



As life happens,
we're here for you

AMP claims paid 2016





We'll help you get back on your feet

After more than 160 years protecting Australians, we've learnt there is more to insurance than just paying a claim.

If you need to make a claim, your personal case manager will work with you to understand your situation and give you the support you need to get back to your best life possible. In 2016, our rehabilitation services helped 1,071 customers, of which more than 30% returned either back to part-time or full-time work.¹

We'll be there for you and your family every step of the way.

That's why we're Australia's favourite for personal insurance.²

¹ AMP Recovery Team 2016 Statistics.

² Largest market share of inforce annual premiums (individual business inforce premiums), Strategic Insight, December 2016. Life Insurance Company of the Year, 2016, Australian and New Zealand Institute of Insurance and Finance (ANZIFF).

In 2016, in total we paid...

11,145
customers

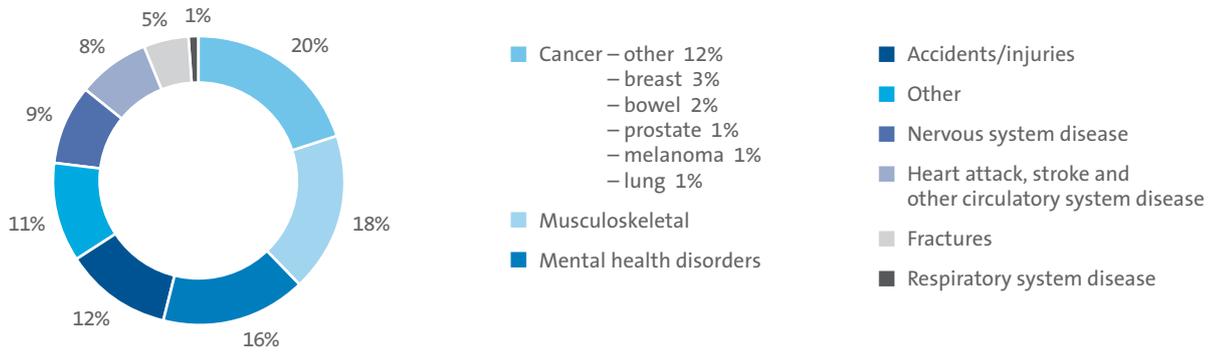


\$1.058 billion
in insurance claims



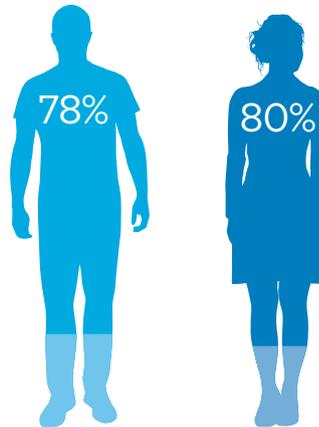
That's about
\$2.9 million
paid every day

Overall insurance claims...



Overall claims by gender...

Male

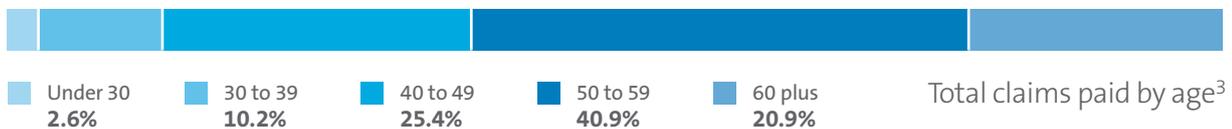


Female



The average age...

of AMP customers who made an insurance claim



³ Figures based on AMP claims paid during 2016.

Income protection cover

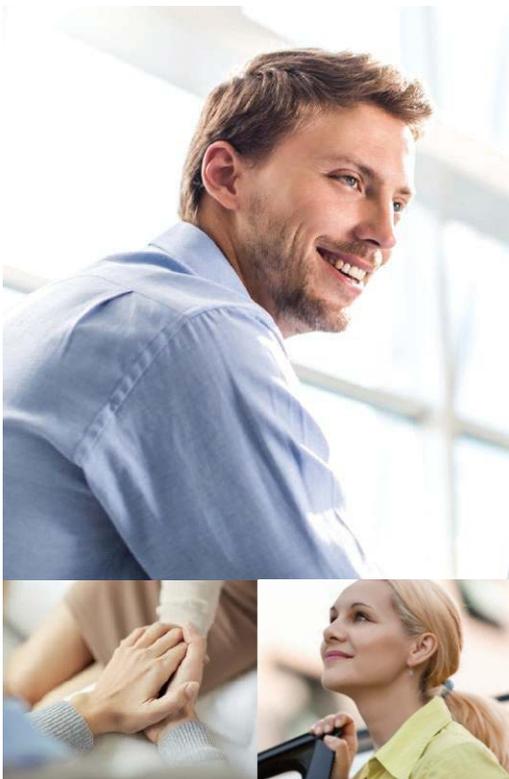
Your ability to earn an income is likely to be one of your most valuable assets in life. Income protection cover pays you up to 75% of your regular income if you're temporarily unable to work due to illness or injury. It's also known as temporary salary continuance (TSC).

