

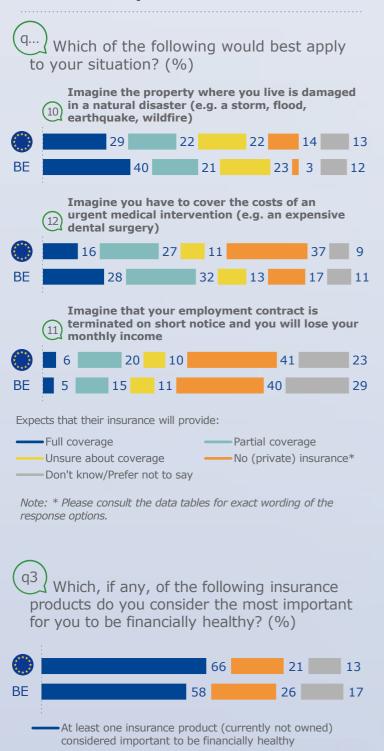


Flash Eurobarometer

Consumer trends in insurance services

Interviews with EU citizens: EU27 – 25 880 | BE – 1 009 Fieldwork: 22.06 - 30.06.2022 | Methodology:

Self-assessed level of insurance protection



 Does not consider additional insurance (on top of insurance already owned) important to be financially healthy

Does not know

Issues encountered when making an insurance claim



(13) Based on your own insurance purchasing experience, please indicate how much you agree or disagree with the following statements... (%)

You are confident that, in the event of a claim, you will receive compensation consistent with your understanding of the insurance coverage 25 9 46 BE 55 20 8 12 6 Strongly agree Tend to agree Tend to disagree Strongly disagree

Don't know





Reasons not to buy or renew insurance products

q4 Why did you not buy (or renew) this type of insurance policy? (% Multiple answers allowed)

Base: Those identifying a type of insurance policy as important to be financially healthy, but who did not

purchase/renew their policy 19 Due to budgetary constraints BF 12 19 The premium was too high BE 15 Insurance policy cost is too high 17 compared to expected return and level of risk BE 16 12 Due to lack of proper advice BF 15 9 Due to limited coverage/ exclusion in the coverage BF g 8 It is unlikely the insurer will pay out in the event of a claim BF 5 You could only find the product 7 bundled with insurance that you already have BE 5 6 You did not fully understand the extent of coverage RF 6 5 You find you have no real choice between different premium structures BF 3 10 Other BF 11 14 Don't know BF 24

Financial hardship and insurance



Strongly disagree

Tend to disagree

Don't know/No answer