

Flash Eurobarometer

SME trends in insurance services

Survey requested by the European
Insurance and Occupational
Pensions Authority

Fieldwork conducted by
Ipsos European Public Affairs



Technical note

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Fieldwork conducted by Ipsos European Public Affairs

Methodology

- **Fieldwork:** 15 June – 1 July 2022
- **Target population:** Small and medium-sized enterprises of less than 250 employees, active in manufacturing (NACE category C), retail (NACE category G), services (NACE categories H, I, J, L, M, N, R, S) and industry (NACE categories B, D, E, F)
- The survey was conducted via telephone interviews
- Interviews took place with someone with decision-making responsibilities (managing director, general manager, CEO, financial director), someone leading the commercial activities (commercial manager, sales manager, marketing manager) or a legal officer
- **Coverage:** EU27
- **Sampling methodology:** representative (probability) sample of businesses
- **Number of interviews:** 9 067
- **Sample size per country:** 200 in LU, CY, MT, 350 in all other countries

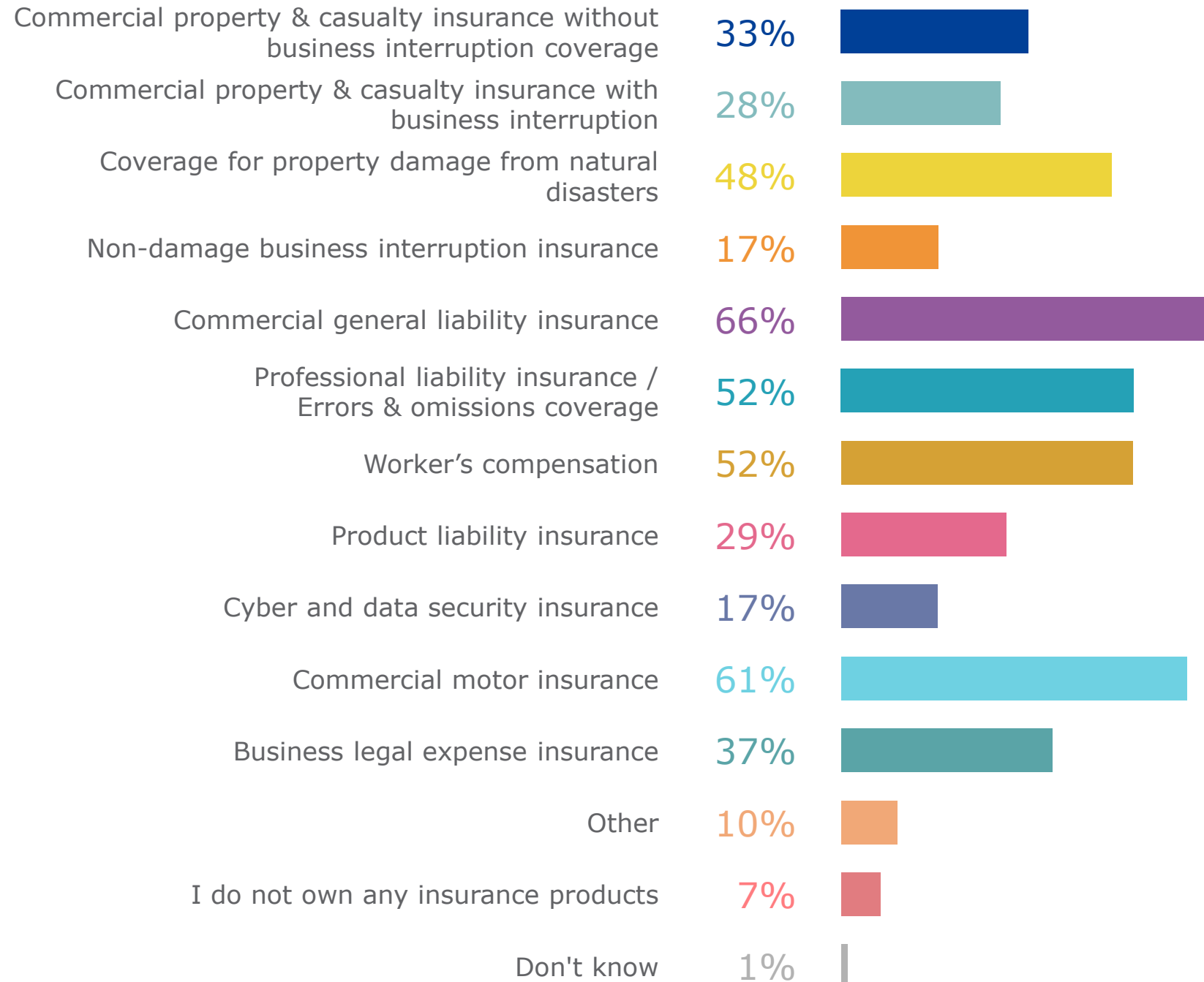
Presentation of survey data

- Survey data were **weighted** to marginal population distributions (in terms of number of employees and NACE sector; source: Eurostat Enterprise Statistics and Business Demography, 2019) using *rim* weighting. The EU27 averages are weighted according to the size of the business population of each country. *Note:* Percentages may not total 100 due to rounding.

Q1

Which of the following insurance policies do you own for business purposes? [MULTIPLE ANSWERS]

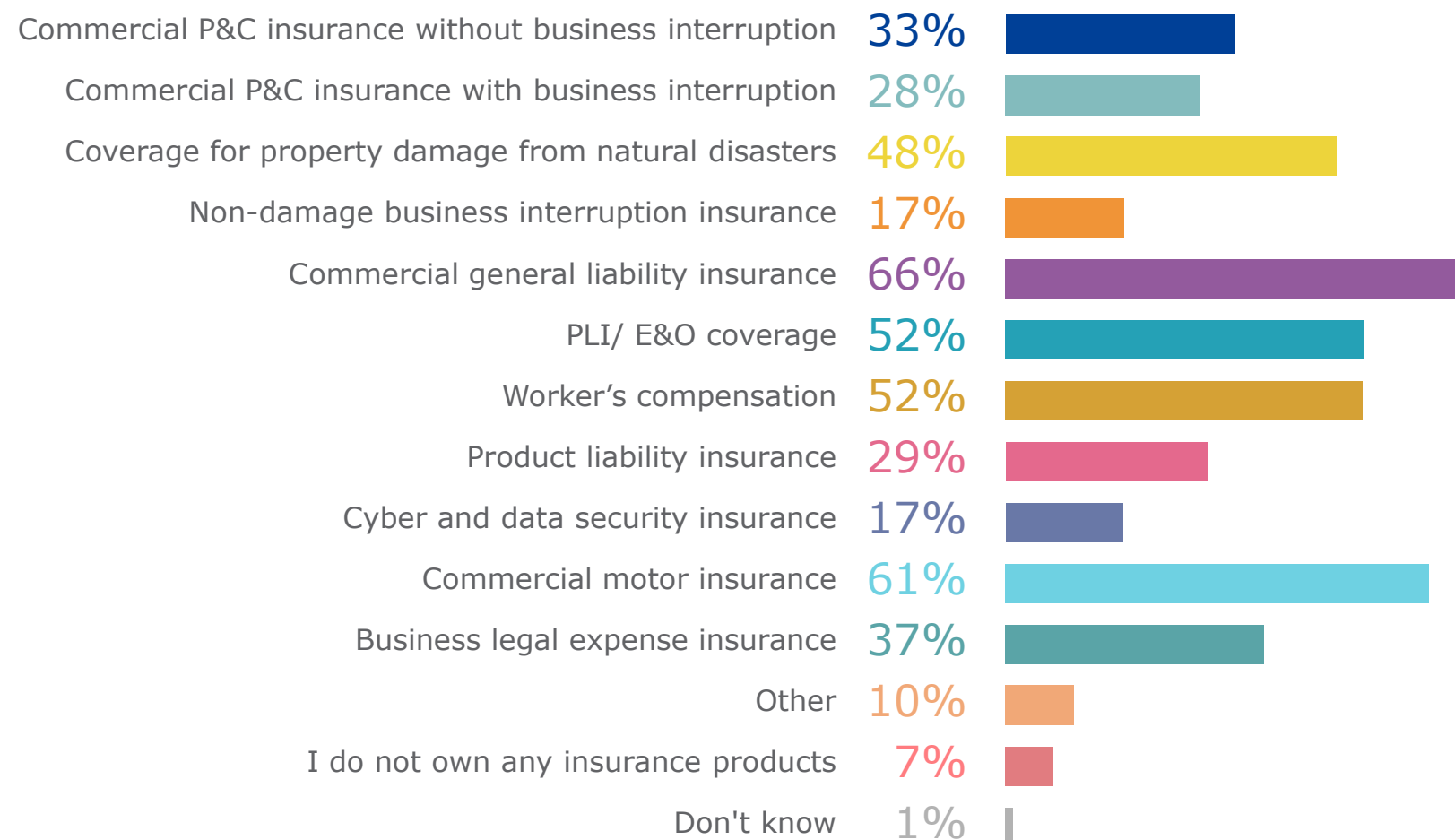
EU27 average



Q1

Which of the following insurance policies do you own for business purposes? [MULTIPLE ANSWERS]

EU27 average



Company size (%)



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1-9 empl.	33	28	47	17	65	52	51	28	16	60	37	10	7	1	
10-49 empl.	40	38	61	26	79	57	66	43	27	82	48	15	1	2	
50-249 empl.	41	49	62	25	77	60	67	49	35	82	47	17	1	2	

Sectors grouped (%)



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Manufacturing	35	30	56	19	67	43	51	38	16	72	33	10	6	1	
Retail	32	30	53	18	62	42	52	36	17	63	37	12	9	2	
Services	33	27	45	17	66	55	50	25	18	54	38	9	7	1	
Industry	36	29	48	17	72	60	57	31	12	80	39	12	4	1	

Company turnover (%)



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Up to €100,000	29	17	38	11	53	40	35	19	12	48	27	6	14	1	
€100,001-€500,000	38	27	50	16	68	53	55	28	16	65	39	10	4	1	
€500,001-€2,000,000	39	45	64	24	79	65	67	38	24	76	52	14	1	0	
More than €2,000,000	38	40	58	30	82	66	65	47	27	73	47	17	1	2	

Company age (%)



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Less than 1 year	30	34	35	29	55	45	39	27	35	47	40	4	24	2	
Between 1 and 5 years	28	24	37	15	62	46	47	26	18	47	33	7	10	1	
Between 6 and 10 years	36	24	47	15	62	48	51	30	16	58	32	8	8	1	
More than 10 years	34	30	51	18	68	54	53	30	17	66	39	11	6	1	

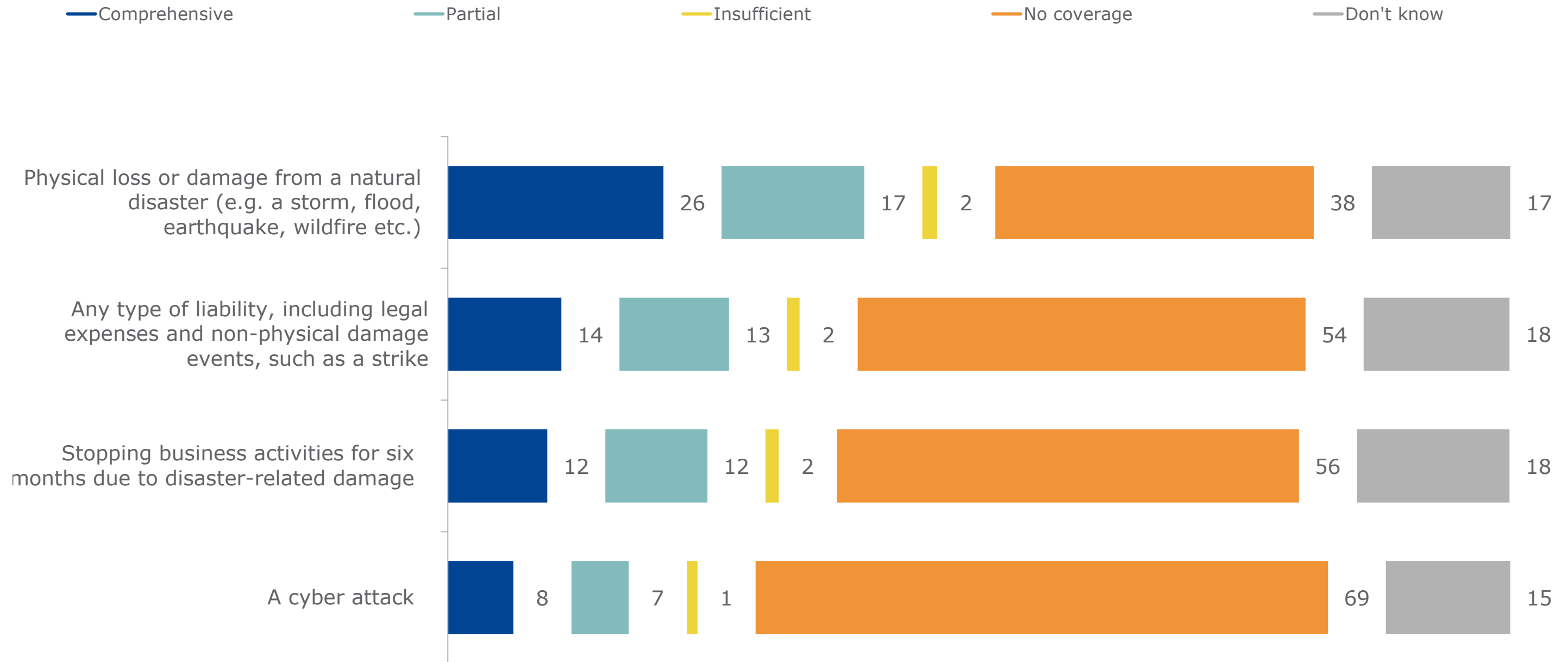
Q1

Which of the following insurance policies do you own for business purposes? [MULTIPLE ANSWERS]

