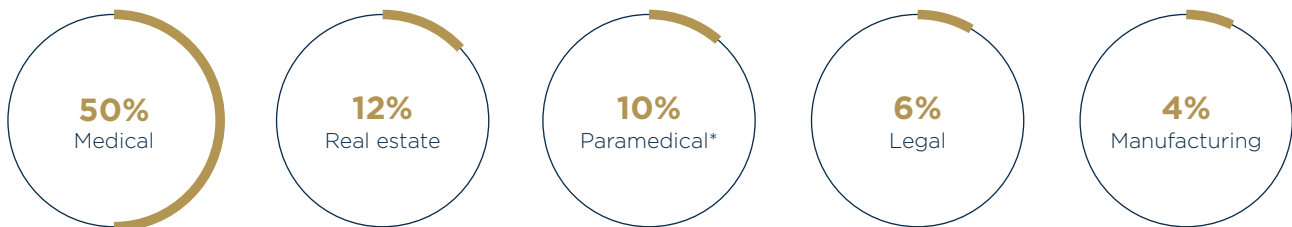
### PERSONAL LINES: TOP ASSETS CLAIMED FOR

Motor vehicle	<b>71%</b>
Building damage	<b>17%</b>
Household contents	<b>8%</b>
All risks	<b>4%</b>

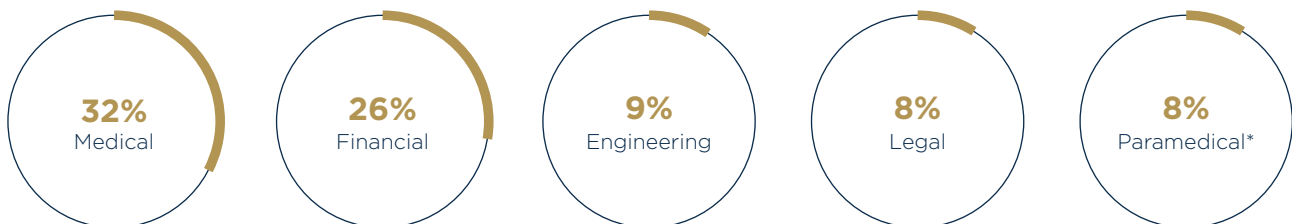
### COMMERCIAL LINES: TOP REASONS FOR CLAIMS

Motor vehicle	<b>43%</b>
Electronic equipment damage	<b>24%</b>
Building damage	<b>17%</b>
Business Interruption	<b>6%</b>
Fire	<b>4%</b>

### SPLIT BY TOP FIVE PROFESSIONS: PERSONAL LINES



### SPLIT BY TOP FIVE PROFESSIONS: COMMERCIAL LINES



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# In 2023, PPS paid R6.12 billion

in gross benefits, covering  
our members in a number  
of ways from sickness benefits  
to short-term insurance claims.

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That's mutuality for the  
**greater good.**

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## Success is better, shared.

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 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.

V1/2024