How it can help

With income protection you can relax knowing that your lifestyle will be protected if you can't work while you recover from an illness or injury. Having regular income means you can cover your daily living expenses and also help with medical expenses and rehabilitation costs. Plus we'll also provide additional support services to help you return to work or find a new job.

Did you know?

Injuries and illnesses can result in long-term pain and disability. As well as the impact on your health, injuries and illness can also cause long absences from work or loss of income.⁴ This can cause financial strain at a time when you need to pay for medical expenses such as hospital fees, doctors' visits and rehabilitation costs.



Helping Mitchell with his recovery and return to work

Mitchell, an AMP income protection customer, wrote to let us know about the incredible effect a return to work goal and the support of his case manager had on his recovery. See Mitchell's full story at amp.com.au/claims.

“I was hospitalised and placed in a coma for five weeks and given no chance of survival. My wife was repeatedly asked to place me on comfort care. I survived. I was told when I left the hospital, it would most likely be in a wheelchair. I was told to take my time.

The problem with that advice is that I love what I do. I'm stubborn, and wanted to get back to work as soon as is practical. I was unable to move but knew what I wanted and focussed on my goal to return to normality.

This wouldn't have been possible to achieve without support from Candace, my case manager, and AMP. I have nothing but praise. She has shown concern and has established a level of trust I never thought achievable with an insurance company.”

⁴ ABS report 6324.0.

In 2016 we paid...

7,368

customers



\$323 million

in income protection claims

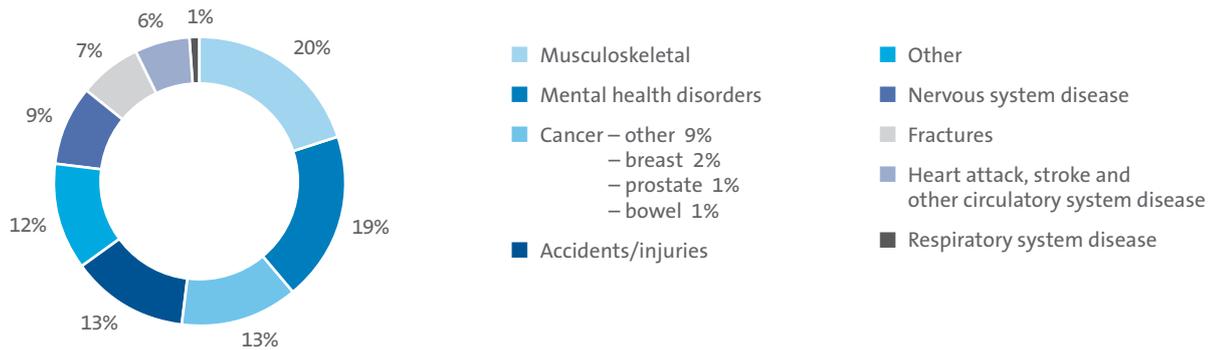


That's about

\$884,000

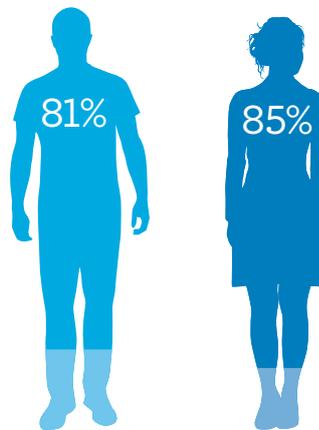
paid every day

Overall income protection claims...



Income protection claims by gender...

Male

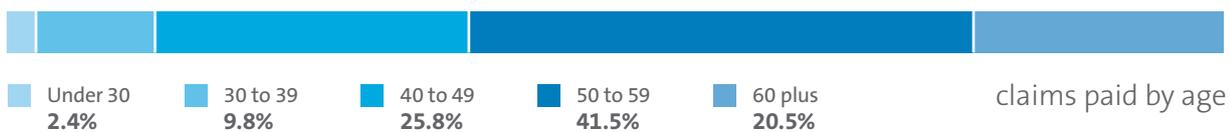


Female



The average age...

of AMP customers who made an income protection claim



The average paid per person was...