	EU27	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE
Commercial P&C insurance without business interruption coverage	33	39	9	36	19	39	13	25	30	35	39	25	34	28	18	20	37	24	41	28	31	48	19	17	20	17	37	24
Commercial P&C insurance with business interruption	28	30	2	14	28	28	7	22	16	28	65	12	22	20	5	5	40	14	58	39	34	12	25	13	6	6	31	32
Coverage for property damage from natural disasters	48	66	20	50	18	43	17	41	52	53	75	33	48	56	17	26	47	35	77	49	53	34	59	22	35	34	18	14
Non-damage business interruption insurance	17	23	0	5	17	23	2	17	6	18	32	6	11	9	1	1	26	5	31	34	33	5	18	3	5	3	22	30
Commercial general liability insurance	66	78	1	62	65	80	11	49	40	89	88	14	68	44	9	29	76	21	56	70	72	44	70	10	42	40	63	72
Professional liability insurance / E&O coverage	52	77	14	56	41	60	6	47	27	52	81	28	36	48	31	19	77	38	69	88	50	37	41	12	25	44	52	56
Worker's compensation	52	66	8	58	81	58	6	38	23	85	70	41	39	51	10	9	72	13	76	74	41	30	55	6	16	7	44	66
Product liability insurance	29	35	4	26	45	30	5	30	19	48	27	14	30	18	8	9	46	11	39	48	31	21	29	9	13	8	22	35
Cyber and data security insurance	17	16	1	7	40	22	2	25	9	35	20	2	13	11	3	0	17	3	30	28	24	3	15	8	5	3	6	25
Commercial motor insurance	61	81	28	80	47	72	42	40	59	66	68	79	51	66	41	52	48	65	66	49	65	65	59	42	36	72	47	44
Business legal expense insurance	37	70	0	15	44	51	3	15	29	50	66	5	26	27	3	4	53	13	41	54	50	10	16	6	7	8	70	63
Other	10	20	18	8	8	9	7	3	7	12	21	6	8	4	17	13	1	3	0	0	0	6	5	8	8	9	8	12
<i>I do not own any insurance products</i>	7	0	40	7	4	3	38	1	19	1	0	7	8	4	23	25	2	13	2	0	0	11	0	39	28	14	13	11
<i>Don't know</i>	1	3	2	0	2	3	1	6	0	0	0	0	1	0	0	1	0	1	0	3	2	2	0	1	1	1	0	3

Q2

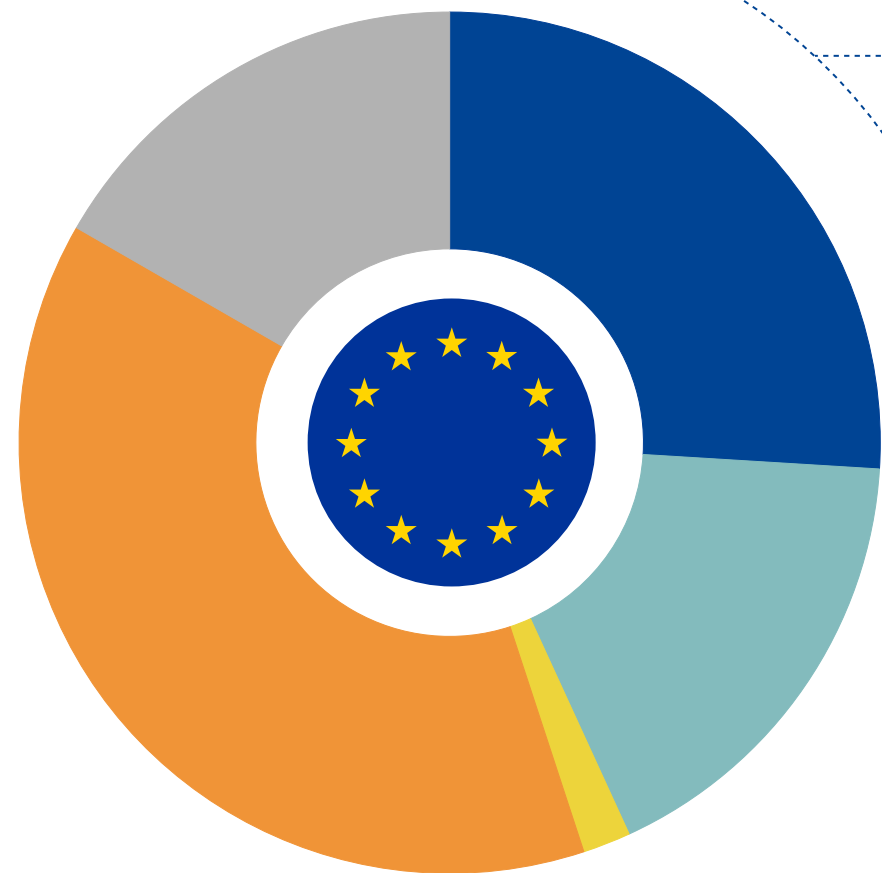
What level of coverage is provided by your insurance for the following risks?



Q2_1

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.)

EU27 average



• **26%** Comprehensive

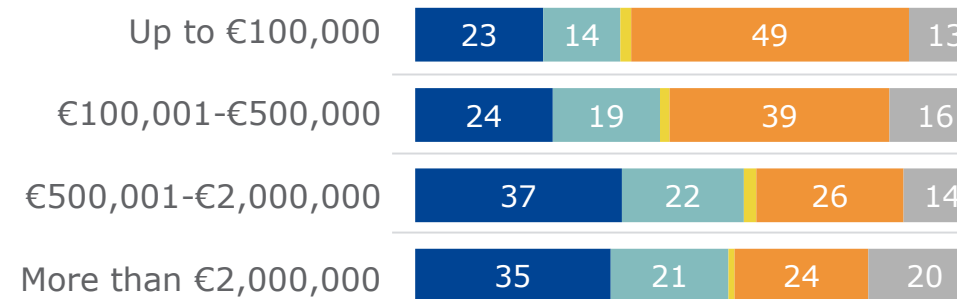
• **17%** Partial

• **2%** Insufficient

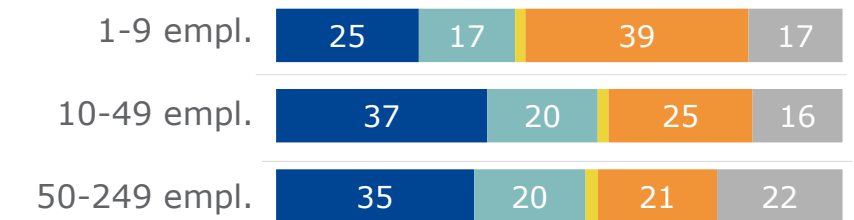
• **38%** No coverage

• **17%** Don't know

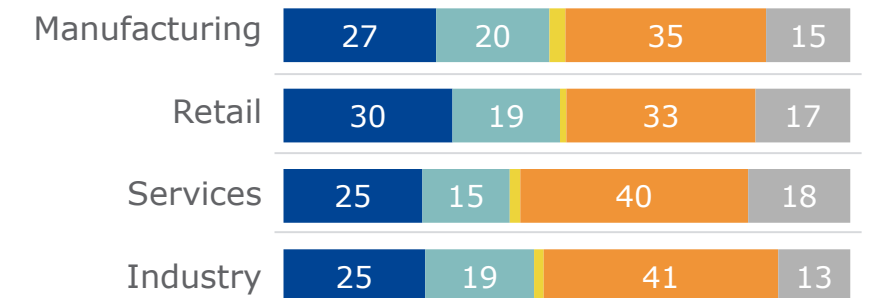
Company turnover (%)



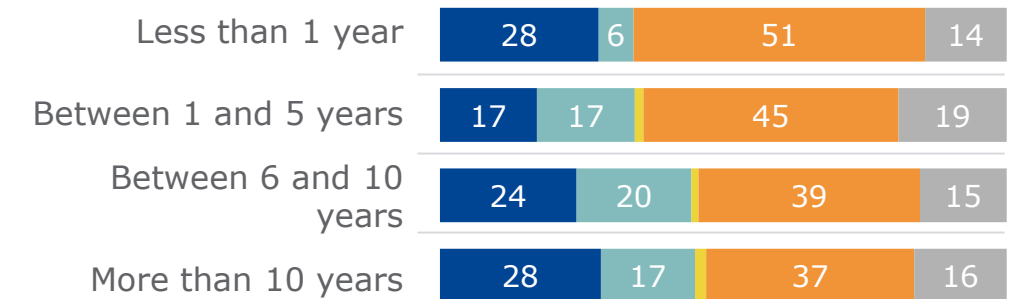
Company size (%)



Sectors grouped (%)

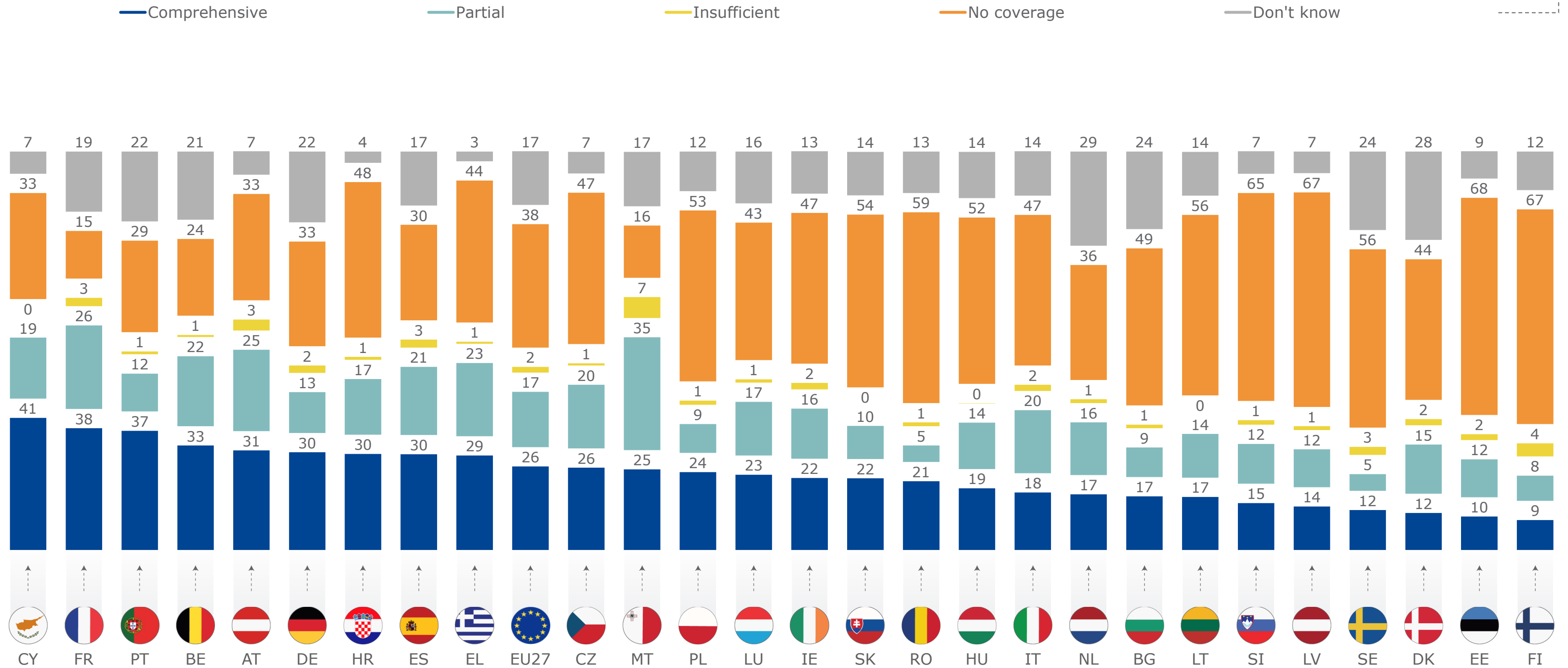


Company age (%)



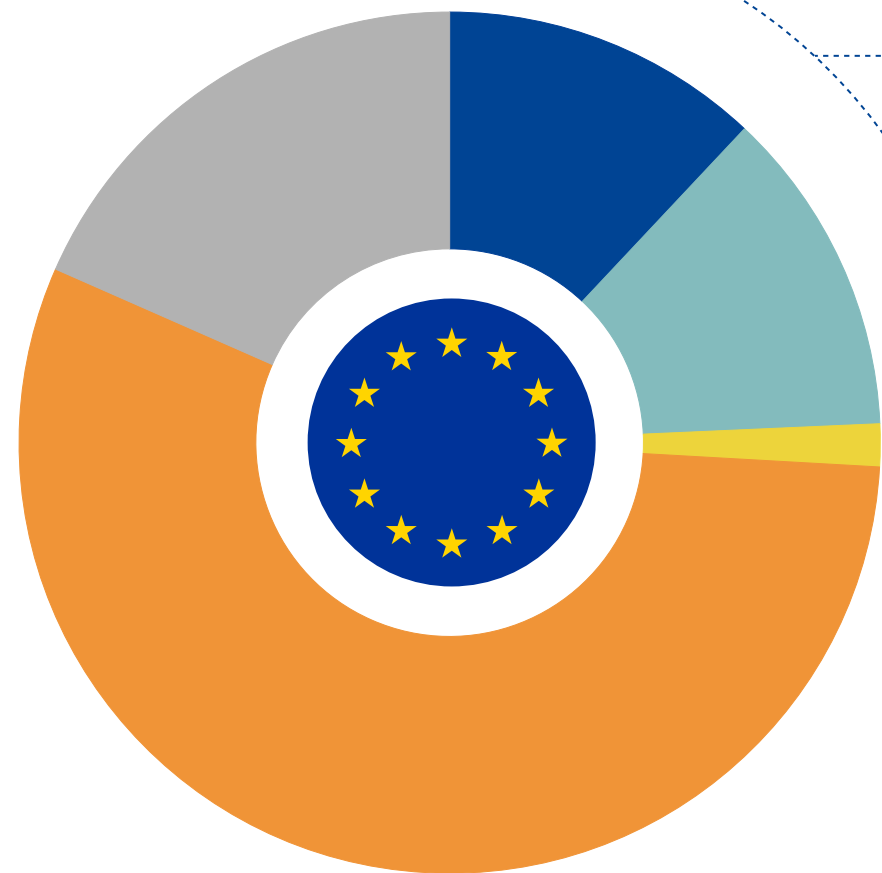
Q2_1

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.)



