

Claims Statistics

2025



Claims statistics 2025

Momentum Life Insurance claims statistics for 2025 →

Breakdown of 2025 claim amounts →

Mortality claims →

- Unnatural death claims
- Terminal illness claims

Lump sum disability claims →

- Longevity Protector® – Disability claims

Critical illness claims →

- Critical illness claims for children
- Longevity Protector® – Critical illness claims
- Breadth of Cover Guarantee® claims

Income protection claims →

Key insights from the 2025 claims experience →

Momentum Life Insurance claims statistics for 2025

Financial wellbeing through life's uncertainties

At Momentum Life Insurance, our purpose is to help South Africans protect their financial wellbeing when life takes an unexpected turn. Our 2025 claims experience once again highlights that serious life events can happen at any age and often when least expected.

Importantly, these events are not limited to death claims alone. Illness, disability and impairment can significantly affect an individual's ability to earn an income, which remains the foundation of financial security and ongoing financial participation.

These insights reinforce the growing importance of comprehensive protection, particularly as disability and critical illness claims continue to impact working-age South Africans and many individuals remain underinsured for critical illness events. They also highlight the important role financial advisers play in helping clients make informed decisions and structure appropriate cover that supports long-term financial wellbeing through all stages of life.

Claims philosophy

When unexpected events occur, clients rely on us for support. We take this responsibility seriously and exist to pay valid claims, delivering on our promises to clients and financial advisers.

Our comprehensive and objective risk-benefit definitions provide certainty in claims outcomes. We are proud of our strong track record of delivering consistent outcomes and remain committed to upholding it.

Our purpose is to protect the financial futures of our clients and their families. We do this with integrity, compassion and a commitment to excellence – supporting our clients at every step.

Underwriting philosophy

We believe every individual deserves life insurance tailored to their unique needs and circumstances. Our role is to assess risk accurately and fairly, enabling us to provide appropriate cover and deliver on our promises to clients and financial advisers.

Our underwriting approach is personalised and grounded in careful evaluation of each applicant's risk profile. This ensures clients receive the right level of cover while avoiding unnecessary complexity. We continue to enhance our processes through innovation and technology, making it simpler and more efficient for clients to secure cover.

Our goal is to provide confidence and peace of mind by ensuring clients have the right protection in place. We are committed to delivering personalised life insurance solutions that support their long-term financial security.



Life-changing claim events do not follow a plan – they can happen to anyone at any time. That's why the right cover, in place early, makes all the difference.



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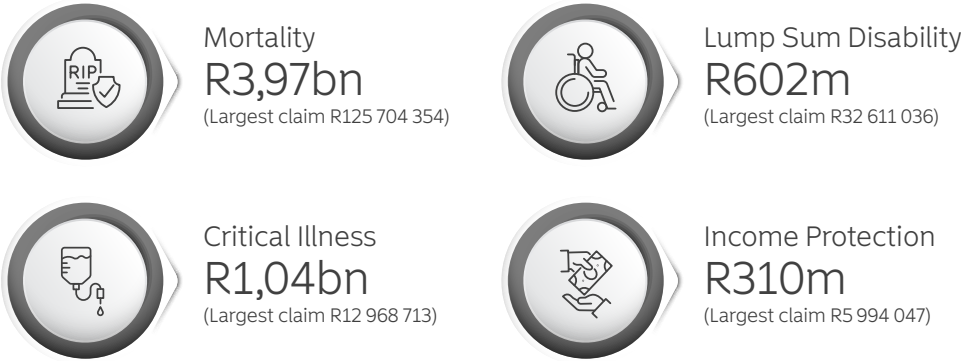
 **Income protection claims** →

 **Key insights from the 2025 claims experience** →

Breakdown of 2025 claim amounts

Momentum Retail Life Insurance paid **R6,88 billion** in claims in 2025, of which R5,92 billion was from Myriad.

Myriad claims payments per category



Claims statistics 2025

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claims statistics for 2025 

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Unnatural death claims

Terminal illness claims

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Longevity Protector® –
Disability claims

