

Current issues in healthcare 'The future for CI and IP'

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2: Sales of protection products

	2004	2005	2006
■ Income protection	162,061	147,285	130,365
■ Critical illness	736,671	632,285	583,891

■ Source: Swiss Re Term and Health Watch 2007

3: Points to consider

- Denied claims
- Back dating
- Non disclosure
- Problems with administration
- Innovations

4: Denied claims

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5: Back dating

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6: Non disclosure

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7: Consumers' views

- 66% believe insurers should get doctor's report
- 33% believe insurers should not decline claims for non disclosure
- 75% believe insurers should be time restricted for claims investigations

▪ Source: Scottish Re

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8: Definitions of non disclosure

- Deliberate
- Reckless
- Innocent
- Inadvertent

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9: Claims paid data

Insurer	Claims paid%
BUPA (Jan-June 07)	80.3
Friends Provident (2006)	81.3
Legal & General (2006)	83.3
LV (2006)	81.4
Norwich Union (Jan-June 07)	86.0
Scottish Equitable (Jul 06-June 07)	80.0
Scottish Provident (2006)	80.3
Scottish Widows (Oct 05 – 06)	84.0
Skandia (1991 – June 07)	89.0
Standard (2006)	92.5
Average:	83.8
Source: Lifesearch	

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10: Problems with administration

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11: Admin timings

Insurer	Ave time (days) for processing:		
	Life cover	CIC	IP
Axa	15	14	22
Royal Liver	16	26	n/a
Friends Provident	19	38	41
L&G		20	90
Norwich Union	23	26	n/a
LV	27	54	36
Scottish Equitable	30	19	n/a
Bright Grey	46	41	20
BUPA	n/a	30	49

Source: Lifesearch

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12: Innovations

- Children's and carer's benefit
- Grey claims panels
- Extra care services
- Back to work initiatives
- Healthy living
- Best doctors list
- Other initiatives

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13: For the future

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