What level of coverage is provided by your insurance for the following risks?
Stopping business activities for six months due to disaster-related damage

EU27 average



• **12%** Comprehensive

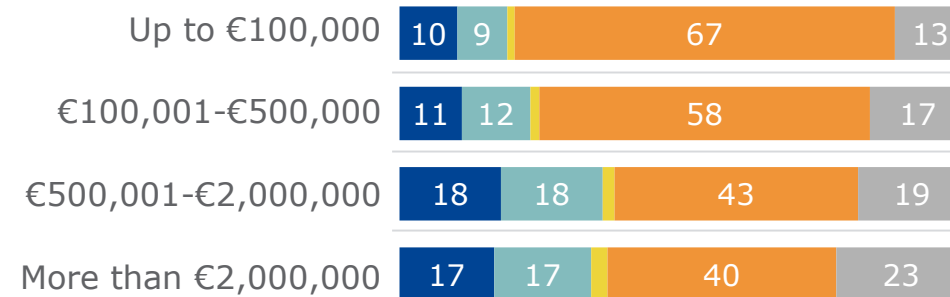
• **12%** Partial

• **2%** Insufficient

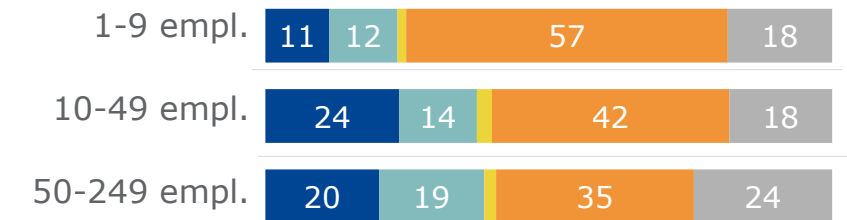
• **56%** No coverage

• **18%** Don't know

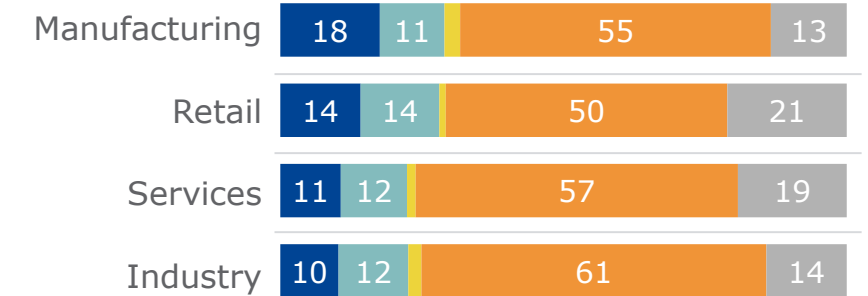
Company turnover (%)



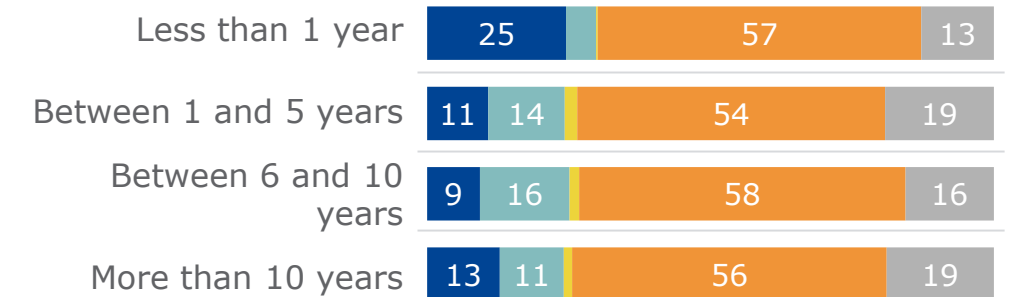
Company size (%)



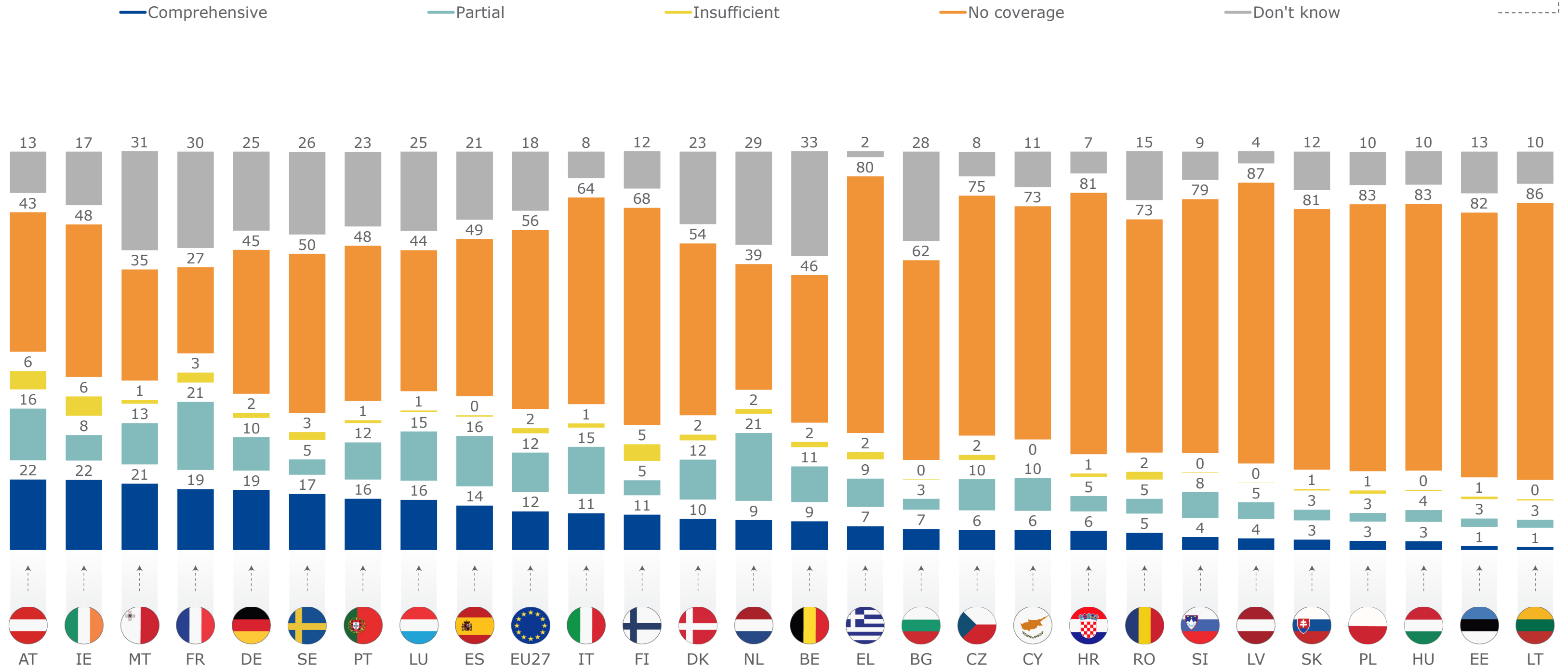
Sectors grouped (%)



Company age (%)



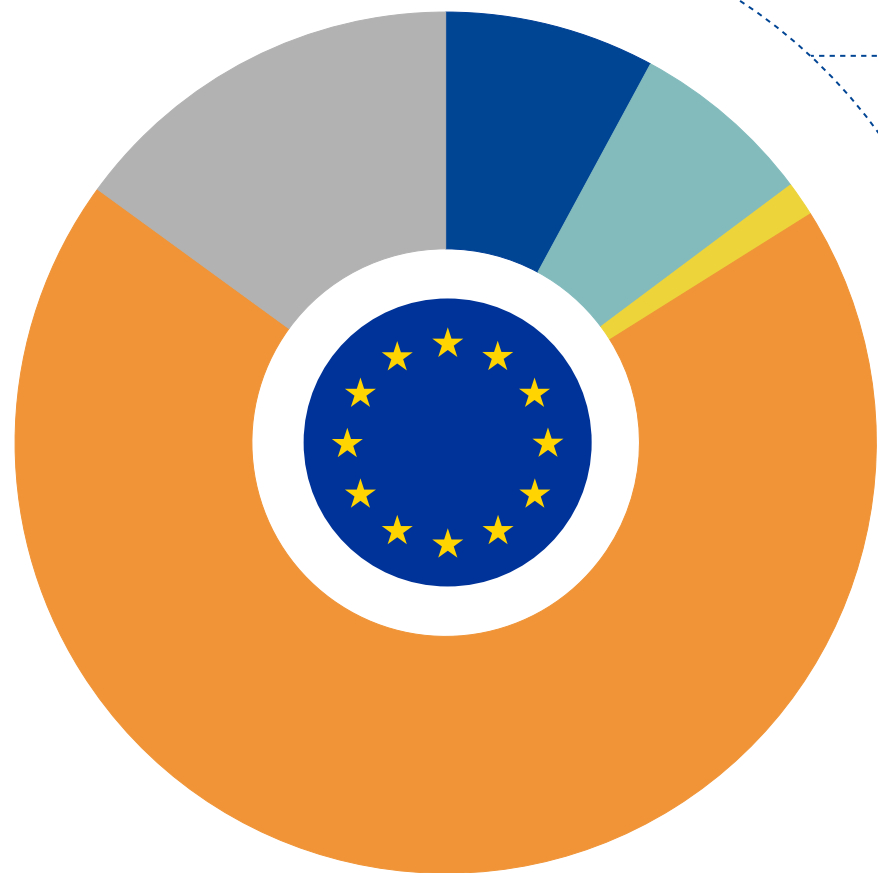
What level of coverage is provided by your insurance for the following risks?
Stopping business activities for six months due to disaster-related damage



Q2_3

What level of coverage is provided by your insurance for the following risks?
A cyber attack

EU27 average



8% Comprehensive

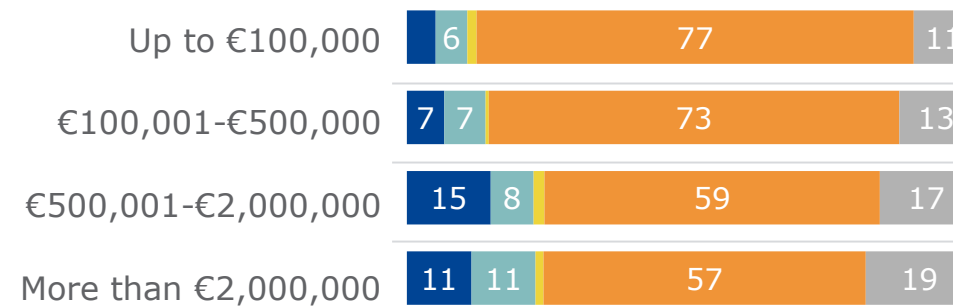
7% Partial

1% Insufficient

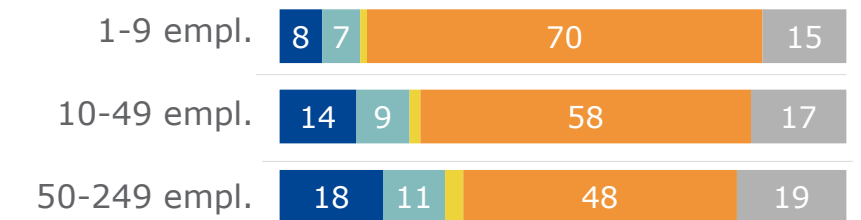
69% No coverage

15% Don't know

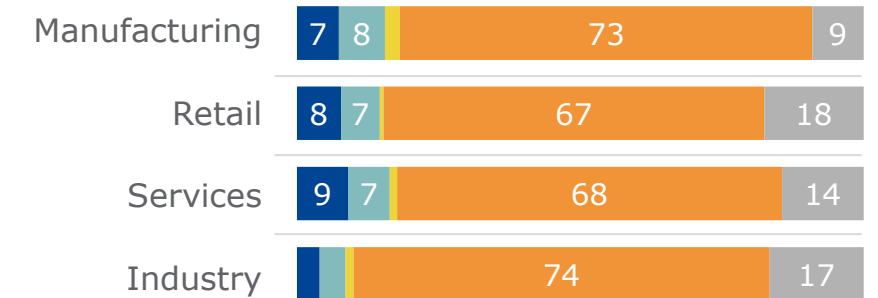
Company turnover (%)