 **Critical illness claims** 

Critical illness claims for children

Longevity Protector® –
Critical illness claims

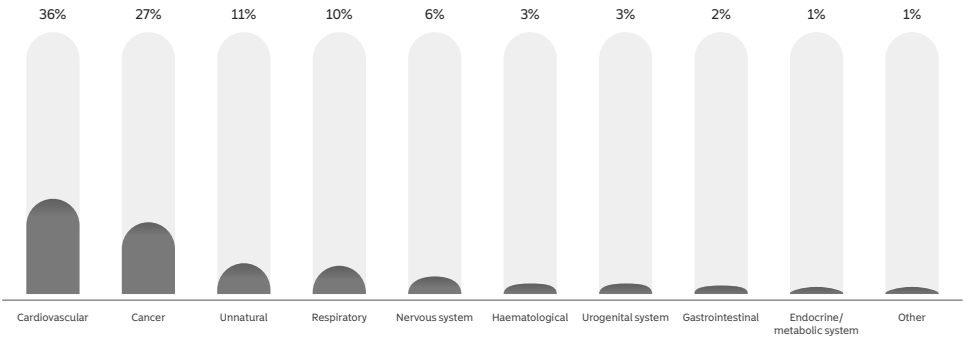
Breadth of Cover Guarantee®
claims

 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

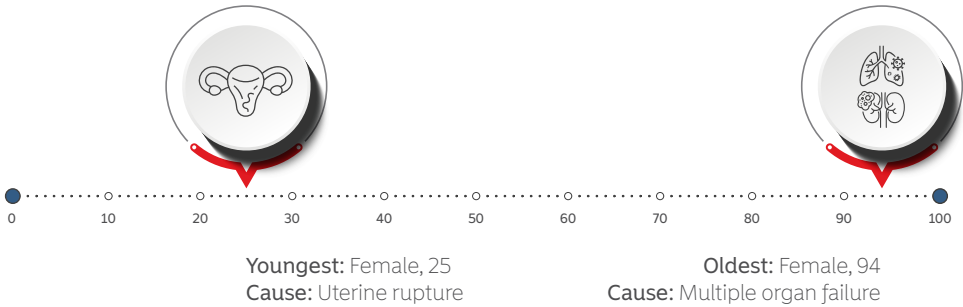
Mortality claims

Mortality claims – causes



Youngest and oldest claimants

- The **youngest** claimant was a **25-year-old female** who passed away from a **uterine rupture**.
- The **oldest** claimant was a **94-year-old female** who passed away from **multiple organ failure**.



Myriad’s largest death claim paid was **R125 million** for a 71-year-old business owner who passed away after a stroke.



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 **Mortality claims** 

Unnatural death claims

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Critical illness claims for children

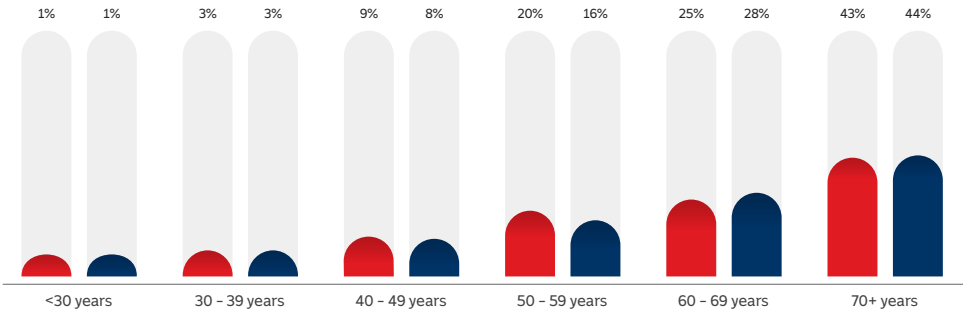
Longevity Protector® –
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 **Income protection claims** 

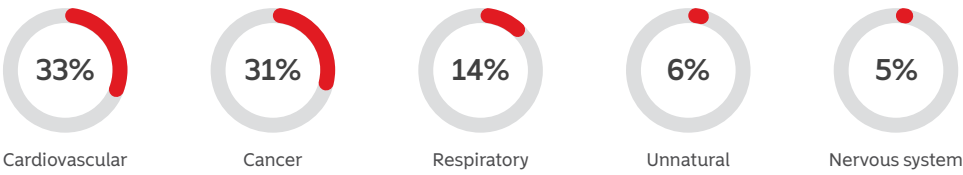
 **Key insights from the 2025 claims experience** 

Death claims by age and gender

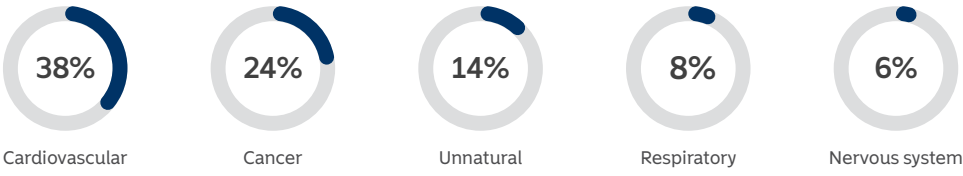


Main causes of death claims by gender

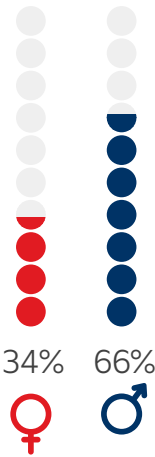
Females



Males



Claims by gender



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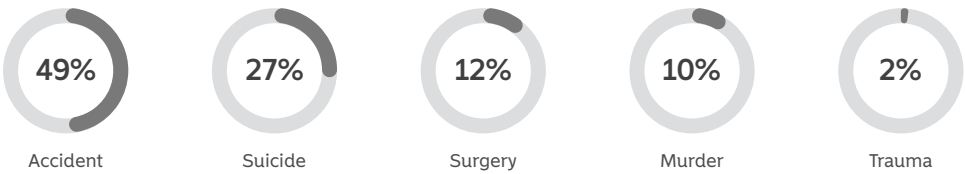
Breadth of Cover Guarantee®
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 **Income protection claims** 

