



Flash Eurobarometer

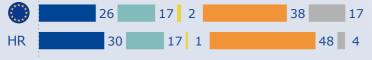
SME insurance trends

Interviews with SMEs: EU27 - 9 067 | HR - 351 Fieldwork: 15.06 - 01.07.2022 | Methodology: (3)

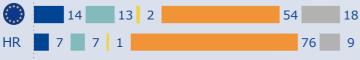
Self-assessed level of insurance protection

What level of coverage is provided by your insurance for the following risks? (%)

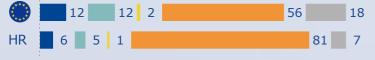
Physical loss or damage from a natural disaster (e.g., a storm, flood, earthquake, wildfire etc.)



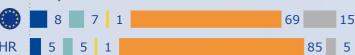
Any type of liability, including legal expenses and nonphysical damage events, such as a strike



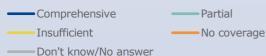
Stopping business activities for six months due to disaster-related damage



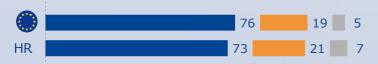
A cyber attack



Coverage perceived as:



Which, if any, of the following insurance products do you consider the most important for your business activities? (%)



—At least one insurance product (currently not owned) considered important for their business activities

 Does not consider additional insurance (on top of insurance already owned) important for their business activities

Does not know

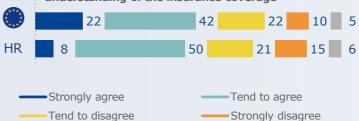
Issues encountered when making an insurance claim

q. Have you encountered any of the following in the past three years? (% 'yes')



(q13) To what extent do 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



Don't know/No answer





Reasons not to buy or renew insurance products

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

Base: SMEs identifying a type of insurance policy as important for their business activities, but who did not purchase/renew their policy

| Insurance policy cost is too high compared to expected return and level of risk) | HR | 25 26 |
|--|----|----------|
| You find it unlikely that the insurer will pay out in the event of a claim | HR | 20 21 |
| The premium is too high | HR | 18 |
| Due to budgetary constraints | HR | 16 13 |
| Limited coverage/exclusion in the coverage | HR | 13 |
| You do not fully understand the extent of coverage | HR | 12 |
| You find there is no real choice petween different premium structure | HR | 9 |
| Other | HR | 20 |
| Don't know | HR | 13 13 |

Insurance and financial health

(q10) Have you encountered any of the following in the past three years? (% 'yes')

You cancelled an insurance policy because the premium increased without justification HR 2

You paid your insurance premiums on credit HR 3

Insurance trends

Thinking about the COVID-19 pandemic, natural disasters, the war in Ukraine and the current economic situation, would you say you are now more or less likely to purchase or renew insurance products? (%)



Still thinking about the current state of affairs, to what extent do you agree or disagree that there is now less coverage and more exclusions for insurance policies than three years ago? (%)