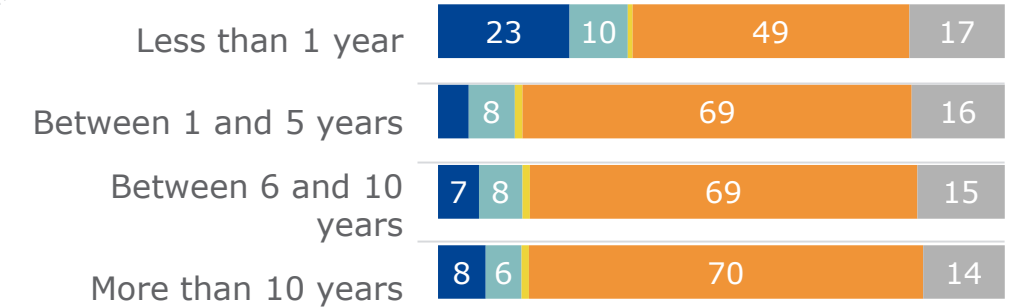
Company size (%)



Sectors grouped (%)

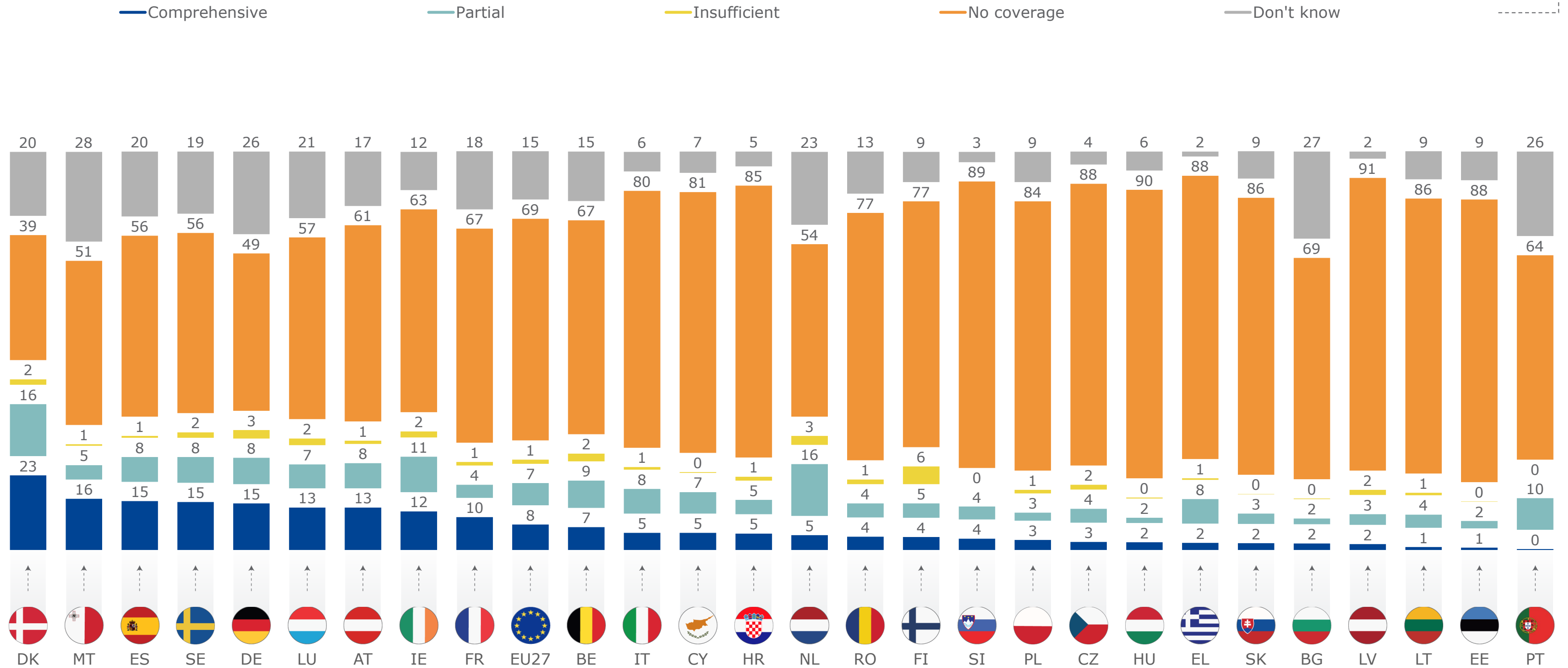


Company age (%)



Q2_3

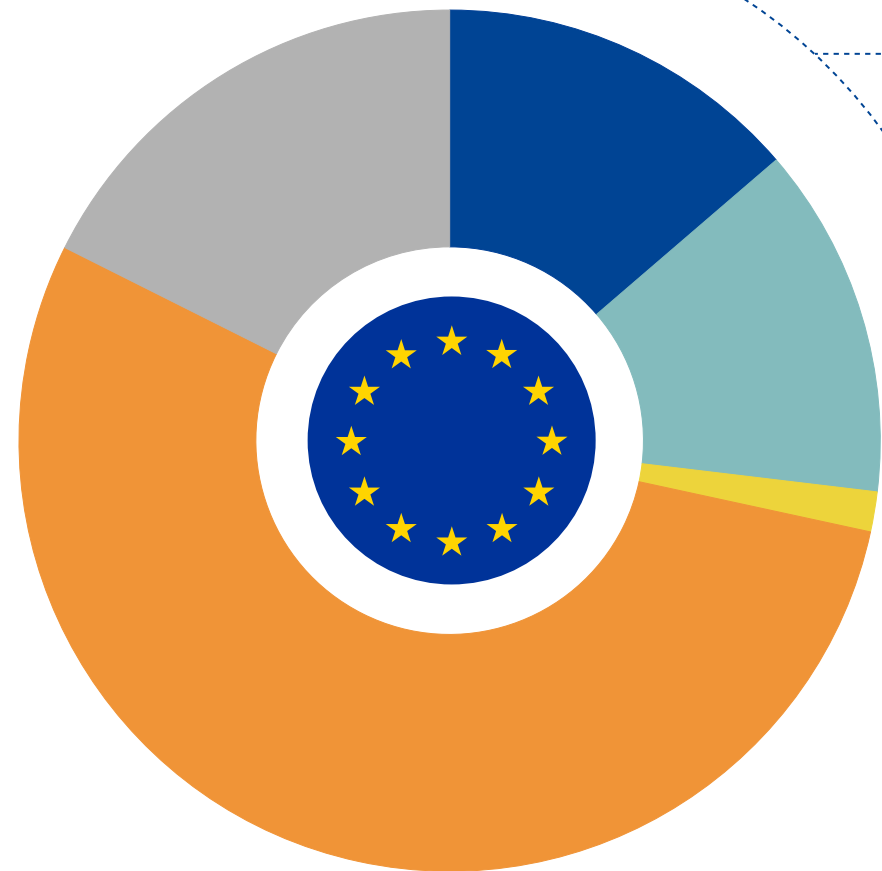
What level of coverage is provided by your insurance for the following risks?
A cyber attack



Q2_4

What level of coverage is provided by your insurance for the following risks?
Any type of liability, including legal expenses and non-physical damage events, such as a strike

EU27 average



• **14%** Comprehensive

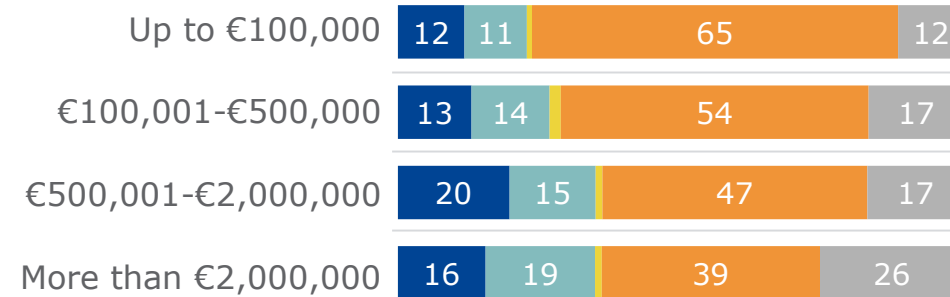
• **13%** Partial

• **2%** Insufficient

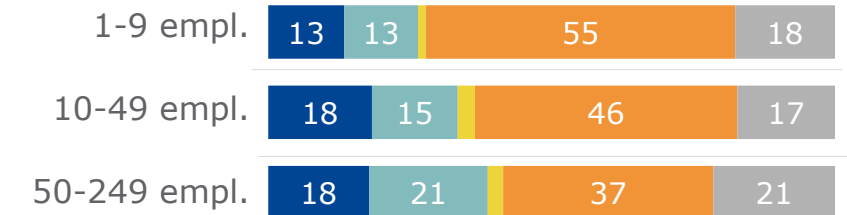
• **54%** No coverage

• **18%** Don't know

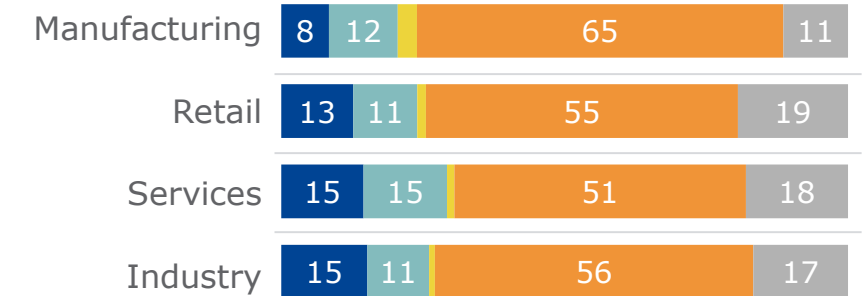
Company turnover (%)



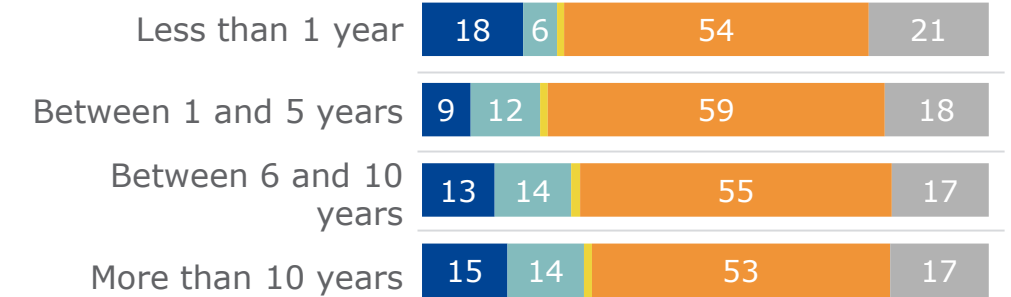
Company size (%)



Sectors grouped (%)

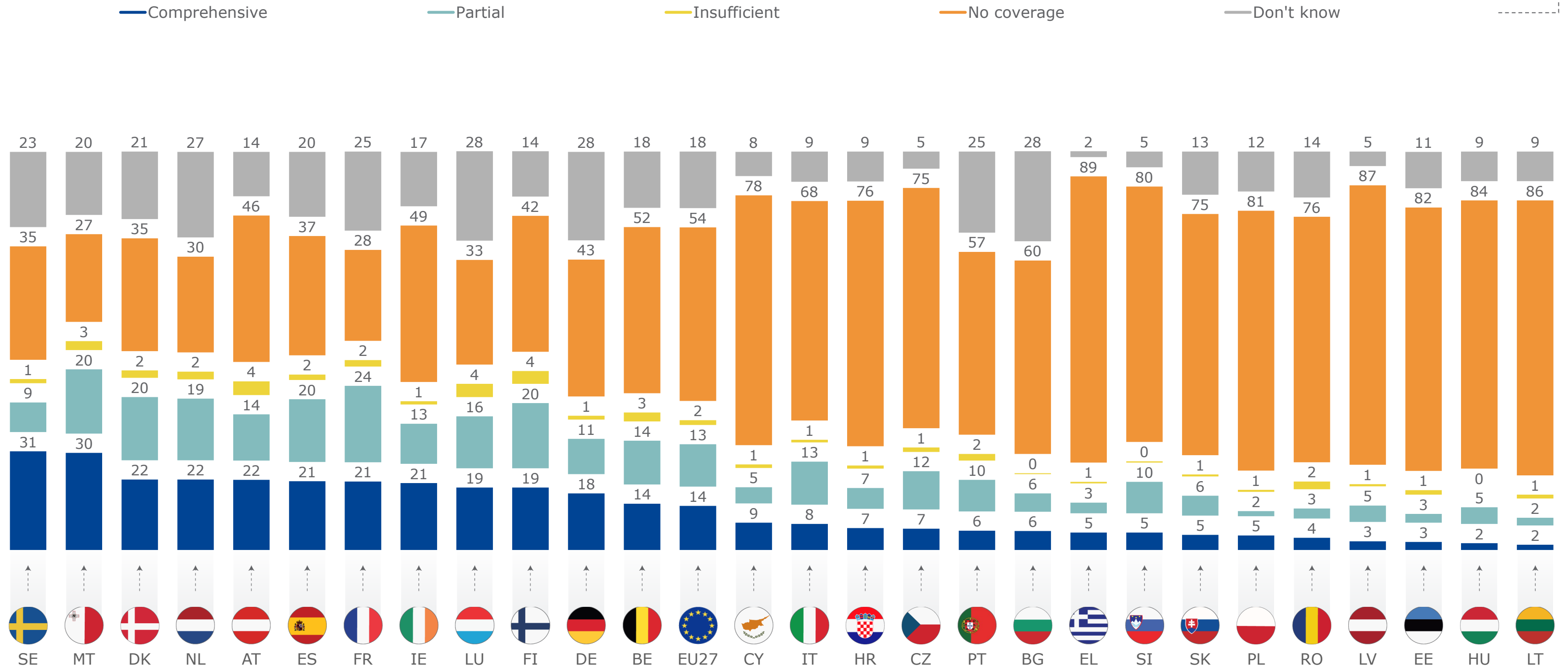


Company age (%)



