



Progress shows it pays out 90% of the time

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Royal Liver's online protection service Progress paid out 90 per cent of life only claims in the first 10 months of the year.

This is the first time the insurer has released claims statistics for life and critical illness products, and forms part of Progress' fifth anniversary.

The statistics also showed that within the same time period, 86 per cent of CI claims were paid, with 14 per cent declined for not meeting the definition.

No CI claims were declined due to non-disclosure, according to the statistics.

In total, Progress paid out £7.5m to customers in the 10 months.

Martin Gwilliam, chief underwriter at Progress for Royal Liver, said: "Considering our short tenure in the protection market, we are happy with the way our book is developing. What is particularly heartening is that we have not rejected any CI claims this year due to non-disclosure.

"This highlights that we have a robust application process in place."

Mr Gwilliam said it was also encouraging that its claims figures were largely in keeping with the rest of the CI market despite only writing business for five years.

He said: "Market trends suggest that CI claims figures tend to improve as a provider's book matures, which makes us very optimistic about the future."

Peter Chadborn, principal of Colchester-based CBK Colchester, said: "Zero per cent in any language, is very impressive. I am a huge fan of Royal Liver's use of wet signatures and tele-underwriting in general.

"It proves the point that the documents we take far more seriously are the ones that we have to sign rather than the ones we do not."

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