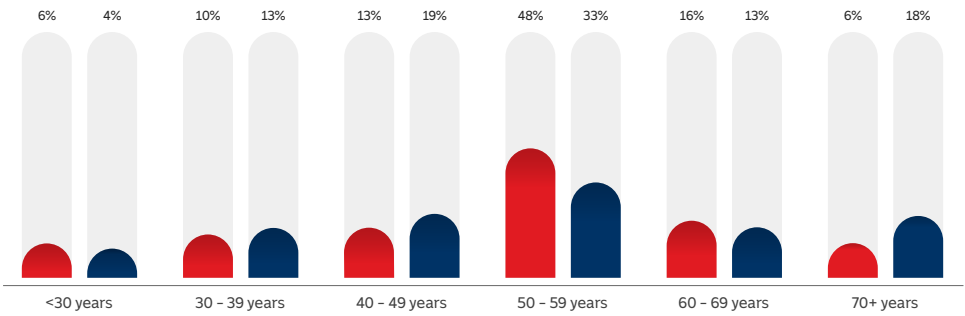
 **Key insights from the 2025 claims experience** 

Unnatural death claims

Main causes of unnatural death claims



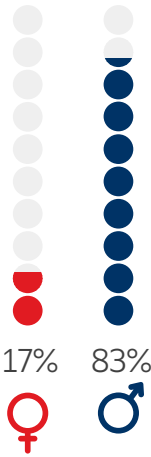
Unnatural death claims by age and gender



Accidents – most of which were motor vehicle accidents – accounted for **49%** of unnatural deaths.



Claims by gender



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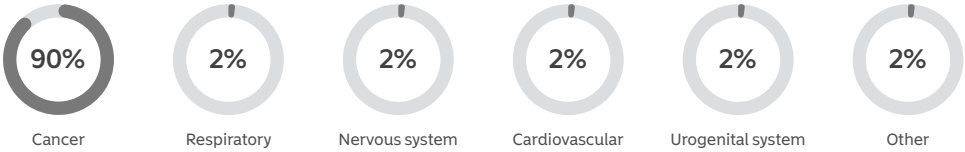
Income protection claims →

Key insights from the 2025 claims experience →

Terminal illness claims

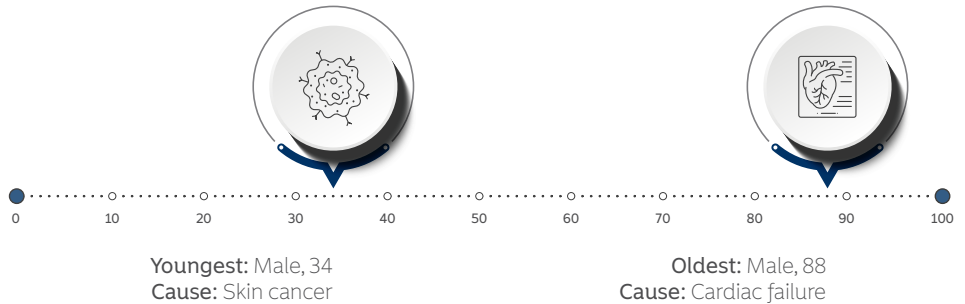
- A total of **50** terminal illness claims were paid out.
- Claims payments amounted to **R211,1 million**.
- **Cancer** accounted for **90%** of terminal illness claims.

Main causes of terminal illness claims



Youngest and oldest claimants

- The **youngest** claimant was a **34-year-old male** with **skin cancer**.
- The **oldest** claimant was an **88-year-old male** with **cardiac failure**, who was generally very frail.



Cancer accounted for **90%** of terminal illness claims.



Claims statistics 2025

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 **Breakdown of 2025 claim amounts** 

 **Mortality claims** 

Unnatural death claims

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Longevity Protector® –
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Critical illness claims for children

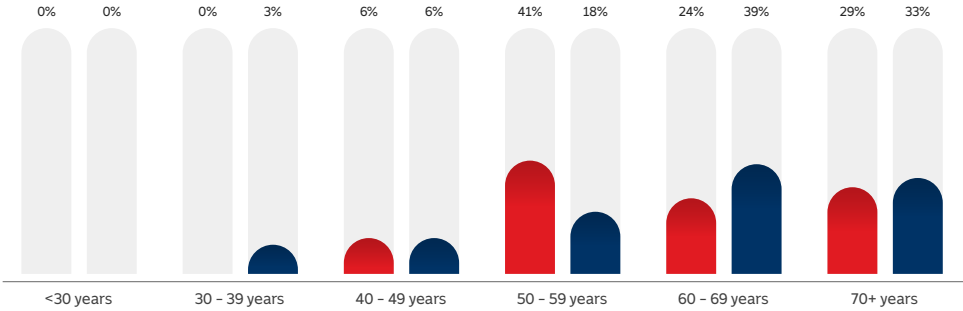
Longevity Protector® –
Critical illness claims