Q2_4

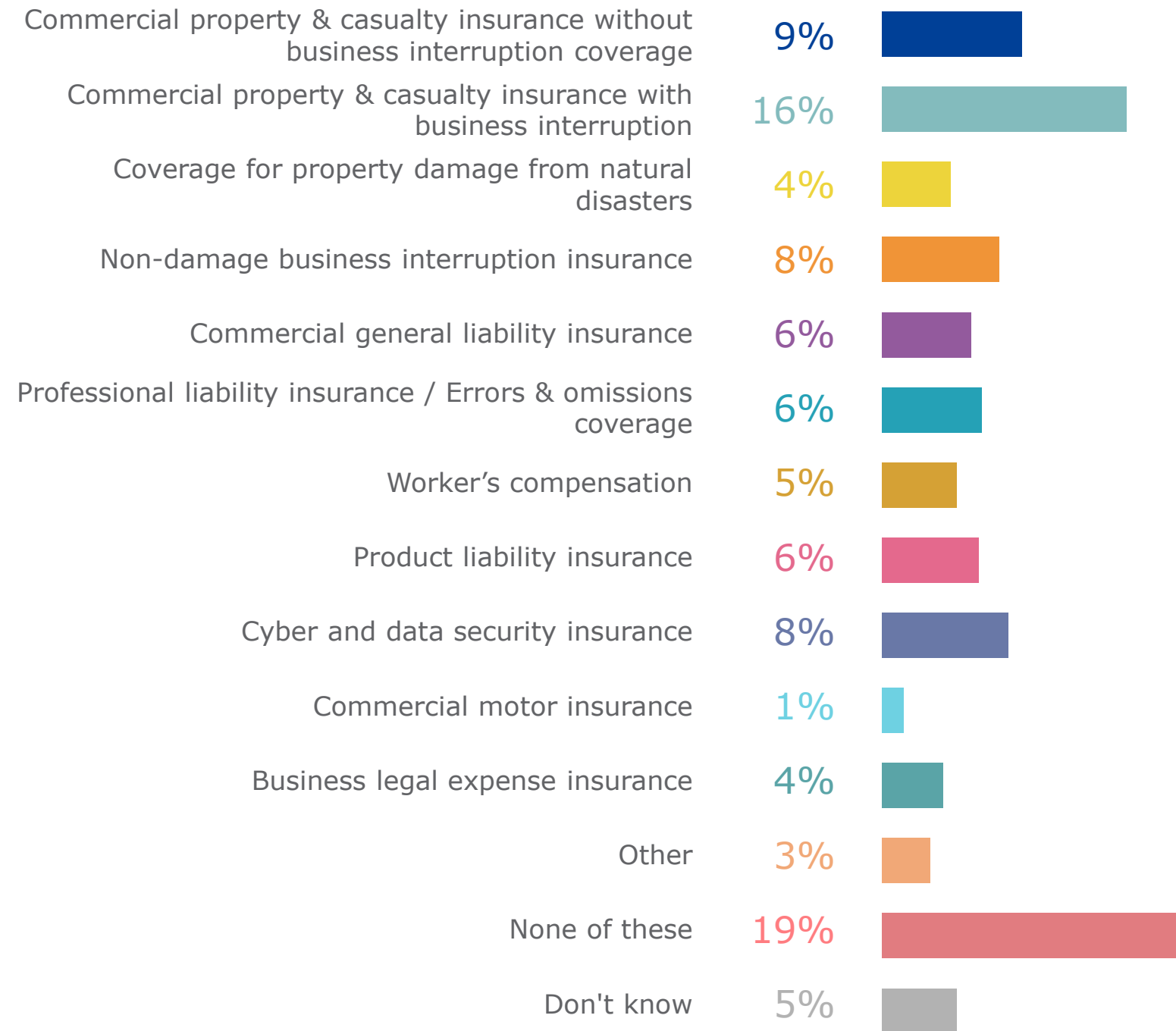
What level of coverage is provided by your insurance for the following risks?
Any type of liability, including legal expenses and non-physical damage events, such as a strike



Q3

Which, if any, of the following insurance products do you consider the most important for your business activities? [MULTIPLE ANSWERS]

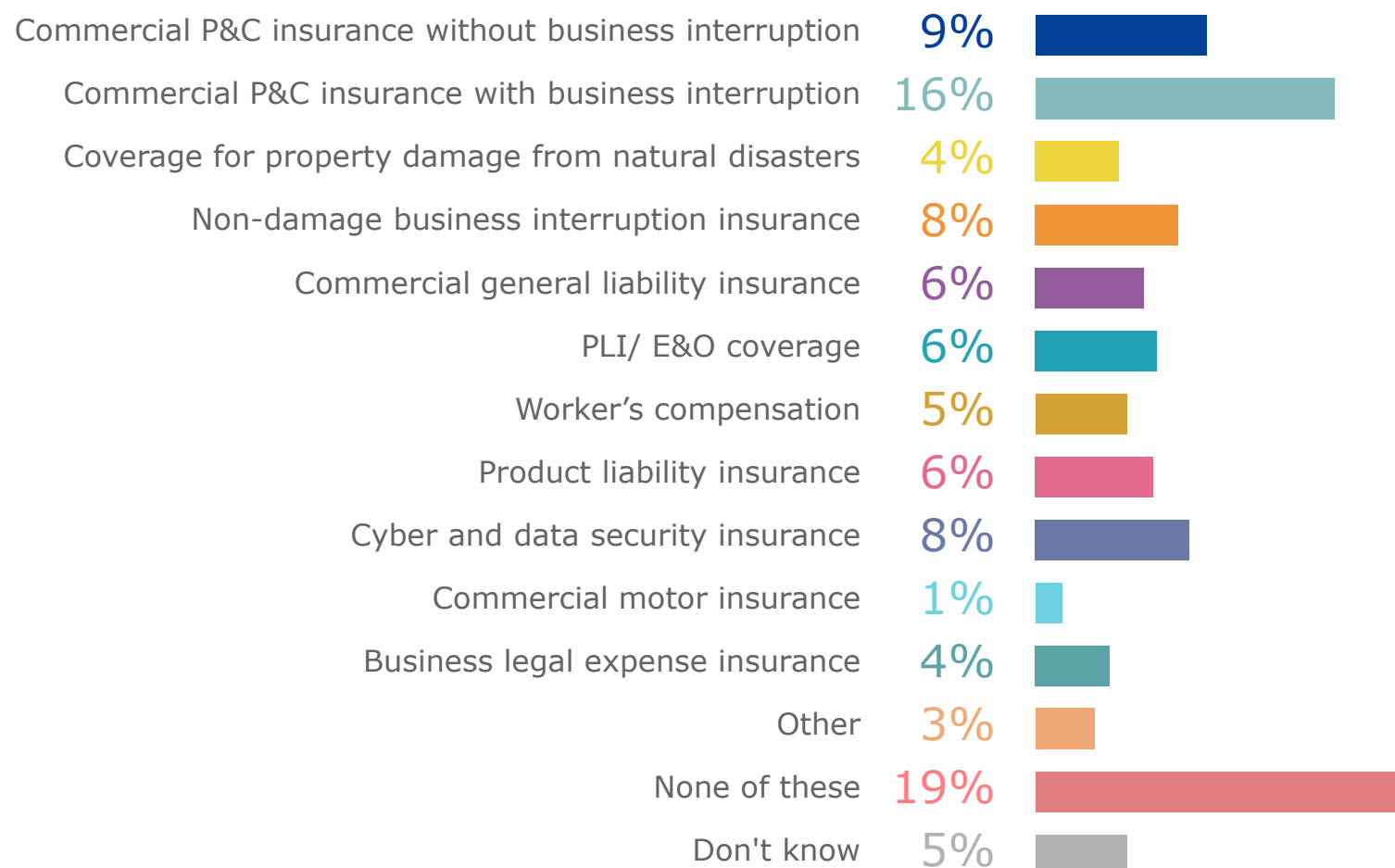
EU27 average



Q3

Which, if any, of the following insurance products do you consider the most important for your business activities? [MULTIPLE ANSWERS]

EU27 average



Company size (%)

Company Size	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1-9 empl.	9	16	4	7	6	6	5	6	8	1	4	3	19	5	
10-49 empl.	10	16	4	10	3	6	4	6	10	1	4	5	18	4	
50-249 empl.	11	14	4	7	4	8	4	5	8	1	4	8	17	5	

Sectors grouped (%)

Sector	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Manufacturing	10	17	5	7	3	5	6	6	6	2	2	4	22	4	
Retail	9	20	4	9	6	5	4	5	7	1	2	3	19	6	
Services	9	14	5	7	6	6	4	7	10	2	5	3	19	5	
Industry	9	16	3	10	6	9	7	6	5	1	4	3	18	4	

Company turnover (€)

Company Turnover	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Up to €100,000	7	17	5	7	7	8	5	6	8	2	4	2	19	4	
€100,001-€500,000	9	17	4	7	7	6	6	6	9	2	3	3	18	4	
€500,001-€2,000,000	12	15	4	12	3	6	4	7	8	1	4	3	17	5	
More than €2,000,000	10	16	2	5	3	7	5	8	6	1	6	6	21	6	

Company age (%)

Company Age	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Less than 1 year	9	7	15	7	11	16	12	5	9	3	1	1	7	0	
Between 1 and 5 years	10	14	4	7	5	6	4	9	5	3	3	2	23	5	
Between 6 and 10 years	7	13	4	6	6	7	7	8	8	1	4	3	22	5	
More than 10 years	9	17	4	8	6	6	5	5	9	1	4	3	17	5	

Q3

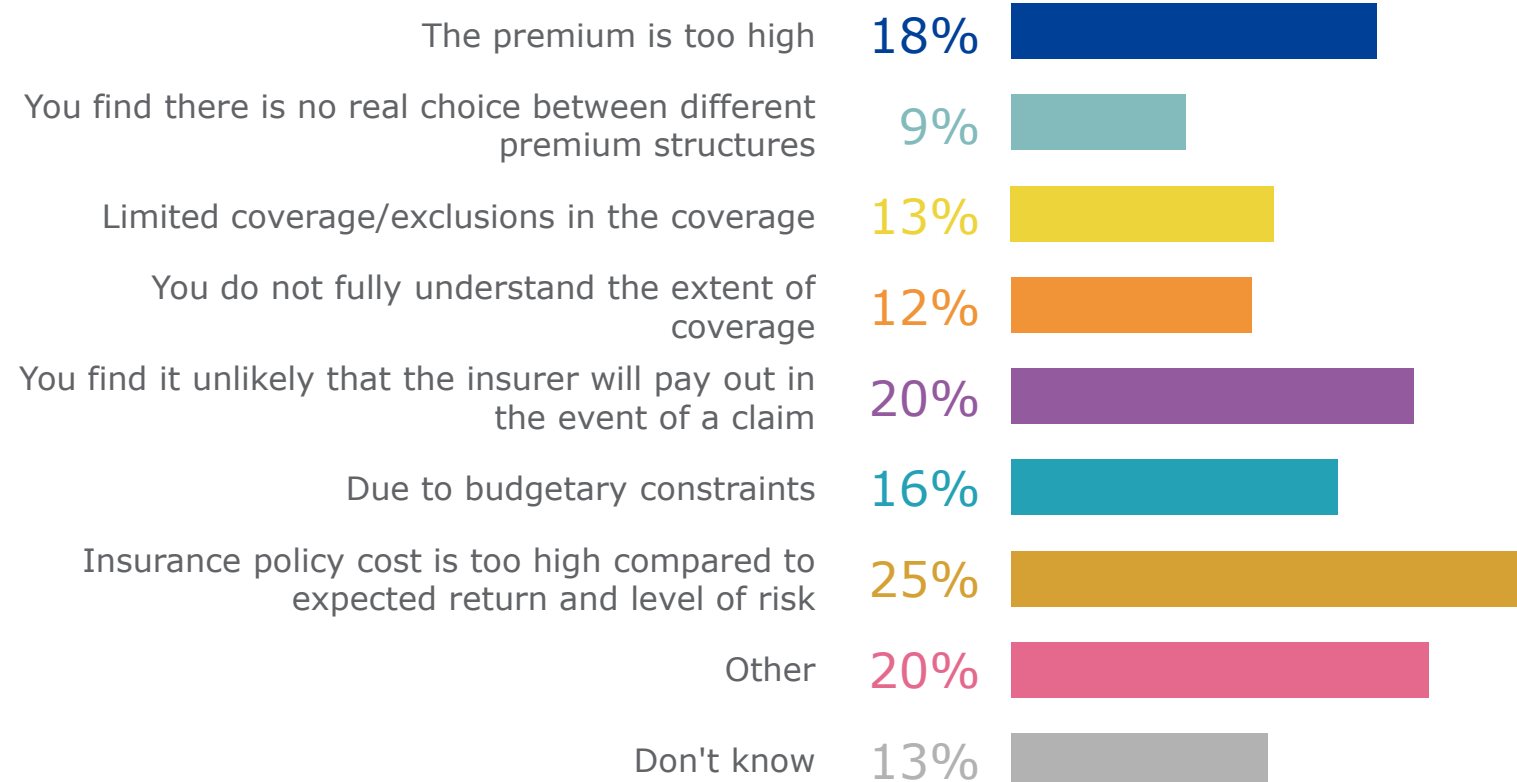
Which, if any, of the following insurance products do you consider the most important for your business activities?

