

# Record success adds up

to **R6.88 billion**  
in **Profit-Share**  
allocated to  
our members

PPS 2025 CLAIMS FACT SHEET

Success is better, shared.





▲ **Up 16%** from 2024

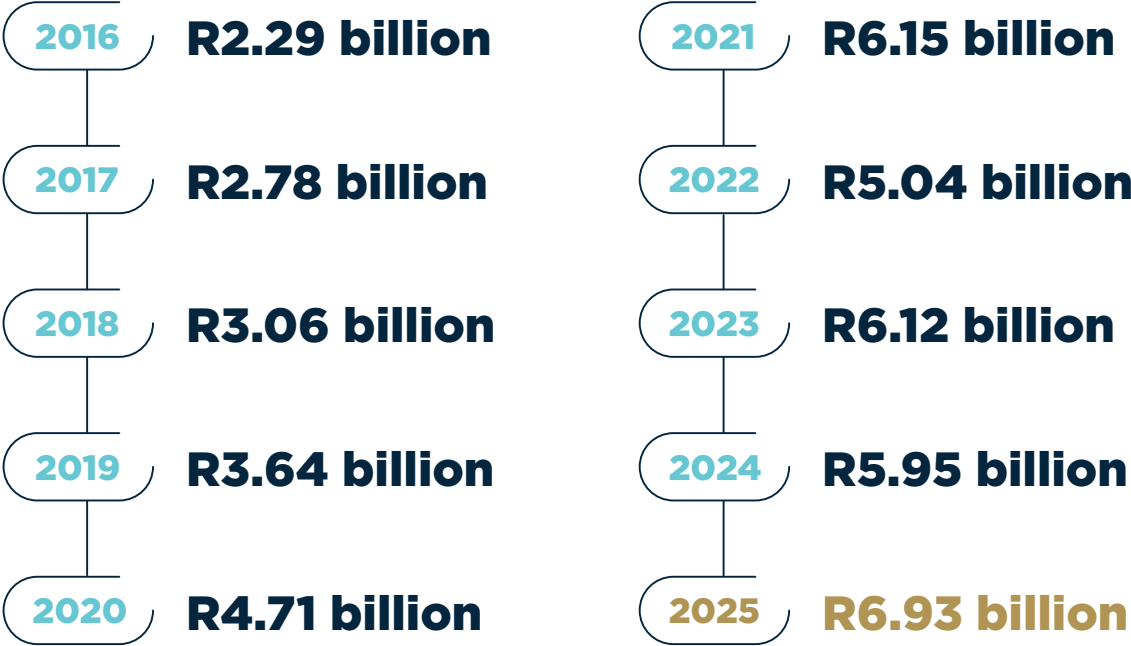
**R6.93 billion**

PPS Group claims

Since 1941, PPS has been resilient with steady growth and uninterrupted service to its members, and 85 years later, we continue to do so. In 2025, the PPS Group paid **R6.93 billion** for all risk benefits, including PPS Health Professions Indemnity, car and household insurance, and Profit-Share payouts. While we face challenges of operating in a rapidly changing socio-economic environment, our total benefits paid across the Group **increased by 16% from 2024.**

**R46.67 billion**

**total group benefits** paid to members over the last 10 years



▲ **Up 20%** from 2024

**R4.39 billion**

Total life-risk claims

In 2025, PPS Life Solutions delivered one of its highest claims performance years to date. As we continue to expand and refine our life-risk solutions, this past year stood out with the highest total claims paid in the last five years – a testament to our commitment to protecting our members when it matters most.

Throughout the year, we supported members by paying **23 016 claims**, ensuring that individuals and families received the financial security they rely on during life's most challenging moments.

With 250 working days in 2025, our dedicated claims team processed an average of:

- **92 claims** every day and
- **R17.6 million** paid out daily

These figures reflect the scale of our responsibility and the strength of our mutual promise, placing members at the heart of every claim decision we make.

## Claims per benefit

Life Cover

**R1.50 billion**

▲ Up 36% from 2024

Permanent Incapacity benefit

**R1.01 billion**

▲ Up 7% from 2024

Sickness benefit

**R983.6 million**

▲ Up 6% from 2024

Critical Illness Cover

**R792.8 million**

▲ Up 51% from 2024

Lump-sum Disability benefit

**R102.3 million**

▼ Down 34% from 2024

Behind these numbers is a simple truth: every claim paid represents a member whose life was impacted, protected and supported. Our 2025 claims demonstrate not only operational excellence but also our unwavering dedication to the people who trust us with their futures.

## Top two highest claimed categories paid across all benefits

We see insurance as more than just financial protection – it is about creating a lasting legacy for loved ones and offering vital support during times of illness. This is reflected in the two most common conditions across all our benefits: cancer and musculoskeletal and connective tissue disorders.

### Cancer

**19% of life-risk claims** were cancer-related, amounting to **R697.5 million** paid to support members and their families.

