

Claims Service

Total Claims Paid from 2017



Being there when it matters most

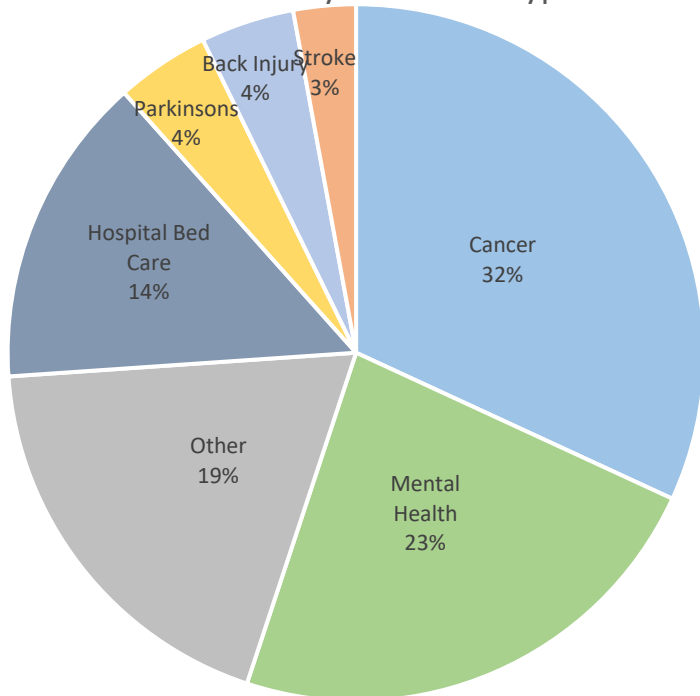


Succession Matters has positively impacted our clients' lives with over

\$25,251,797

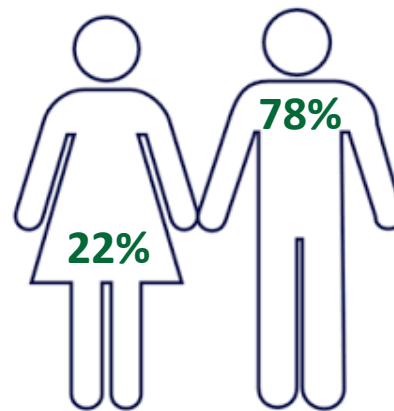
When it came to submitting a claim, Succession Matters guided us through the claims process, liaised with the insurance company and showed a genuine interest in our well-being. Our most recent claim, following an unexpected health trauma, has been a long and emotional one. It has been of great comfort to know the team were working to secure the success of our claims, relieving the financial burden. We feel very fortunate to be associated with Success Matters.

Total # Claims by Condition Type

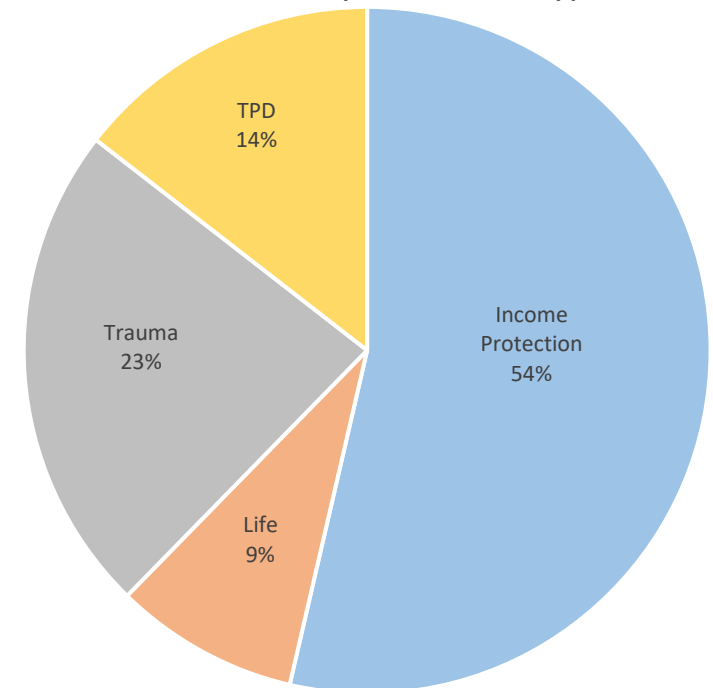


“Exceptional service requires extraordinary care”