	EU27	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE
Commercial P&C insurance without business interruption coverage	9	10	4	6	10	10	5	8	4	9	17	9	5	7	17	8	5	9	13	5	11	10	8	8	4	8	15	7
Commercial P&C insurance with business interruption	16	20	21	15	5	12	13	13	23	15	16	16	14	12	11	14	12	13	3	14	6	31	10	21	15	13	15	8
Coverage for property damage from natural disasters	4	3	15	4	3	1	4	4	8	3	5	8	7	3	5	6	4	4	3	1	3	3	12	10	4	3	1	3
Non-damage business interruption insurance	8	8	5	4	5	6	2	2	10	14	14	7	7	7	4	2	8	2	8	5	3	4	5	6	4	3	9	4
Commercial general liability insurance	6	9	4	10	12	6	3	15	10	2	4	6	3	5	4	8	9	6	11	6	7	9	6	9	7	12	6	5
Professional liability insurance / E&O coverage	6	2	3	6	9	4	7	10	4	8	5	5	9	4	6	6	9	3	11	4	8	6	10	8	10	16	6	5
Worker's compensation	5	2	6	8	4	3	4	7	7	4	1	7	6	7	7	5	3	4	9	10	8	2	14	2	3	4	6	5
Product liability insurance	6	7	1	5	5	6	3	7	7	12	5	4	4	8	4	5	7	5	6	12	8	6	2	2	8	7	5	6
Cyber and data security insurance	8	10	5	7	6	7	5	3	7	8	12	6	9	7	4	3	14	5	1	15	3	3	13	4	4	3	4	13
Commercial motor insurance	1	0	3	0	2	3	1	6	2	0	0	0	1	1	4	1	2	1	9	0	8	2	2	4	0	1	0	3
Business legal expense insurance	4	7	2	7	5	4	3	6	4	1	5	2	4	8	3	3	5	4	0	6	11	3	2	6	4	0	2	4
Other	3	6	4	6	7	6	4	7	1	2	1	2	2	4	3	8	3	2	8	1	8	3	2	1	3	6	6	8
None of these	19	8	21	19	23	30	38	14	14	17	9	21	25	26	24	28	16	36	15	16	14	15	8	17	31	20	24	24
Don't know	5	8	6	3	6	4	9	1	0	4	6	7	5	2	4	5	6	6	3	7	3	6	6	2	3	2	1	7

Q4

Why did you not buy (or renew) this type of insurance policy? [MULTIPLE ANSWERS]

EU27 average



Company size (%)



Company size	1	2	3	4	5	6	7	8	9
1-9 empl.	18	9	13	12	20	16	25	20	12
10-49 empl.	17	7	12	12	16	15	27	20	16
50-249 empl.	16	8	15	10	13	13	23	22	17

Sectors grouped (%)



Sector	1	2	3	4	5	6	7	8	9
Manufacturing	21	6	14	9	18	22	32	18	12
Retail	17	10	13	11	25	18	26	16	13
Services	18	8	12	12	18	15	23	23	12
Industry	16	10	14	12	19	15	27	18	15

Company turnover (%)



Company turnover	1	2	3	4	5	6	7	8	9
Up to €100,000	21	9	11	11	21	19	25	20	10
€100,001-€500,000	16	10	14	14	23	17	26	22	10
€500,001-€2,000,000	19	9	15	11	17	13	27	15	14
More than €2,000,000	11	5	12	14	18	12	23	24	20

Company age (%)



Company age	1	2	3	4	5	6	7	8	9
Less than 1 year	15	15	2	8	12	38	13	14	16
Between 1 and 5 years	17	6	14	9	16	15	25	23	12
Between 6 and 10 years	17	8	17	12	17	17	28	19	12
More than 10 years	18	9	12	12	21	16	25	20	13

Q4

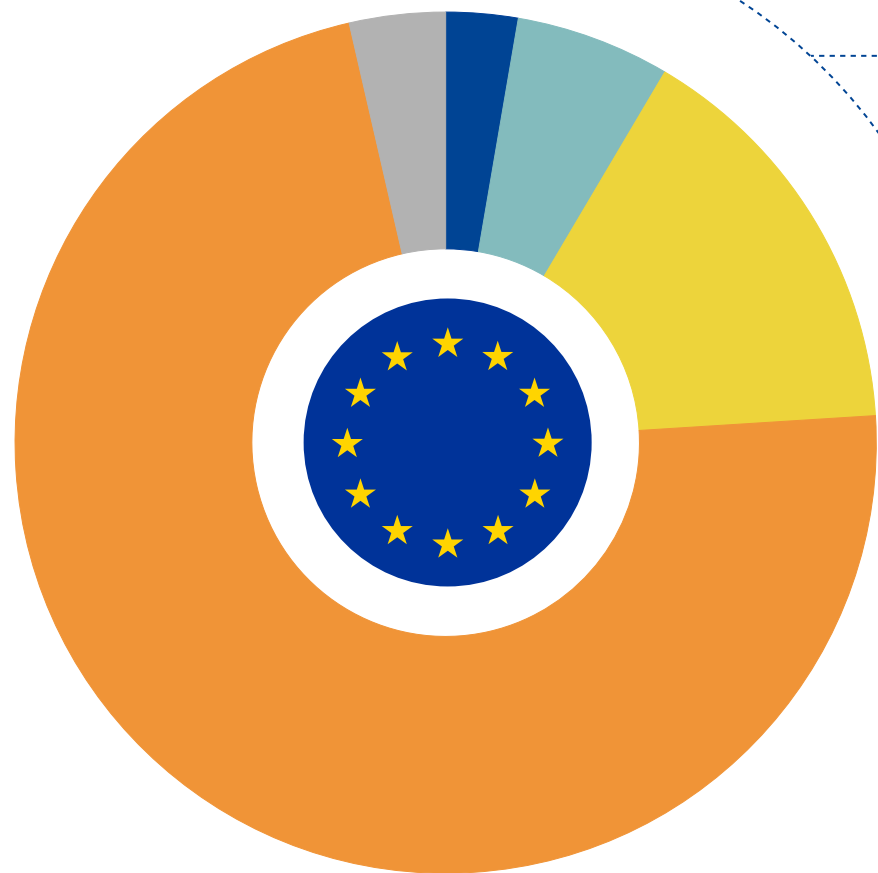
Why did you not buy (or renew) this type of insurance policy? [MULTIPLE ANSWERS]

	EU27	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE
The premium is too high	18	24	7	18	10	20	16	21	19	23	10	19	20	12	19	18	4	23	24	16	13	17	25	15	18	26	18	6
You find there is no real choice between different premium structures	9	9	6	6	6	10	2	9	10	12	6	9	11	13	9	9	4	5	15	8	12	9	1	11	8	5	9	5
Limited coverage/exclusions in the coverage	13	18	5	21	5	14	8	21	14	22	16	2	6	13	10	13	10	2	11	6	13	13	6	14	7	12	3	5
You do not fully understand the extent of coverage	12	24	17	20	4	6	19	4	11	17	17	13	5	10	14	14	15	6	10	10	13	7	6	19	3	14	7	15
You find it unlikely that the insurer will pay out in the event of a claim	20	20	17	28	2	16	13	8	13	30	21	21	10	13	12	15	13	25	24	22	22	26	14	21	10	30	16	9
Due to budgetary constraints	16	17	27	21	11	16	15	14	31	19	12	13	10	21	35	21	14	16	11	13	14	16	16	35	12	14	4	12
Insurance policy cost is too high compared to expected return and level of risk	25	25	11	37	11	31	25	17	30	32	18	26	28	12	32	24	13	28	20	17	21	23	15	24	17	33	37	17
Other	20	19	37	21	34	21	40	16	19	19	13	12	23	24	9	19	29	29	43	28	25	18	15	25	43	16	22	32
Don't know	13	17	3	6	33	16	7	16	5	9	11	13	10	16	8	8	14	7	9	20	8	15	21	5	8	14	12	26

Q5

Imagine you receive an unexpected demand for a substantial amount of money, e.g. due to a high energy settlement bill. Which of the following would best apply to your situation?

EU27 average



3% Your insurance would cover the full amount

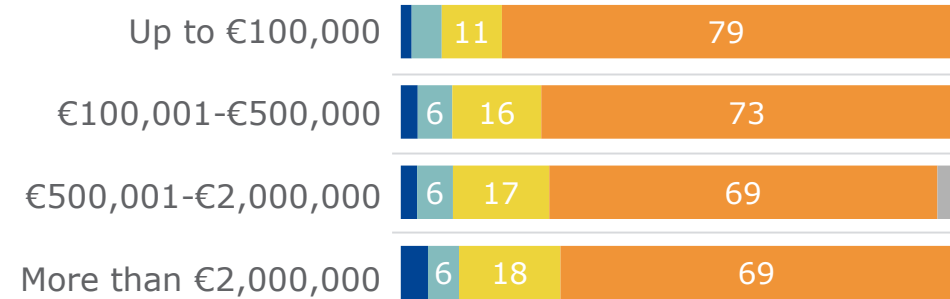
6% Your insurance would pay up to a certain amount

16% You are not sure what type of expenses is included in your insurance

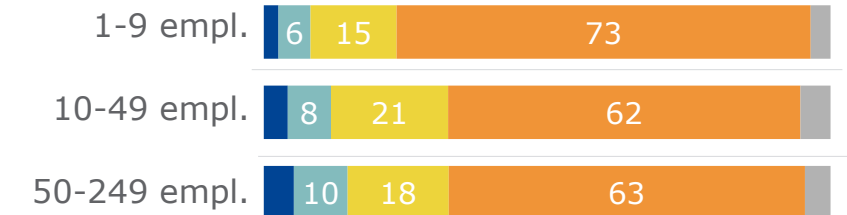
72% You do not have insurance covering this type of expenses

4% Don't know

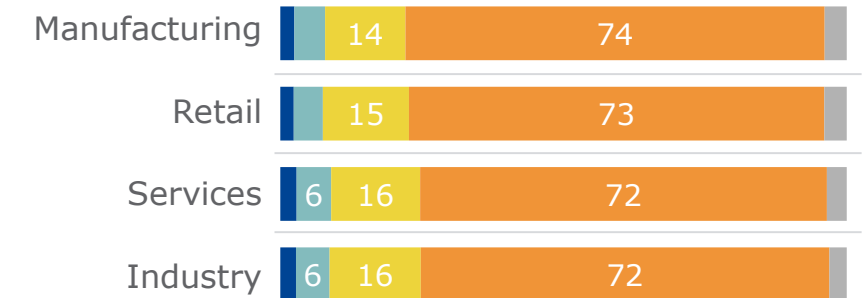
Company turnover (%)



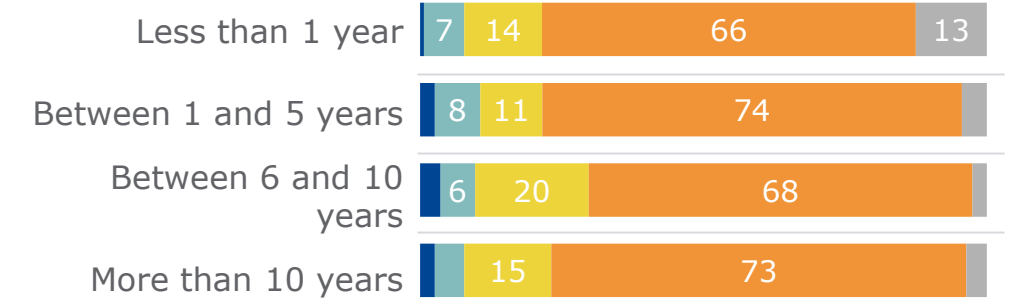
Company size (%)



Sectors grouped (%)



Company age (%)

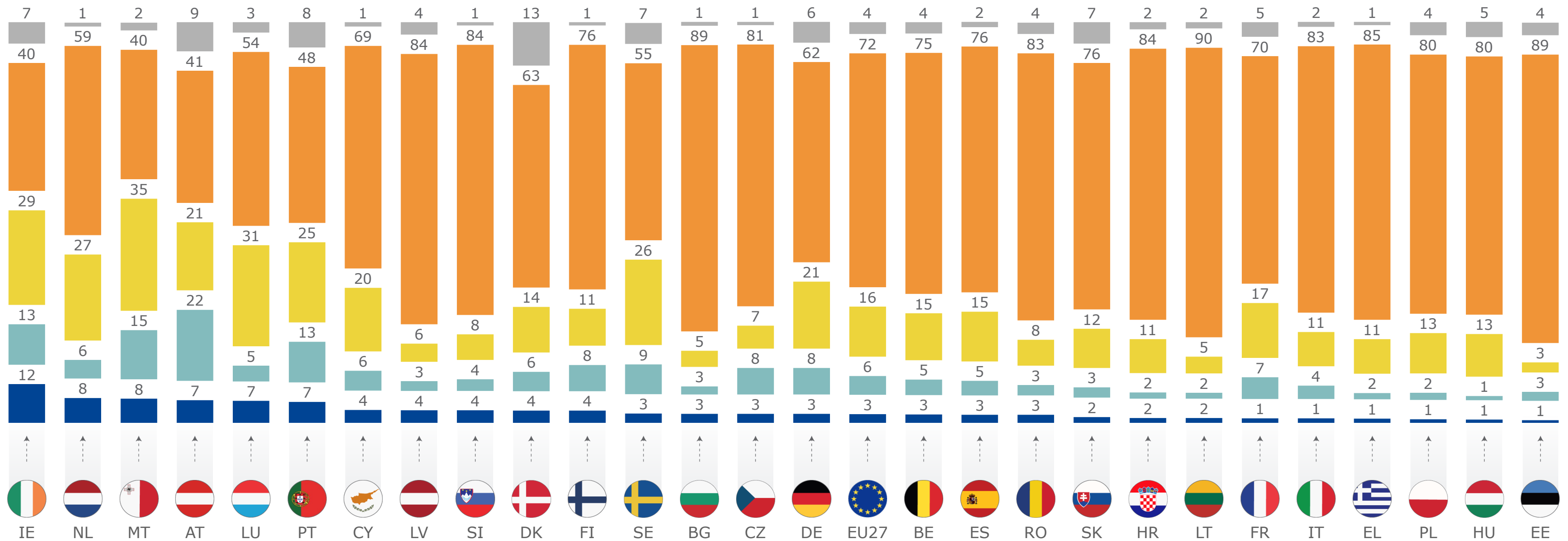


Q5

Imagine you receive an unexpected demand for a substantial amount of money, e.g. due to a high energy settlement bill. Which of the following would best apply to your situation?