Globally, this trend aligns with insights from the World Health Organisation (WHO), which reports breast cancer as the most prevalent form of cancer. Similarly, breast cancer was the most claimed form of cancer across all our benefits, with **105 members** receiving long-term support through the Permanent Incapacity benefit until their selected retirement age. Other frequently claimed forms of cancer included brain cancer, followed by gastrointestinal and prostate cancer.

### Musculoskeletal system and connective tissue

The musculoskeletal system and connective tissue play a critical role in enabling stability, movement and strength – functions essential to the working lives of graduate professionals. When these parts of the body are compromised, the ability to perform daily occupational tasks can be impacted significantly.

This category accounted for **R479.9 million** in claims, representing **14% of life-risk claims**. The highest number of claims came from physiotherapists, medical doctors and attorneys whose work relies heavily on:

- **Upper limbs:** hands, wrists and arms for precision-based or repetitive technical tasks
- **Lower limbs:** mobility and sustained upright movement

Despite working in different fields, they share similar demands: high physical effort, increased injury risk and the need for accuracy and control.

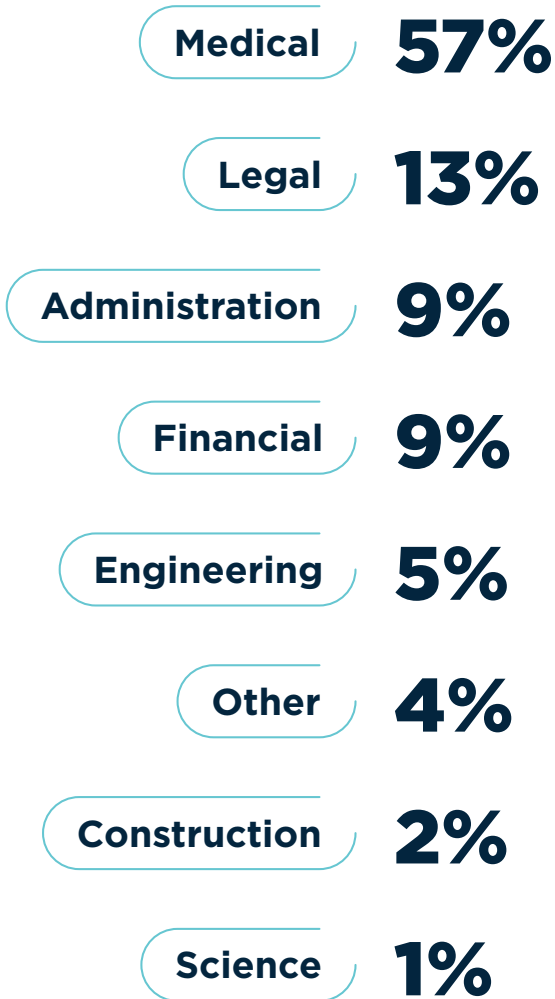
Common musculoskeletal system and connective tissue conditions claimed in this category included:

- Arthritis
- Fracture
- Spinal-related
- Joint-related
- Injury of muscles and tendons





## Proportion of total claims by professional field



Due to our legacy, medical professionals are the largest occupational group among PPS members, accounting for **36%** of our membership. Given the results, this reflects in the 2025 claims experience. That being said, our eligibility criteria stretch across all industries and professions, ensuring that graduate professionals in industries recorded under “other”, such as real estate, agriculture, media and communication, have dynamic cover that adapts to their evolving professional and personal needs, ensuring lifelong relevance and security.

## Member stories

**Occupation:** Project engineer

**Age:** 31

### **CANCER – Parotid gland carcinoma (malignant tumour arising in the salivary gland in front of the ear)**

#### **PPS Sickness and Permanent Incapacity benefit**

In 2021, the member first presented with a sharp and persistent pain behind the ear, initiating a comprehensive period of medical investigation. By 2022, after extensive diagnostic testing, the member was formally diagnosed with a primary malignant tumour.

During 2023, three surgeries were performed, supported by chemotherapy and radiation therapy. Despite significant medical restrictions, the member continued to work on a reduced and limited basis. That same year,

#### **Sickness benefit payments commenced, continuing through to 2025.**

In 2024, two additional surgeries were completed. Clinical findings at this point confirmed disease progression to stage 4 cancer. As the condition advanced, immunotherapy treatment was initiated with the intent to control and manage the disease. Due to medical limitations preventing underground work, the member transitioned into a part-time project management role, requiring an alignment of their occupational duties with their health status.

Given the sustained permanent impairment and inability to perform most occupational duties, a **60% Permanent Incapacity** benefit award was granted.

**Occupation:** Pharmacist

**Age:** 48

### **MENTAL AND BEHAVIOURAL DISORDERS – Alzheimer’s dementia**

#### **PPS Professional Disability Provider™, specifically the Occupational Disability Provider and the PPS Sickness and Permanent Incapacity benefit**

From 2024, the member began presenting with cognitive concerns, most notably difficulties related to memory. As these symptoms progressed, the member was admitted to hospital in May 2025 for a comprehensive neurological and medical assessment.