\$43,810

for income protection claims – the average monthly payment was \$3,651⁵

⁵ Average figures based on AMP claims paid during 2016.

Trauma cover

Trauma cover gives you an immediate payment after you suffer a medical condition or serious injury as specified in your policy.

How it can help

At a time like this you'd have a lot on your mind, so this cover can at least help take away your money worries. The payment can go toward your medical expenses, recovery and any adjustments you may need to make to your lifestyle after suffering a traumatic event.

Did you know?

The estimated total number of **new cancers** diagnosed in 2014 was

123,920⁶  Males **55%**
Females **45%**



Helping Lucy to enjoy life after skin cancer

Lucy is a sales and events coordinator from Sydney. At 29, Lucy was enjoying being on maternity leave with her first child, Mia.

Lucy's husband Dave was concerned about a mole and decided to get it checked out. Lucy went along too and got checked at the same time. Dave was fine, but the doctor was very concerned about a mole on Lucy's face. After investigation it turned out to be a malignant melanoma and Lucy had to undergo urgent surgery to remove it. A biopsy revealed that further surgery was required.

This was a stressful and upsetting time for the young family. Thankfully after two surgeries, her results were clear. Lucy was lucky to have caught the melanoma in time. She had trauma insurance cover with AMP and made a claim with the support of her adviser and AMP case manager.

She received a lump sum payment of \$180,000 which helped to pay for medical expenses and cover mortgage repayments on the family home. This was a great relief during this difficult time. They also had a bit left over for a mortgage on a small investment property, which was one of their long term goals.

When Lucy first took out her trauma policy she took the option to have her cover reinstated if she ever needed to make a claim. Lucy can relax knowing that she is still covered in case something happens to her in the future. Since then the family has grown, with Lucy and Dave now expecting a baby boy.

6 AIHW 2014. Cancer in Australia: in brief 2014. Cancer series no. 91. Cat. no. CAN 89. Canberra: AIHW.

In 2016 we paid...

468
customers

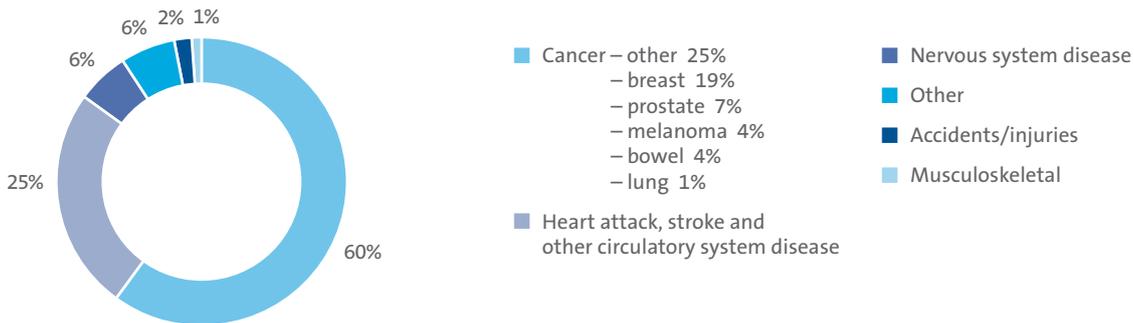


\$90 million
in trauma claims



That's about
\$246,600
paid every day

Overall trauma claims...



Trauma claims by gender...

Male

Top six claims

- 36% Heart attack, stroke and other circulatory system disease
- 25% Cancer – other
- 12% Cancer prostate
- 6% Cancer – melanoma
- 6% Cancer – bowel
- 5% Nervous system disease



Female

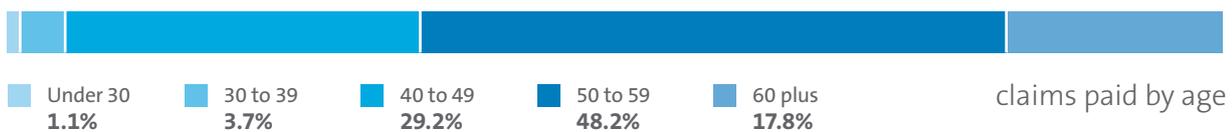
Top six claims

- 43% Cancer – breast
- 25% Cancer – other
- 10% Heart attack, stroke and other circulatory system disease
- 8% Nervous system disease
- 5% Other
- 2% Cancer – melanoma

The average age...

of AMP customers who made a trauma claim

23 ————— 52 ————— 69



The average paid per person was... **\$192,307** for trauma cover⁷

⁷ Average figures based on AMP claims paid during 2016.