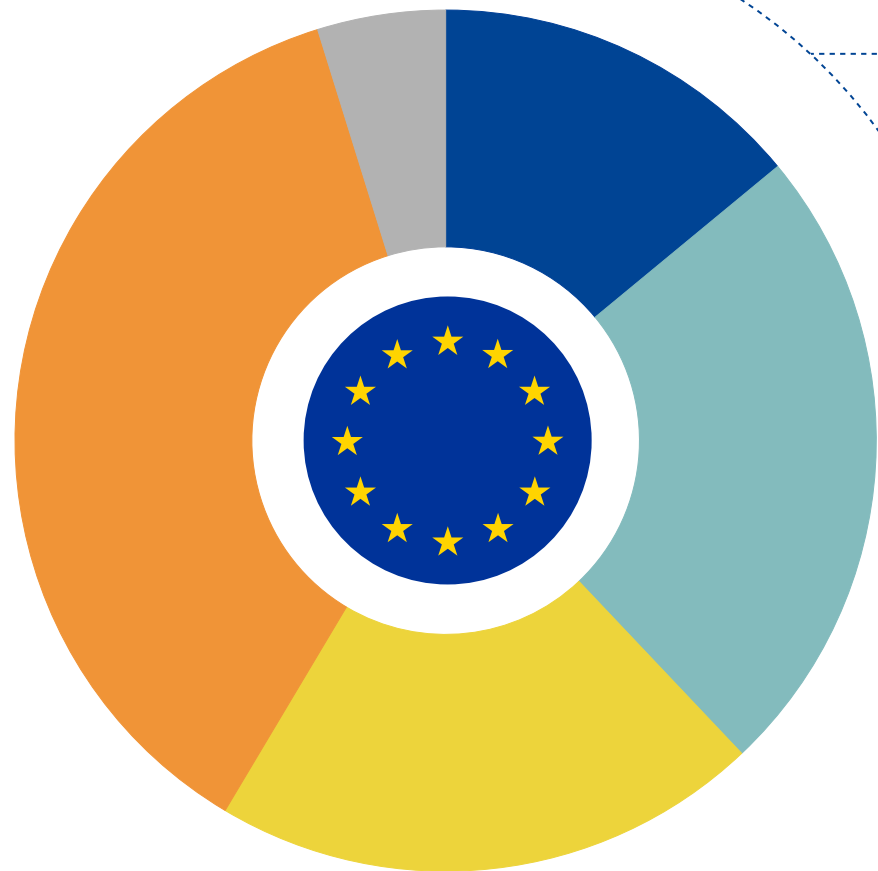
- Your insurance would cover the full amount
- You are not sure what type of expenses is included in your insurance
- Don't know
- Your insurance would pay up to a certain amount
- You do not have insurance covering this type of expenses



Q6

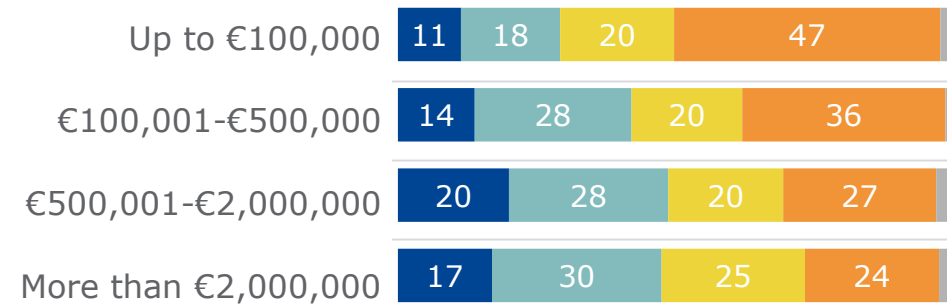
Now imagine you receive an unexpected demand for a substantial amount of money due to a lawsuit or liability. Which of the following would best apply to your situation?

EU27 average

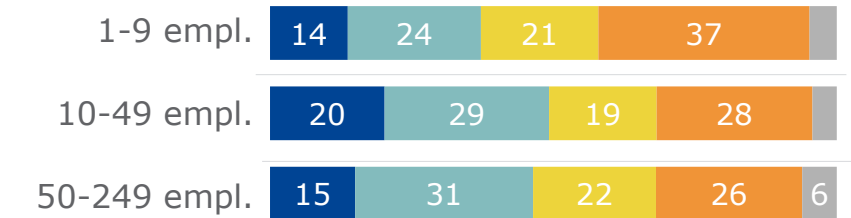


- **14%** Your insurance would cover the full amount
- **24%** Your insurance would pay up to a certain amount
- **21%** You are unsure about the conditions of your insurance and exclusions that may apply
- **37%** You do not have insurance covering this type of expenses
- **5%** Don't know

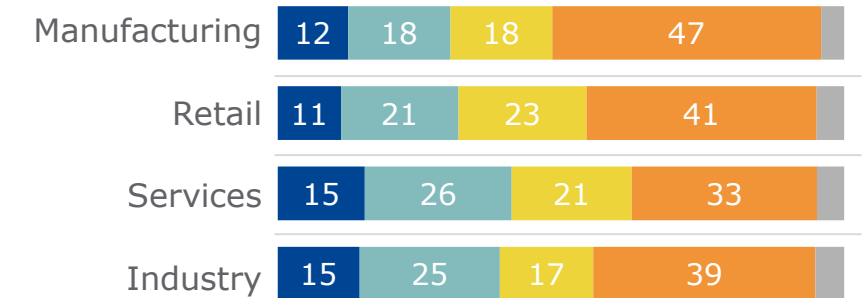
Company turnover (%)



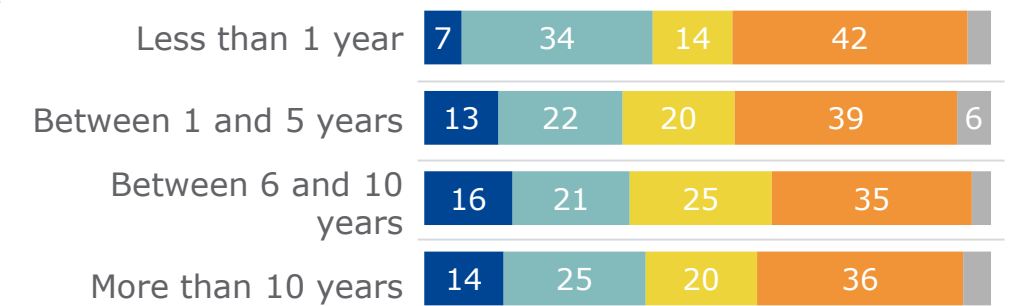
Company size (%)



Sectors grouped (%)



Company age (%)

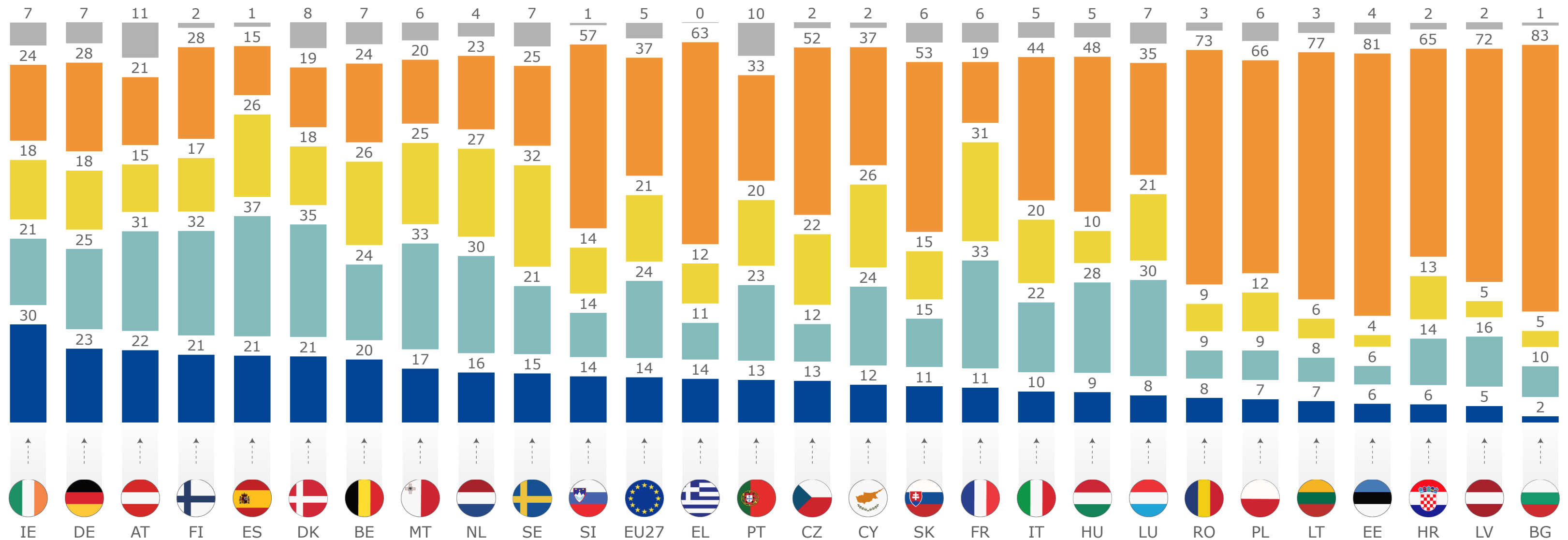


Q6

Now imagine you receive an unexpected demand for a substantial amount of money due to a lawsuit or liability. Which of the following would best apply to your situation?



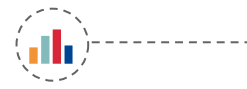
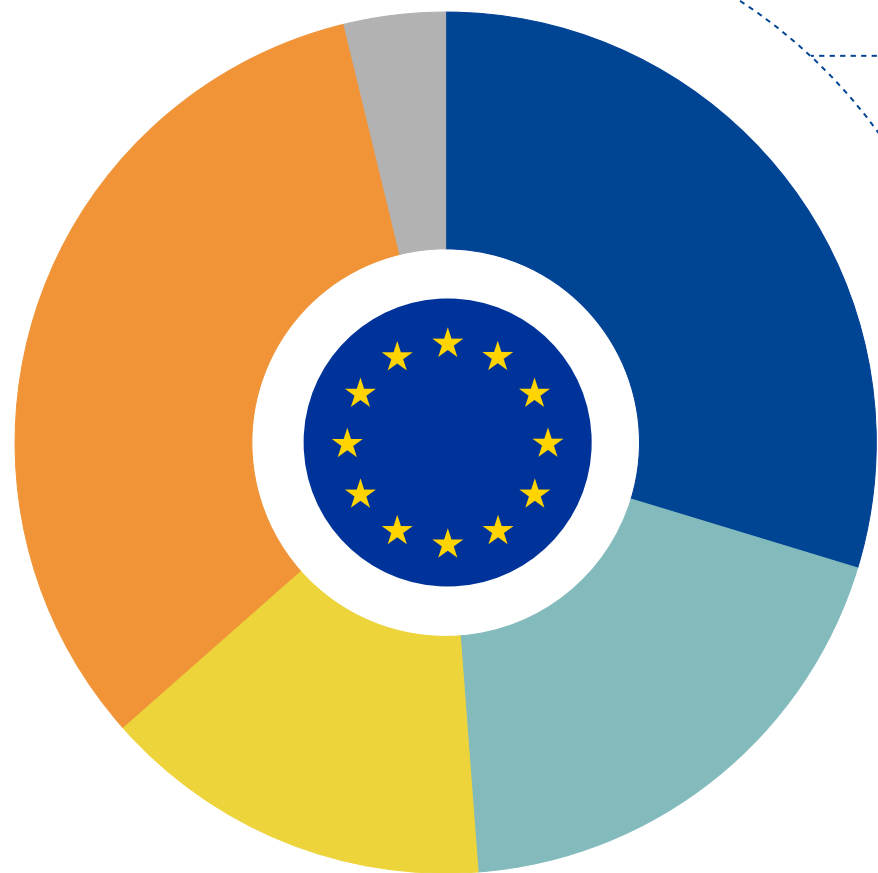
- Your insurance would cover the full amount
- You are unsure about the conditions of your insurance and exclusions that may apply
- Don't know
- Your insurance would pay up to a certain amount
- You do not have insurance covering this type of expenses



Q7

Imagine your company's building is damaged in a natural disaster (e.g. a storm, flood, earthquake, wildfire). Which of the following would best apply to your situation?