During this admission, advanced neurocognitive scans and evaluations indicated the presence of mild cognitive impairment along with several abnormalities requiring further investigation. Following specialist review, the member received a confirmed diagnosis of Alzheimer’s-type dementia. At the time, the member was employed as a pharmacist, a role demanding precision and consistent cognitive functioning. The emerging cognitive deficits resulted in challenges with accurate dispensing and dosing, as well as difficulties managing the financial responsibilities associated with running the business.

Given the severity of the limitations and the direct impact on the member’s ability to safely fulfil occupational duties, **a claim was submitted to the Occupational Disability Provider under the Occupation-Specific Rider benefit (OSRB). In addition, the Sickness benefit was awarded and paid accordingly.**

## PPS Short-Term Insurance

# R151.1 million\*

Total motor and household claims paid

### Personal Lines:

#### Top assets claimed for

Motor vehicle **54%**

Buildings **29%**

Household contents **9%**

All risk **7%**

### Commercial Lines:

#### Top reasons for claims

Motor vehicle **45%**

Building damage **20%**

Electronic equipment damage **16%**

Business interruption **9%**

Office contents **4%**

### Split by top five professions:

#### Personal Lines

Financial **28%**

Medical **24%**

Engineering **11%**

Legal **9%**

Paramedical\*\* **8%**

### Split by top five professions:

#### Commercial Lines

Medical **41%**

Legal **13%**

Property **13%**

Financial **9%**

Paramedical\*\* **7%**

\* Value-added products are not included.

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

## PPS Profit-Share Account™

At PPS, our ethos of mutuality guides everything we do. This means the premiums contributed by our members are ultimately returned to them – after the costs of running the business – either through claims or, for members with a qualifying life-risk product, through allocations to their PPS Profit-Share Account™\*, with the added benefit of investment growth.

Importantly, once allocations have been made to a member's PPS Profit-Share Account™, any future claim paid on a life-risk product does not reduce or affect the balance in their account. The PPS Profit-Share Account™ remains intact.

**In 2025, R6.88 billion was allocated to members' PPS Profit-Share Accounts™.**

## PPS Profit-Share Account™ payments

**R1.61 billion** was paid to members who either retired at age 60 or older, had a valid Terminal Illness benefit claim or to nominated beneficiaries of deceased members without an early-access fee if the member had not reached age 60.

We also recognise the financial realities many individuals face in today's economic environment.

As a result, an additional **R442.5 million** was paid to members who chose to access their PPS Profit-Share Account™ balance before age 60\*\*.

Members access these funds for a variety of personal reasons, ranging from unexpected financial pressures to investing in further education that supports their long-term growth.

\* The PPS Profit-Share Account™ reflects the accumulated value of annual profit allocations made to members who hold qualifying products. These amounts are invested on the member's behalf and vest at retirement, death or in other limited circumstances permitted under the qualifying insurance policy terms and conditions. Allocations may be positive or negative depending on operating experience and investment performance, and past allocations are not necessarily indicative of future outcomes.

\*\* Early access to the PPS Profit-Share Account™ is subject to terms and conditions, including early access charges where applicable.





## PPS Millionaires

Many members have the potential to become Profit-Share millionaires through their annual PPS Profit-Share Account™ allocations.

With consistent contributions and the benefit of investment growth, members can build substantial long-term wealth, demonstrating the power of mutuality in action.

# 41 years

Age of youngest millionaire

# 90 years

Age of oldest millionaire

# 14 572

Number of millionaires

# 15

Number of members receiving >R1 million as a single allocation in 2025

# R7.9 million

Highest PPS Profit-Share Accounts™ value

## PPS Profit-Share Cross-Holdings Booster

Members who hold additional qualifying products across PPS subsidiaries and affiliates benefit even further through the PPS Profit-Share Cross-Holdings Booster\*\*\*.

**R88.6 million boosted**  
**50 783 members'** Profit-Share balances through the PPS Profit-Share Cross-Holdings Booster.

The Profit-Share structure was enhanced to ensure that members continue to qualify for Profit-Share allocations post-retirement from all PPS subsidiaries and/or affiliates. The PPS Profit-Share Cross-Holdings Booster, which rewards those who hold qualifying products across PPS subsidiaries and affiliates, now also allows Profit-Share allocations

to be boosted post-retirement if members hold a Vested PPS Profit-Share Account™ and PPS subsidiary and/or affiliate products.

\*\*\* The PPS Profit-Share Cross-Holdings Booster is tiered according to the number of products a member holds across PPS subsidiaries and affiliates, provided they have a qualifying PPS life-risk product. The Booster allocations may differ each year and can take place annually, depending on the profitability of PPS and its subsidiary/affiliate products. PPS reserves the right to discontinue this offering at its own discretion.



**Success is better, shared.**

Life Insurance | Investments | Financial Planning | Short-Term Insurance | Medical Aid

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.

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

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