Total and permanent disability (TPD) cover

TPD cover provides financial security for you and your family if you are permanently unable to work due to a disability caused by an illness or injury.

How it can help

This cover could make a noticeable difference to your situation with a payment that can help you pay for ongoing medical expenses, alterations to your home to make day to day life easier, repay major debts and help provide future financial stability.

Disability in our community

52% of people with disabilities or long term illness said that's why they don't want to or can't work.



49% of 15–64 year olds with a disability aren't in the work force.⁸

About **333,800** people rely on government disability support services.



49% of them rely on their mother, and **12%** rely on someone over 65.⁹

⁸ AIHW 2016. Disability support services: services provided under the National Disability Agreement 2014–15. AIHW bulletin no. 134.

⁹ ABS report 4430.0.10.001 – Disability, Ageing and Carers, Australia: First Results, 2015.

In 2016 we paid...

1,222
customers



\$218 million
in TPD cover claims



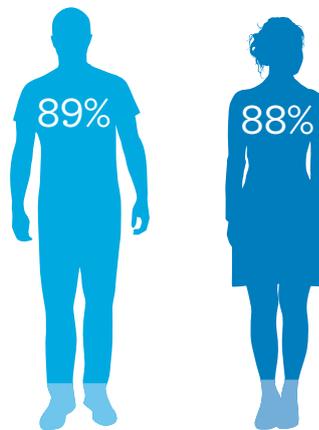
That's about
\$598,400
paid every day

Overall TPD cover claims...



TPD cover claims by gender...

Male

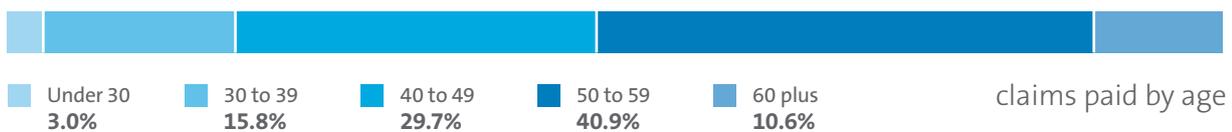


Female



The average age...

of AMP customers who made a TPD cover claim



The average paid per person was... **\$178,734** for TPD cover¹⁰

¹⁰ Average figures based on AMP claims paid during 2016.



Life cover

Life cover can give you peace of mind knowing your family will have financial security if you were to die or become terminally ill.

How it can help

Your dependants could receive a lump sum payment that they can use to pay off the mortgage or other debts, meet future expenses and maintain their lifestyle when they need it most.

Did you know?

Heart disease is the leading cause of death in Australia with

19,777 deaths in 2015¹¹



Males **42%**
Females **58%**

¹¹ ABS report 3303.0, Causes of Death, Australia, 2015.

In 2016 we paid...

1,996
customers

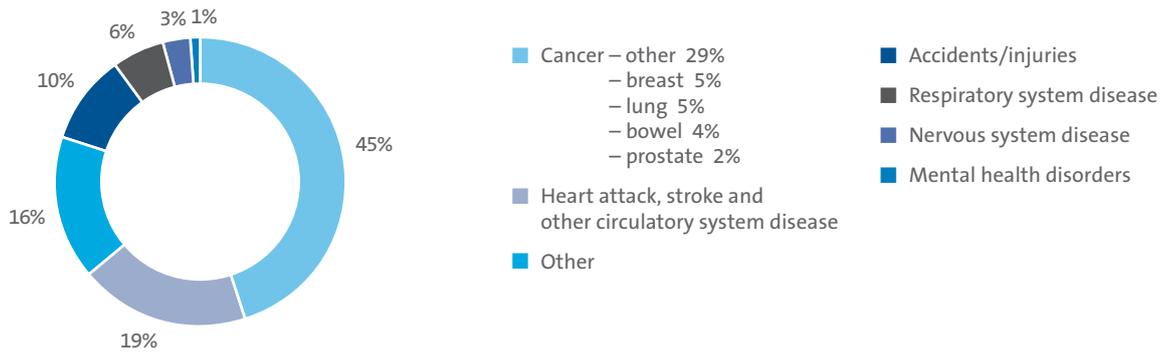


\$391 million
in life insurance claims



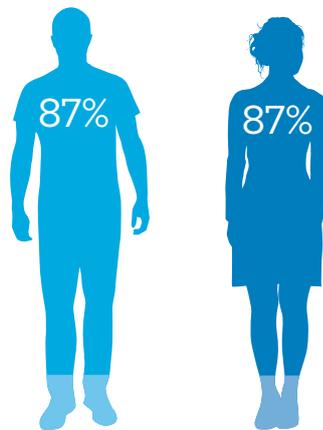
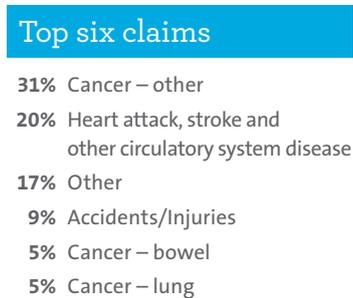
That's about
\$1.07 million
paid every day

Overall life insurance claims...