Breadth of Cover Guarantee®
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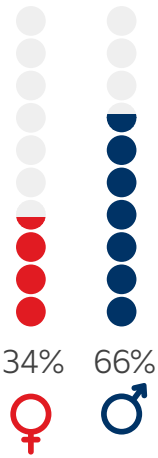
 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

Terminal illness claims by age and gender



Claims by gender



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Critical illness claims for children

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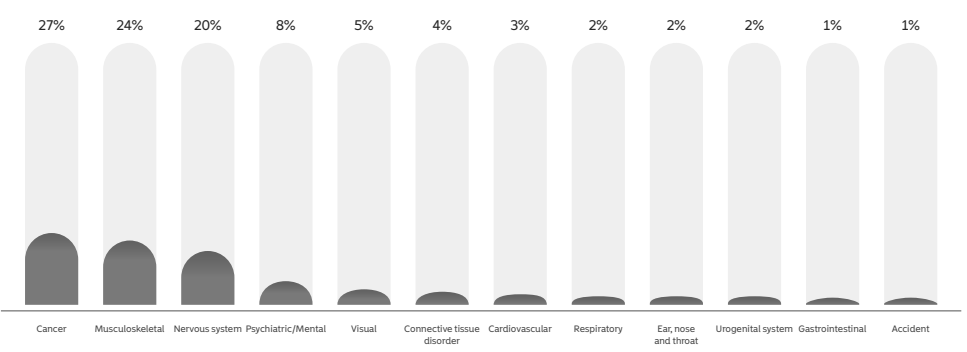
 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

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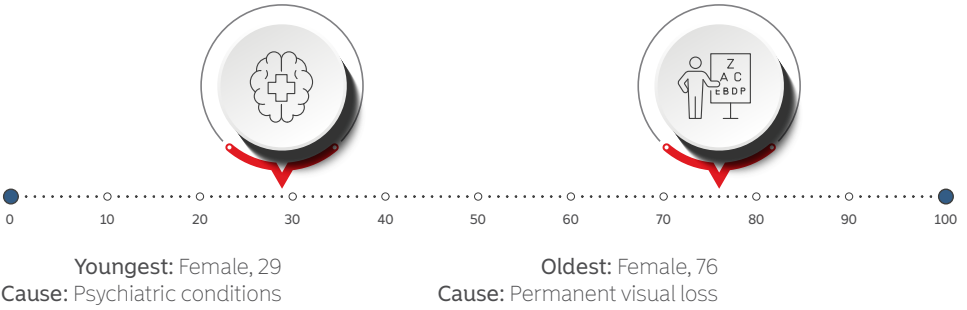
Lump sum disability claims

Lump sum disability claims – causes

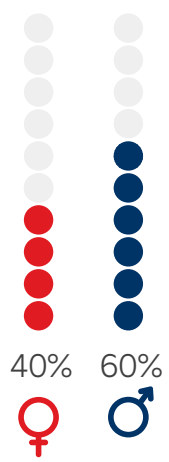


Youngest and oldest claimants

- The **youngest** claimant was a **29-year-old female** who claimed for **psychiatric conditions**.
- The **oldest** claimant was a **76-year-old female** who experienced **permanent visual loss** in one eye, resulting in a payment under the Physical Impairment benefit.



Claims by gender



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Critical illness claims for children

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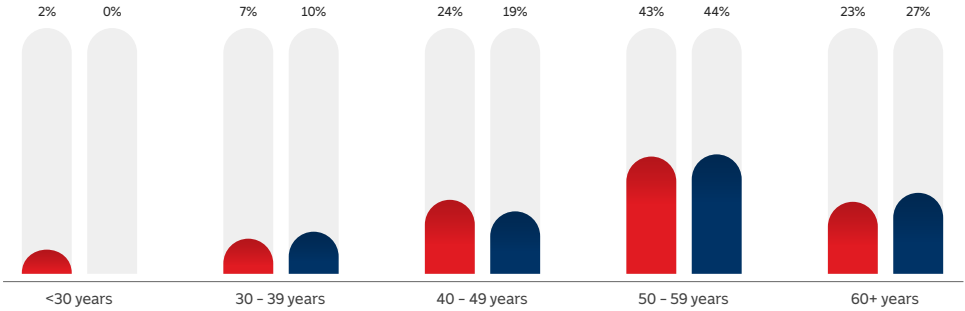
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 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

