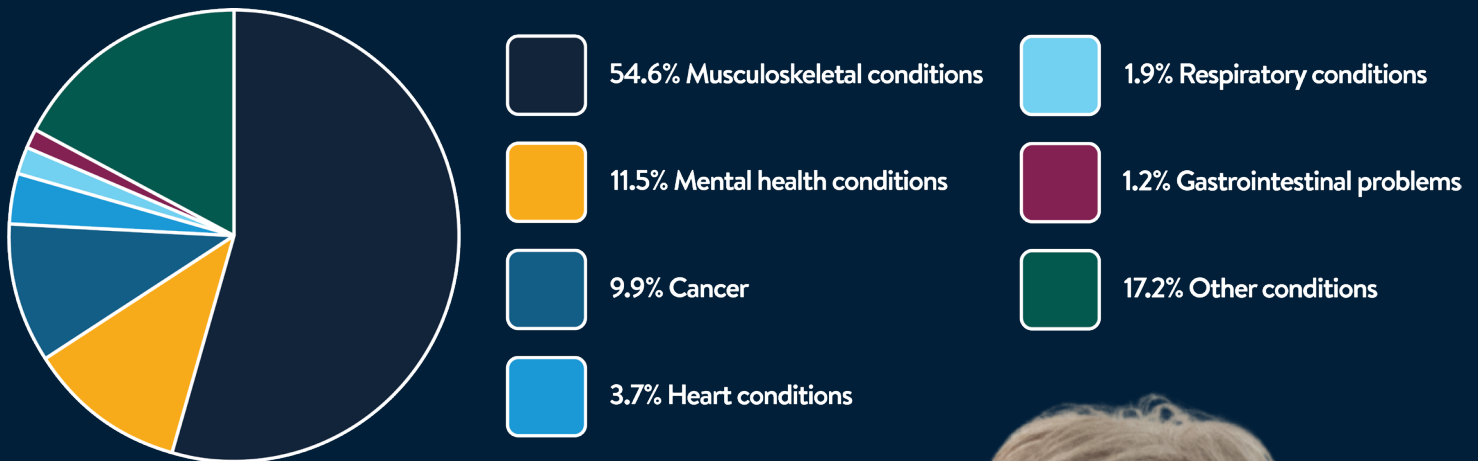


# 96% of Income Protection claims paid in 2024

Compared to an industry average of 80%\*, **Shepherds Friendly paid out an average of 96% of Income Protection claims** in 2024.

.....

Here's a breakdown of the value of claims paid in 2024:



“ We're really pleased to have helped so many members and their families last year. **As a mutual, our members always come first and have done for almost 200 years.** As we look ahead, we remain dedicated to meeting their changing needs in the future.

**Ann-Marie O'Dea**  
Chief Executive Officer

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\*Source: Association of British Insurers (ABI) - [abi.org.uk](http://abi.org.uk)