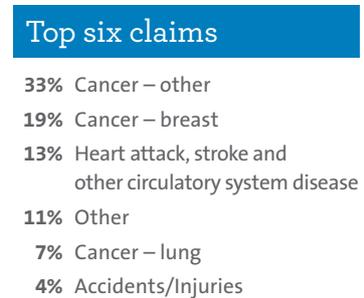


Life insurance claims by gender...

Male



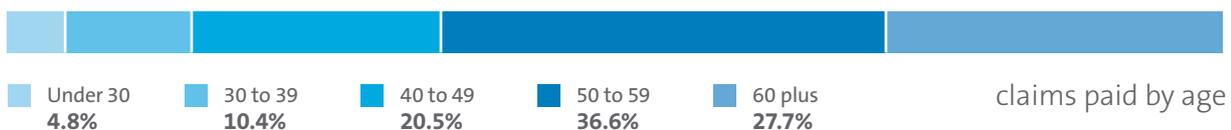
Female



The average age...

for AMP life insurance claims we paid

18 ————— 53 ————— 90



The average paid per person was...

\$196,052

for life insurance¹² – the highest amount we paid was over \$2.9 million

¹² Average figures based on AMP claims paid during 2016.

What is a terminal illness benefit?

This is an important benefit where we pay all or part of your Life cover if you are diagnosed with a terminal illness and have less than 12 months to live.

In 2016 we paid...

91
customers

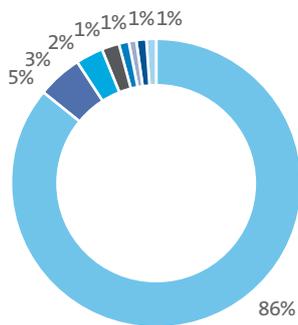


\$36.2 million
in terminal illness claims



That's about
\$99,300
paid every day

Overall terminal illness claims...



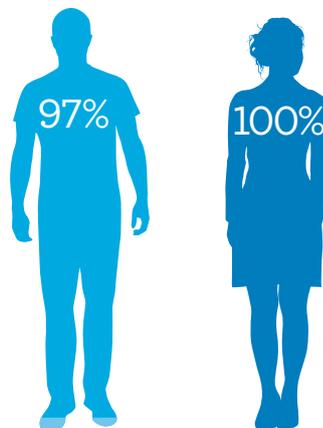
- Cancer – other 48%
 - bowel 11%
 - breast 10%
 - prostate 6%
 - lung 6%
 - melanoma 5%
- Nervous system disease
- Other
- Respiratory system disease
- Mental health disorders
- Heart attack, stroke and other circulatory system disease
- Accidents/injuries
- Musculoskeletal

Terminal illness claims by gender...

Male

Top six claims

- 55% Cancer – other
- 14% Cancer – bowel
- 9% Cancer Prostate
- 7% Cancer – lung
- 7% Cancer – melanoma
- 5% Nervous system disease



Female

Top six claims

- 53% Cancer – other
- 26% Cancer – breast
- 11% Cancer – bowel
- 5% Cancer – lung
- 5% Respiratory system disease

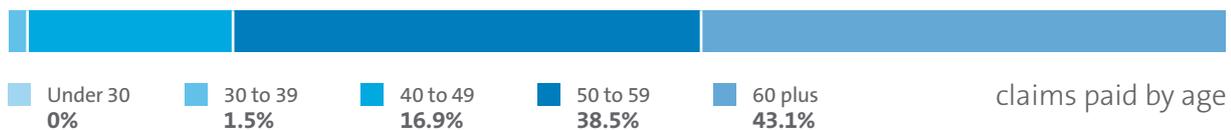
The average age...

of AMP customers who made a terminal illness claim

32

59

89



The average paid per person was...

\$398,278

for terminal illness cover¹³

¹³ Average figures based on AMP claims paid during 2016.

Contact us on **131 267**, speak to your financial adviser or visit **amp.com.au/insurance** for more information.

What you need to know

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