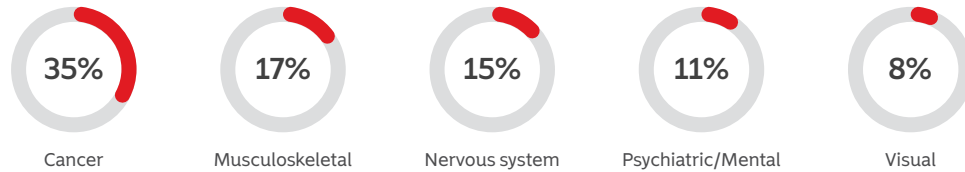
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Lump sum disability claims by age and gender

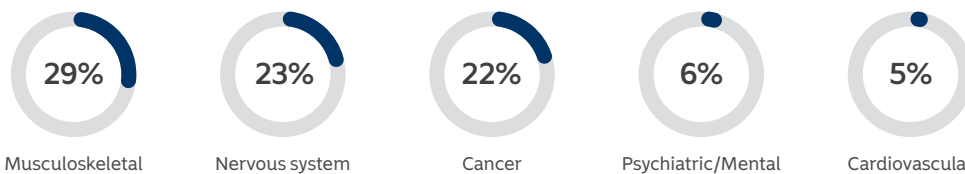


Main causes of lump sum disability claims by gender

Females



Males



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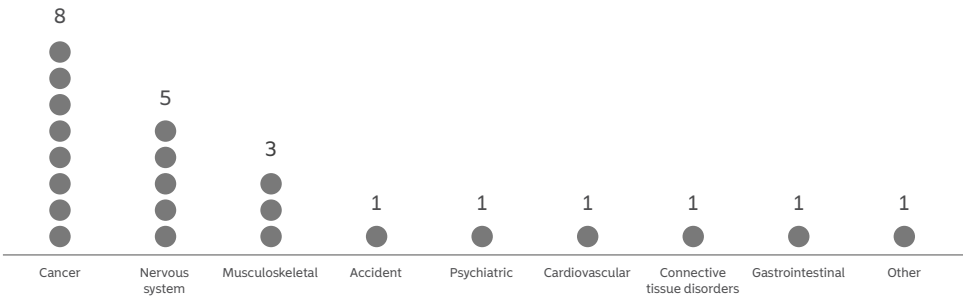
 **Income protection claims** →

 **Key insights from the 2025 claims experience** →

Longevity Protector® – Disability claims

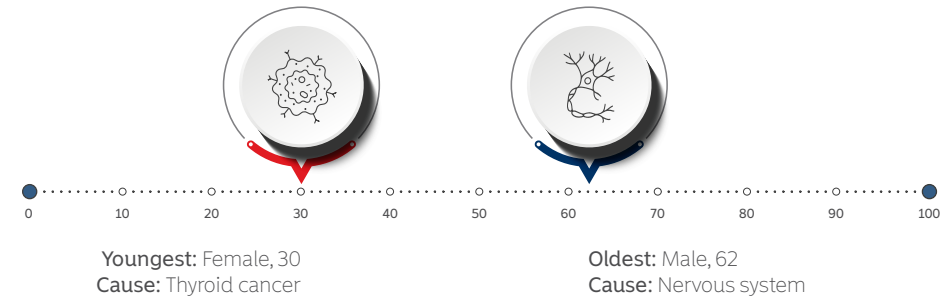
- A total of **22 new claims** were triggered in 2025.
- A total of **12 claims** became payable in 2025.

Main causes of Longevity Protector® – Disability claims



Youngest and oldest claimants

- The **youngest** client to have a Longevity Protector® – Disability payout triggered in 2025 was a **30-year-old female** with late-stage **thyroid cancer**.
- The **oldest** client was a **62-year-old male** who suffers from sensory peripheral neuropathy, a **nervous system** condition.



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 **Lump sum disability claims** 

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Longevity Protector® –
Critical illness claims

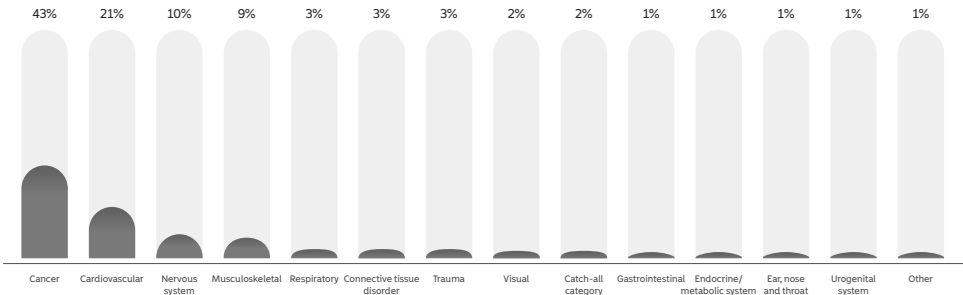
Breadth of Cover Guarantee®
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 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