Total Percentage of claims paid by gender:



Total # Claims by Protection Type



Claims Service

Total Claims Paid from 2017

| Condition | Insurer | Sex | Age | Employment | Amount | Occupation | Type |
|--|-------------|-----|-----|------------|--------------------|-------------------------|------|
| INCOME PROTECTION | | | | | | | |
| Anal Fissure | MLC | M | 52 | SEP | \$32,900 | Vet | AE |
| Arm Injury / Stroke | MLC | M | 48 | SEP | \$205,242* | Pharmacist | A |
| Back Injury | CommInsure | M | 54 | SEP | \$99,178 | Electrician | IND |
| Back Injury | MLC | M | 36 | EMP | \$6,615 | Operations Co-ordinator | AE |
| Back Injury | OnePath | F | 43 | E | \$33,943* | Office Manager | IND |
| Breast Cancer | TAL | F | 48 | E | \$58,286 | Town Planner | IND |
| Breast Cancer – Reconstruction | MLC | F | 43 | SEP | \$5,890 | Pharmacist | A |
| Cancer | Zurich | M | 54 | SEP | \$784,771* | Doctor | A |
| Cancer | Zurich | M | 54 | SEP | \$69,720 | Doctor | BE |
| Damaged Shoulder | Zurich | M | 47 | SEP | \$97,296 | Plasterer | AE |
| Death Benefit | MLC | M | 50 | SEP/E | \$121,336 | Doctor | AE |
| Hand Injury | Zurich | M | 35 | SEP | \$276,801* | Electrician | A |
| Hospital Bed Care | Asteron | M | 49 | SEP | \$22,040 | Financial Planner | A |
| Hospital Bed Care | Zurich | M | 51 | SEP | \$3,224 | Doctor | A |
| Hospital Bed Care | Zurich | M | 62 | SEP | \$636 | Pharmacist | A |
| Hospital Bed Care | Zurich | F | 58 | SEP | \$5,426 | Barrister | A |
| Hospital Bed Care | Asteron | M | 48 | SEP | \$33,173 | Truck Driver | A |
| Hospital Bed Care | Zurich | M | 48 | E | \$1,377 | Geologist | A |
| Hospital Bed Care | Zurich | M | 48 | EMP | \$8,072 | Pharmacist | A |
| Hospital Bed Care | Zurich | M | 55 | SEP | \$6,323 | IT Engineer | A |
| Hospital Bed Care | MLC | F | 43 | SEP | \$1,473 | Pharmacist | A |
| Hospital Bed Care | MLC | F | 33 | E | \$830 | Doctor | AE |
| Mental Health | Zurich | M | 55 | SEP | \$371,260* | IT Engineer | A |
| Mental Health | AIA | F | 57 | SEP | \$152,536 | Injury Specialist | IND |
| Mental Health | OnePath | M | 50 | SEP | \$4,093 | Photographer | IND |
| Mental Health | Aus Super | M | 28 | E | \$31,730 | Social Worker | IND |
| Mental Health | Zurich | M | 48 | EMP | \$163,891* | Pharmacist | A |
| Mental Health | AMP | M | 57 | SEP | \$529,725* | Builder | AE |
| Mental Health | CommInsure | M | 56 | SEP | \$341,267,* | Director | A |
| Mental Health | Asteron | M | 46 | E | \$1,097,476* | CEO | A |
| Multiple Sclerosis | Hesta Super | M | 28 | E | \$18,879 | Social Worker | IND |
| Myalgic Encephalomyelitis | OnePath | M | 53 | SEP | \$239,162* | Company Director | A |
| Parkinson's Disease | AMP | M | 63 | E | \$190,691 | Director | A |
| Shoulder Damage | AIA | M | 48 | SEP | \$77,109 | Courier | AU |
| Stroke & Cerebral Haemorrhage | Asteron | M | 39 | E | \$1,109,704* | Manager | A |
| Wrist Injury | Zurich | M | 50 | SEP | \$153,815* | Plasterer | A |
| TOTAL INCOME PROTECTION CLAIMS PAID | | | | | \$6,387,934 | | |

LEGEND

*Ongoing Claim
 E – Employed
 SEP – Self-Employed
 AE – Agreed Endorsed
 A - Agreed
 IND – Indemnity
 BE – Business Expense
 AU – Agreed Unverified

