

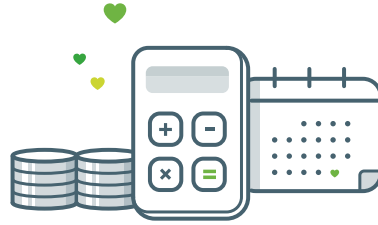


# Support for you & your clients in 2022

Claims are the moment of truth for most clients, from accidental damage to theft and storms. So, we've collated the top stats on our service, to help you to continue offering LV= GI with confidence.

## 34% of all claims

were for accidental damage in 2022



## £17 million

was paid in 2022 for LV= accidental damage claims

## 85%

of all accidental damage claims for Audio & Visual were for TV's over 32"



### Our pets caused

## 51%

of animal related damage claims, with 4% caused by someone else's pet creating havoc



## Top 3 contents claims were for TV's, Carpets/Rugs & Laptops

The top 5 accidental damage claims categories in 2022 and their average costs include:



Audio & Visual Equipment



Flooring



Computing & Office Equipment



Home Furnishings



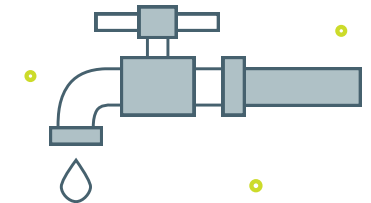
Valuables

**29%** of all claims were for escape of water in 2022

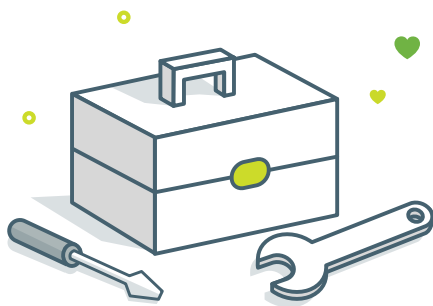


Escape of water was one of the most expensive perils in 2022, claiming

**£65 million**



which equates to 39% of all claims paid



**54%**

of theft claims were from the home in 2022, with an average theft claim cost of £2,752

# 2800 Subsidence claims

costing around £25m as a result of the dry weather in 2022. A 270% increase on the previous year.

**Customers are at the heart of everything we do** and our claims service is no exception. We pride ourselves on supporting your clients through the difficult times by...



- **Great service is our priority**  
Our claims service can only be market-leading because of our fantastic teams always striving for the best.
- **Our accelerated settlements**  
We can settle both buildings and contents claims on the very first call, where circumstances allow.



**Our Green Heart Standard for positive social change** helps suppliers reduce their environmental impact.

We're working closely with our Building Contractor Network to ensure they all achieve this over the next 12 months.

For financial advisers only

 **GENERAL INSURANCE INTERMEDIARY**

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