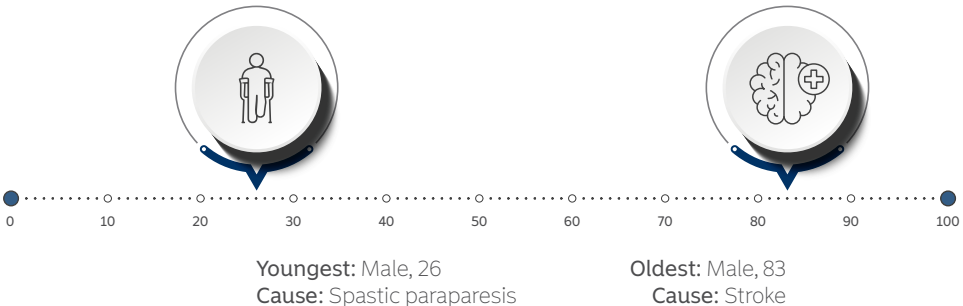
Critical illness claims

Critical illness claims – causes



Youngest and oldest claimants

- The **youngest** claimant was a **26-year-old male** diagnosed with **spastic paraparesis**, a neurological condition.
- The **oldest** claimant was an **83-year-old male** who suffered a **stroke**.



Cancer is the leading cause for both genders. Just over half of female claims are cancer-related, with breast cancer being the most common. Prostate cancer is the most prevalent among men.



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Breakdown of 2025 claim amounts

Mortality claims

- Unnatural death claims
- Terminal illness claims

Lump sum disability claims

- Longevity Protector® – Disability claims

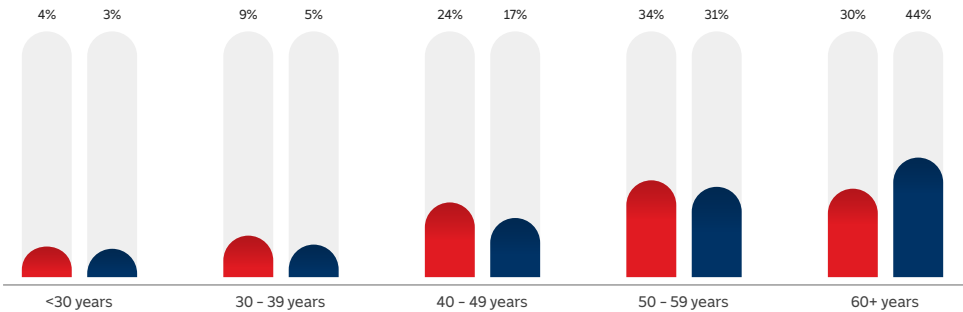
Critical illness claims

- Critical illness claims for children
- Longevity Protector® – Critical illness claims
- Breadth of Cover Guarantee® claims

Income protection claims

Key insights from the 2025 claims experience

Critical illness claims by age and gender

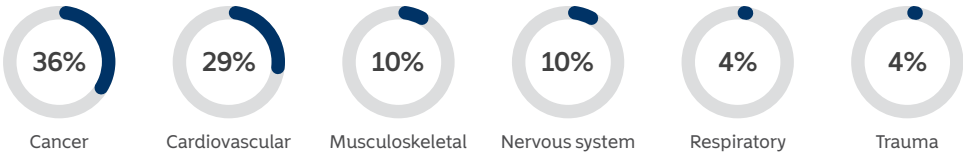


Main causes of critical illness claims by gender

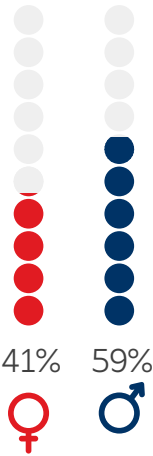
Females



Males



Claims by gender



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 **Mortality claims** →

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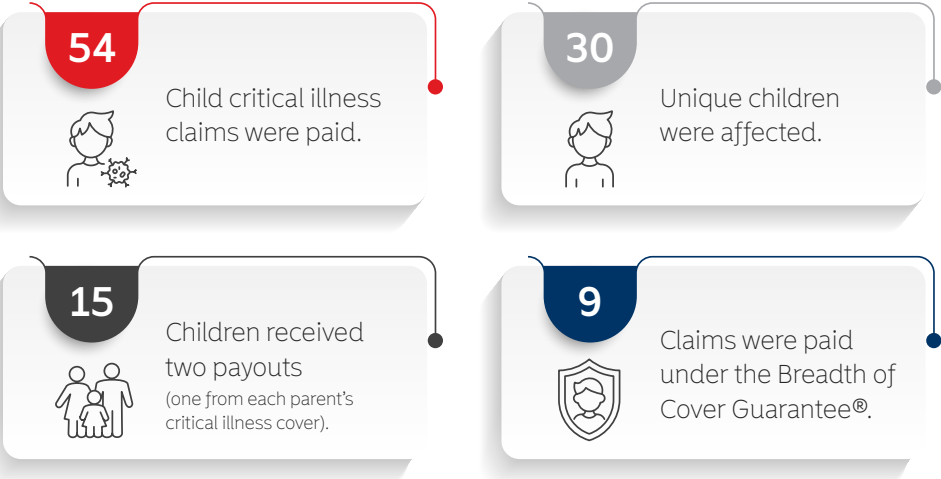
 **Critical illness claims** →