Claims Service

Total Claims Paid from 2017

| Condition | Insurer | Sex | Age | Employment | Amount | Occupation | Type |
|---------------------------------|------------|-----|-----|------------|--------------------|------------------------|---------|
| LIFE | | | | | | | |
| Breast Cancer | Mercer | F | 55 | E | \$915,430 | Flight Operations Mngr | TIB |
| Cancer | MLC | M | 50 | SEP/E | \$3,675,000 | Doctor | Death |
| Heart Disease / Prostate Cancer | AMP | M | 70 | SEP | \$52,500 | General Manager | Death |
| Heart Failure | QBE | M | 39 | E | \$85,000 | Paramedic | ADC |
| Leukemia | CommInsure | M | 68 | SEP | \$544,466 | Business Owner | Death |
| Suicide | Zurich | M | 50 | SEP | \$2,438,082 | Solicitor | Death |
| TOTAL LIFE CLAIMS PAID | | | | | \$7,710,478 | | |
| TRAUMA | | | | | | | |
| Breast Cancer | Zurich | F | 53 | SEP | \$147,746 | Office Manager | Full |
| Breast Cancer | TAL | F | 48 | E | \$26,802 | Town Planner | Full |
| Breast Cancer | CommInsure | F | 60 | E | \$105,000 | Office Manager | Full |
| Breast Cancer | Zurich | F | 54 | E | \$296,796 | Physiotherapist | Full |
| Cancer | OnePath | M | 54 | SEP | \$441,000 | Doctor | Full |
| Cancer | CommInsure | M | 72 | SEP | \$200,000 | Director | Full |
| Heart Surgery | AMP | M | 65 | SEP | \$467,640 | Architect | Full |
| Leukemia | AMP | M | 67 | SEP | \$400,000 | Architect | Full |
| Leukemia | CommInsure | M | 67 | SEP | \$108,000 | Business Owner | Full |
| Melanoma | MLC | M | 44 | SEP | \$20,000 | Resort Manager | Partial |
| Melanoma | MLC | F | 50 | E | \$14,775 | Registered Nurse | Partial |
| Prostate Cancer | CommInsure | M | 57 | SEP | \$519,585 | Accountant | Full |
| Prostate Cancer | MLC | M | 69 | E | \$296,481 | Director | Full |
| Rheumatoid Arthritis | MLC | F | 49 | SEP | \$843,951 | Medical Professional | Full |
| Testicular Cancer | MLC | M | 50 | E | \$525,000 | Medical Specialist | Full |
| TOTAL TRAUMA CLAIMS PAID | | | | | \$4,900,152 | | |

LEGEND

E – Employed
SEP – Self-Employed
Any Occ – Any Occupation

TIB – Terminal Illness Benefit
ADC -Accidental Death Claim
Full – Full payment
Partial – Partial payment

Claims Service

Total Claims Paid from 2017

| Condition | Insurer | Sex | Age | Employment | Amount | Occupation | Type |
|------------------------------|----------------|-----|-----|------------|--------------------|-------------------|---------|
| TPD | | | | | | | |
| Mental Health | Asteron Life | M | 47 | E | \$1,389,150 | CEO | Own Occ |
| Mental Health | BT | M | 47 | E | \$1,095,756 | CEO | Any Occ |
| Mental Health | CommInsure | M | 58 | SEP | \$1,045,704 | Managing Director | Any Occ |
| Mental Health | AusSuper | M | 28 | E | \$168,000 | Social Worker | Any Occ |
| Mental Health | GESB | M | 56 | E | \$200,000 | Social Worker | Any Occ |
| Mental Health | CommInsure | M | 59 | E | \$284,900 | Manager | Any Occ |
| Mental Health | GESB | M | 28 | E | \$212,000 | Social Worker | Any Occ |
| Parkinson's | CBus | M | 54 | E | \$220,000 | Electrician | Any Occ |
| Parkinson's | Colonial Super | M | 54 | E | \$537,080 | Electrician | Any Occ |
| Shoulder Injury | Zurich | M | 38 | SEP | \$1,100,642 | Electrician | Any Occ |
| TOTAL TPD CLAIMS PAID | | | | | \$6,253,233 | | |

LEGEND

E – Employed
 SEP – Self-Employed
 Any Occ – Any Occupation
 Own Occ – Own Occupation