



Momentum Life Insurance's **2025 Claims Statistics**

The growing financial reality of surviving serious illness and disability

Momentum Life Insurance's latest claims statistics reveal an evolving risk landscape for South Africans. While life cover remains a critical component of financial planning, the 2025 claims experience highlights the increasing financial impact of surviving serious illness, disability, impairment, and long-term health events.

To date, Momentum Life Insurance has paid **more than R84,8 billion** in claims. This includes a 2025 payout of **R6,88 billion** across its Momentum Retail Life Business, with **R5,92 billion** delivered under its flagship **Myriad product range**.

Myriad claims payments per category



Mortality
R3,97bn



Lump Sum Disability
R602m



Critical Illness
R1,04bn



Income Protection
R310m

The 2025 claims statistics reinforce the growing importance of holistic financial planning and comprehensive protection structures that extend beyond death cover alone.

Critical illness claims continue to rise

Critical illness claim payouts increased by **more than 15%** year-on-year during 2025, exceeding **R1 billion** in payouts for the first time.

Cancer remained the leading cause of critical illness claims, accounting for **43%** of claims, followed by cardiovascular, nervous system, and musculoskeletal conditions.

The data also highlighted the extent to which many clients remain underinsured for critical illness. Of clients who died from cancer or cardiovascular-related conditions during 2025, **87% did not have critical illness cover in place**, at least not with Momentum Life Insurance.

This highlights the significant critical illness gap in the market. The reality is that medical advances ensure that many clients do not pass away after a critical illness event, but they might face severe financial pressures if they don't have critical illness cover to help them manage the financial consequences associated with treatment, recovery, and ongoing care.

Momentum Life Insurance also paid **R33 million** in claims under its **Breadth of Cover Guarantee®**. Although these claim conditions were not covered under the Myriad claim definitions, the claims were paid because at least one other insurer in the market included the conditions in its definitions. This reinforces the value of the guarantee and provides clients with the peace of mind that, with Myriad, they have the most comprehensive critical illness cover in the market.

Serious life events continue to affect younger clients

The 2025 claims experience again demonstrated that serious life events can occur at any age and are not always health-related, but may also result from unexpected events such as accidents and other external causes.

One trend that continues to stand out is the disproportionately high number of death claims among younger clients resulting from unnatural causes. In 2025, **62%** of death claims for clients under the age of 30 were due to **unnatural causes**.

As in previous years, **accidents** remained the leading cause of unnatural deaths across all age groups. Among younger clients, accidents accounted for **63%** of unnatural death claims, compared with **48%** among older clients. **Motor vehicle accidents** were the primary cause of accidental deaths.

These figures highlight why young clients should not be overlooked when considering life cover. While youth often comes with confidence and a sense of freedom, life remains unpredictable. Having the right protection in place ensures that loved ones are financially supported if the unexpected occurs.

Simply put, if someone is old enough to hold a driver's licence, they're old enough to consider life insurance. Many young adults already spend significantly on short-term insurance – yet life cover at this stage is very affordable.

The **youngest** individual for whom a **death claim** was honoured in 2025 was a **25-year-old** female who tragically succumbed to a uterine rupture. In comparison, the youngest terminal illness claim was paid to a **34-year-old** male diagnosed with terminal skin cancer.

The **youngest critical illness** claimant was a **26-year-old** male diagnosed with spastic paraparesis, while the **youngest lump**

sum disability claimant was a **29-year-old** female presenting with psychiatric conditions, including PTSD, major depression, and anxiety.

These claims reinforce the importance of engaging younger clients in risk conversations early, while premiums are highly affordable and insurability is at its peak.

Disability and income protection remain essential

Momentum Life Insurance's disability and income protection claims experience continues to highlight the importance of protecting clients' ability to earn an income during periods of illness, injury, or impairment.

Musculoskeletal conditions remained the leading cause of **income protection** claims during 2025, accounting for **33%** of claims overall. Cancer, nervous system conditions, and psychiatric conditions also featured prominently.

For **lump sum disability** claims, **cancer** was the leading cause overall at **27%**, followed closely by musculoskeletal and nervous system claims.

Permanent income protection claims accounted for approximately **49%** of monthly income protection claim payments during 2025, reinforcing the growing need for long-term financial support structures where disability or impairment becomes permanent.

Multiple-benefit claims demonstrate the value of holistic planning

The value of comprehensive financial planning was clearly demonstrated through multiple-benefit claims during 2025.

A total of **377 clients** received claim payments across multiple benefits. Among these clients, the ten highest multiple-benefit claimants each received more than R25 million in cumulative payouts.

These claims demonstrate how layered protection structures can provide meaningful long-term financial support across multiple stages of illness, disability, and recovery.

What this means for advisers

The 2025 claims statistics reinforce several important realities for financial advisers:

- Financial advisers play an essential role in providing sound financial guidance that helps individuals make informed decisions and achieve their financial goals.
- Clients remain significantly underinsured for critical illness events.
- Income protection and disability benefits play an essential role in maintaining financial continuity for individuals and businesses.
- Younger clients remain vulnerable to unexpected life events.

Momentum Life Insurance processed **8 773 claim payments** during 2025 – equating to approximately **R26,3 million paid every working day** and around **R3,5 million every working hour**.

Behind every claim is a client, family or business that depended on having the appropriate advice and protection structures in place when it mattered most. We applaud our valued financial advisers, without whom this would not have been possible.