- Critical illness claims for children
- Longevity Protector® – Critical illness claims
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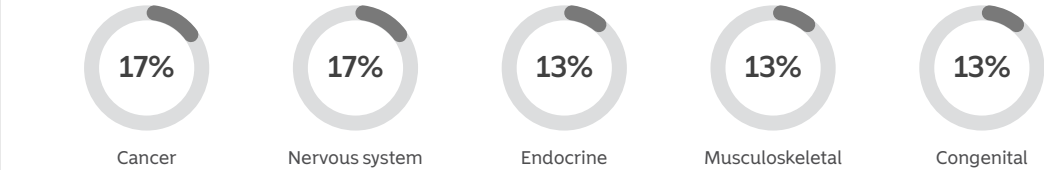
 **Income protection claims** →

 **Key insights from the 2025 claims experience** →

Critical illness claims for children



Child critical illness claim causes



Child critical illness cover is automatically included in a parent's policy, at no additional cost.



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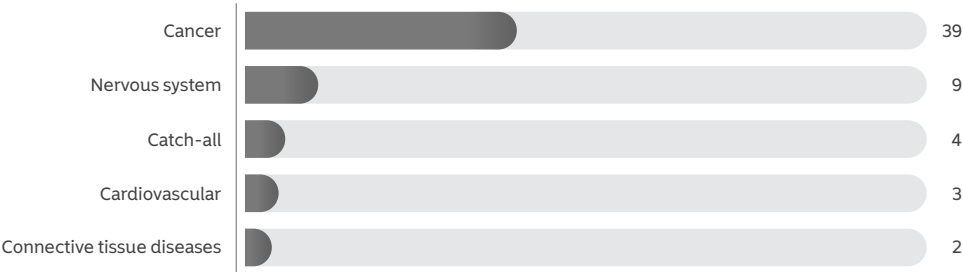
 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

Longevity Protector® – Critical illness claims

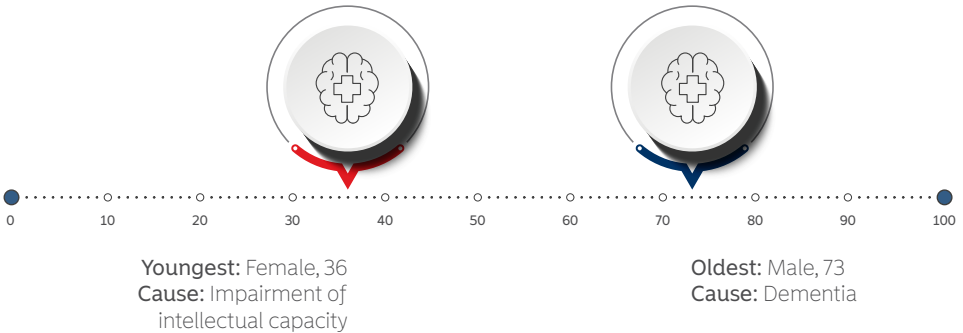
- A total of **59 new claims** were triggered in 2025.
- A total of **30 claims became payable** in 2025.

Main causes of Longevity Protector® – Critical illness claims



Youngest and oldest claimants

- The **youngest** client to have a Longevity Protector® – Critical Illness payout triggered in 2025 was a **36-year-old female**, following a diagnosis resulting in permanent severe **impairment of intellectual capacity**.
- The **oldest** client to have a Longevity Protector® – Critical Illness claim triggered was a **73-year-old male** suffering from **dementia**.



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 **Income protection claims** 

 **Key insights from the 2025 claims experience** 



Breadth of Cover Guarantee® claims

The **Breadth of Cover Guarantee®** is automatically included in Myriad's Complete Range, which ensures clients have the highest likelihood of a successful critical illness claim with Myriad.

- It pays for conditions not currently defined by Myriad, but covered by other insurers.
- If a competitor pays out earlier for a defined event in the disease process, Myriad will also pay earlier.

We paid **175 claims** under the **Breadth of Cover Guarantee®** category, totalling **R33 million**, referencing claim events from seven other life insurers.

2022	2023	2024	2025	
87	134	165	175	Claims
8	6	7	7	Other insurers
R16,3 million	R23,8 million	R26,6 million	R33 million	



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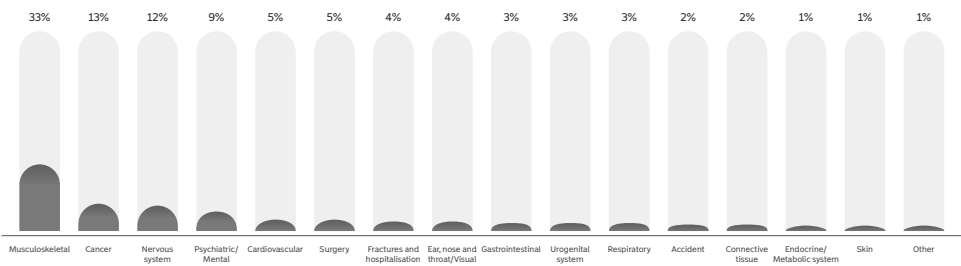
Breadth of Cover Guarantee®
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 **Income protection claims** 

 **Key insights from the 2025 claims experience** 

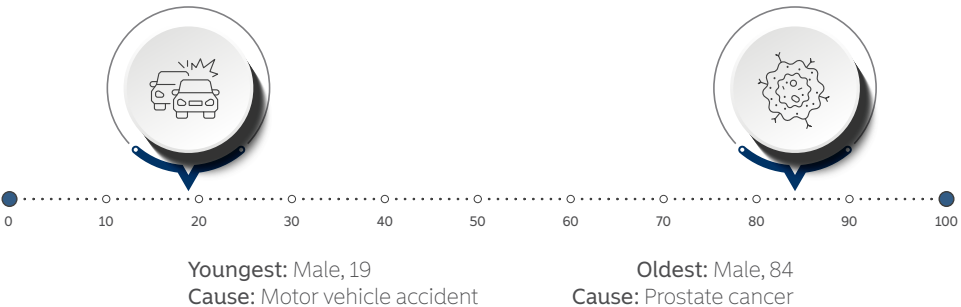
Income protection claims

Income protection claims – causes

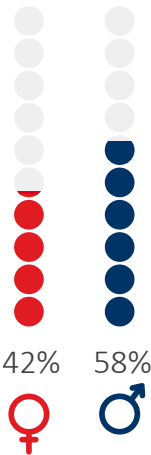


Youngest and oldest claimants

- The **youngest** claimant was a **19-year-old male** who was **paralysed** following a motor vehicle accident.
- The **oldest** claimant was an **84-year-old male** who claimed for **prostate cancer** under a continuation option of the Complete Functional Protector benefit.



Claims by gender



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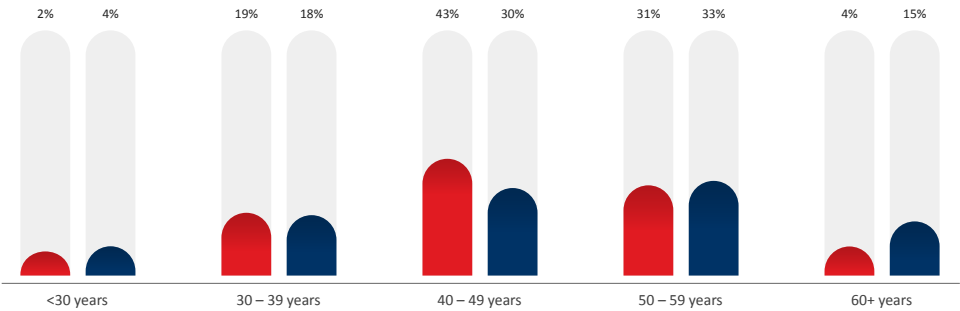
Longevity Protector® –
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 **Income protection claims** 

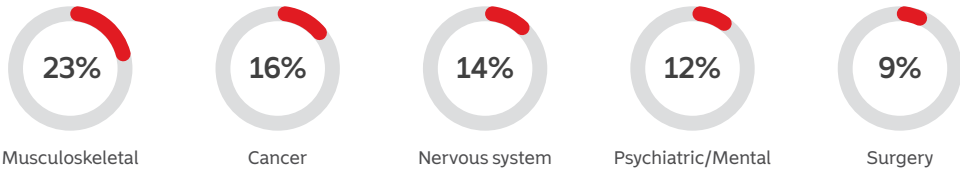
 **Key insights from the 2025 claims experience** 

Income protection claims by age and gender

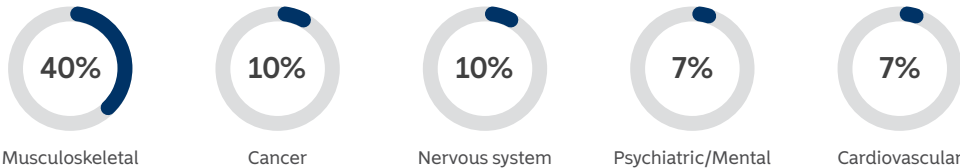


Main causes of income protection claims by gender

Females



Males



Permanent Disability Enhancer:

Myriad paid one claim to the value of R3,2 million.



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 **Key insights from the 2025 claims experience** →

Key insights from the 2025 claims experience include:

- Life-changing events can happen at any age, often when least expected and not always health-related.
- Many policyholders remain significantly underinsured for critical illness.
- Disability and critical illness claims are increasingly affecting working-age South Africans.
- Comprehensive cover is becoming increasingly important to maintain financial stability for families and businesses during financially challenging times related to illness, disability, impairment or death.



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