EU27 average



30% Your insurance would cover all/most of the repair costs

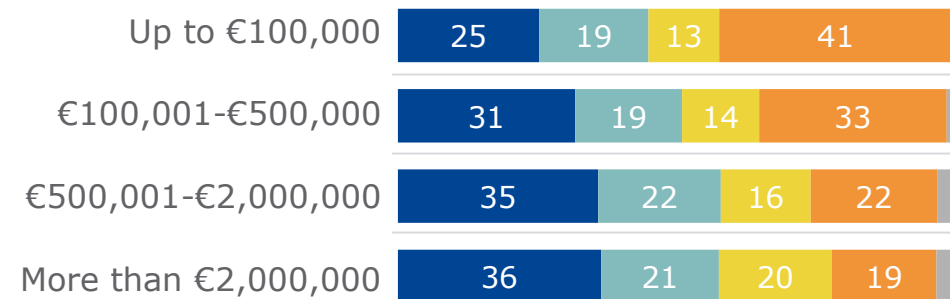
19% Your insurance would pay up to a certain amount

15% You are not sure about the exact coverage/exclusions that may apply

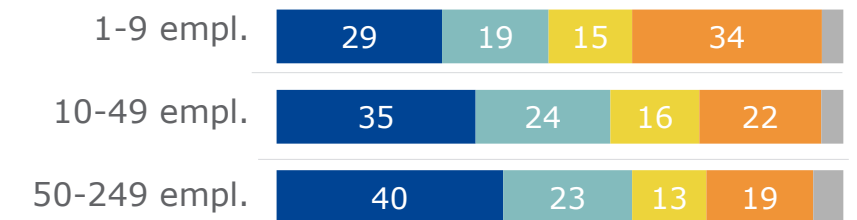
33% You do not have insurance for this

4% Don't know

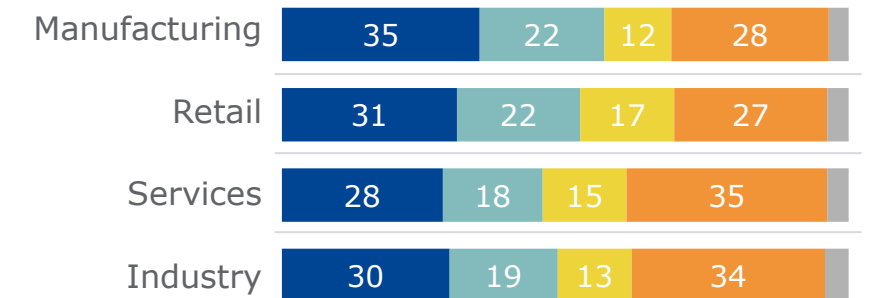
Company turnover (%)



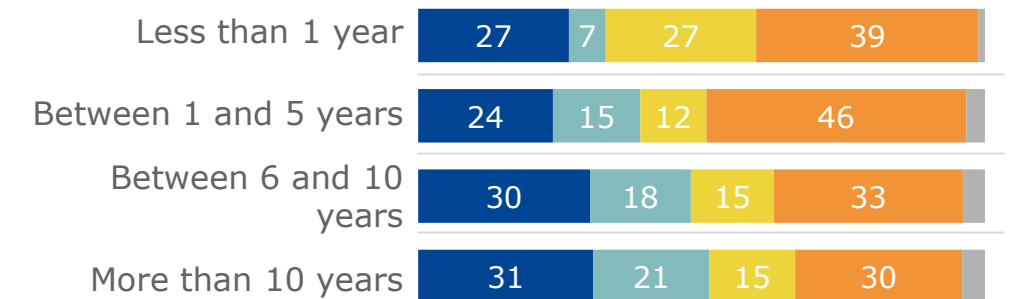
Company size (%)



Sectors grouped (%)



Company age (%)

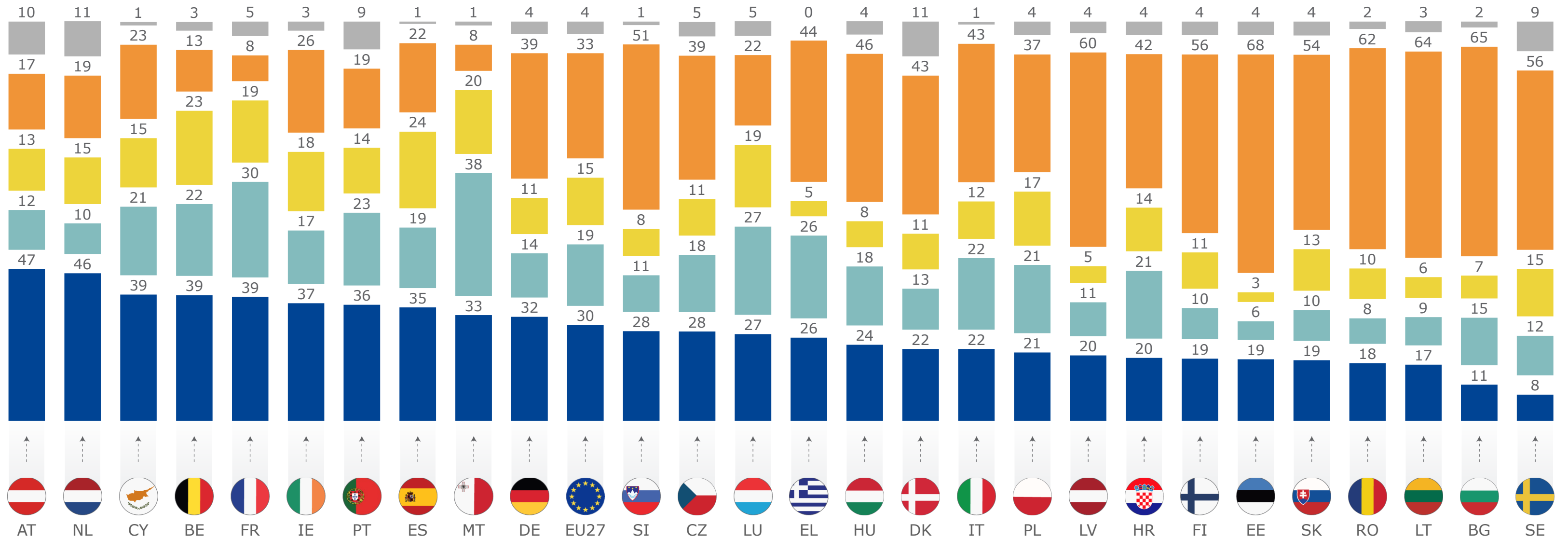


Q7

Imagine your company's building is damaged in a natural disaster (e.g. a storm, flood, earthquake, wildfire). Which of the following would best apply to your situation?

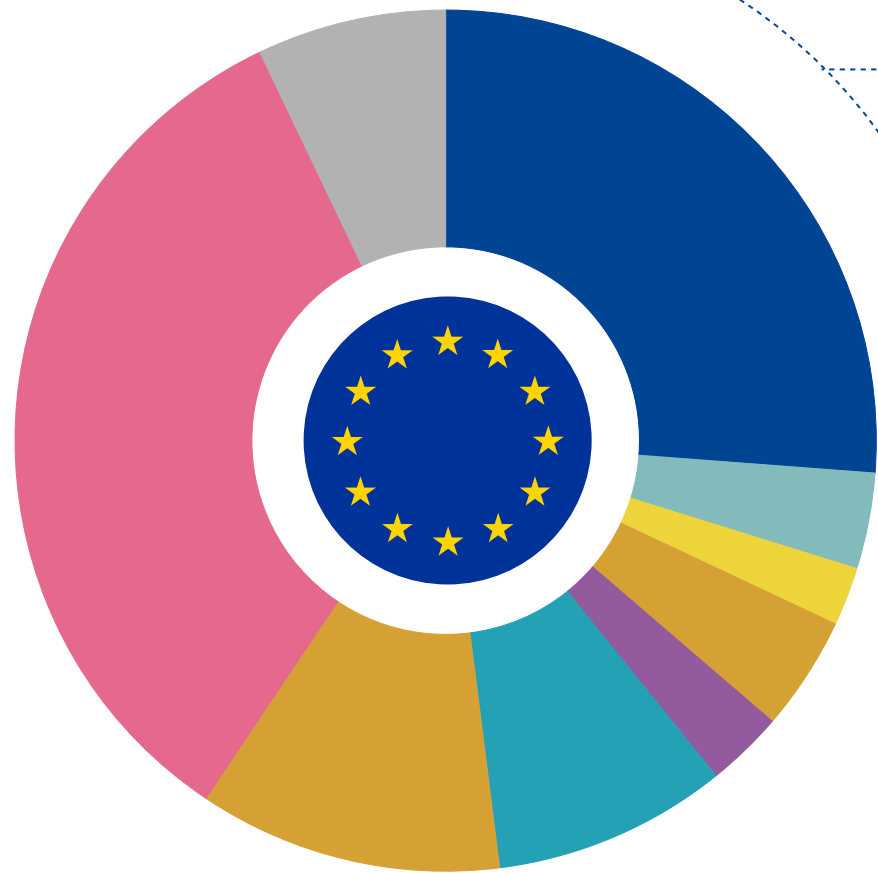


- Your insurance would cover all/most of the repair costs
- You are not sure about the exact coverage/exclusions that may apply
- Don't know
- Your insurance would pay up to a certain amount
- You do not have insurance for this



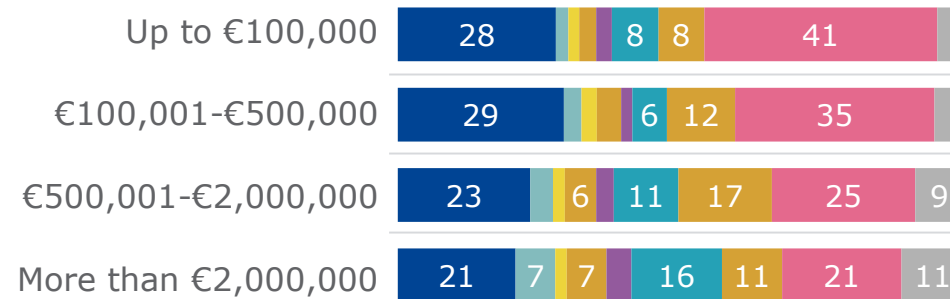
Imagine you have to completely stop your business activities (e.g. due to a pandemic, legal reason etc.), for how long would your insurance support you financially?

EU27 average

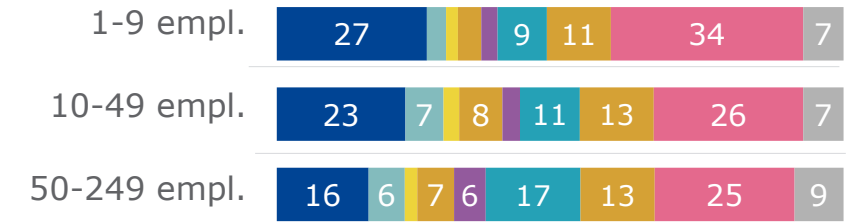


- 26% It would not support you at all
- 4% It would support you to cover essentials/mandatory expenses
- 2% It would support you up to 3 months
- 4% It would support you up to 6 months
- 3% It would support you up to 12 months
- 9% You are not sure which events are included in your insurance
- 11% You are not sure about the exact coverage/exclusions that may apply
- 34% You do not have insurance for this type of event
- 7% Don't know

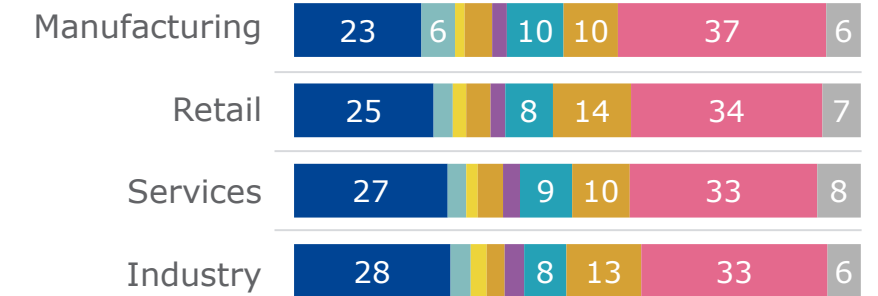
Company turnover (%)



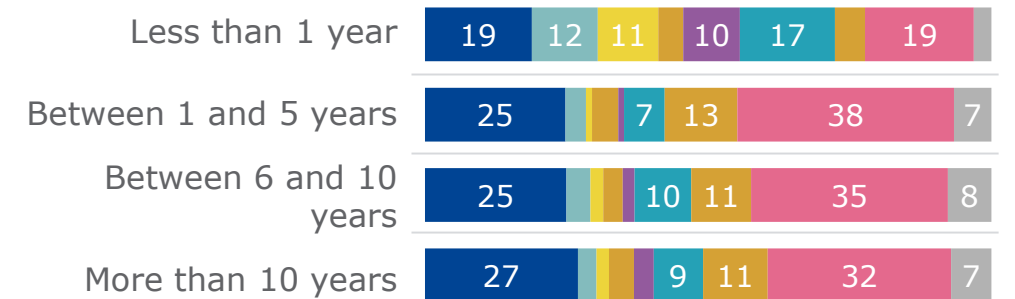
Company size (%)



Sectors grouped (%)



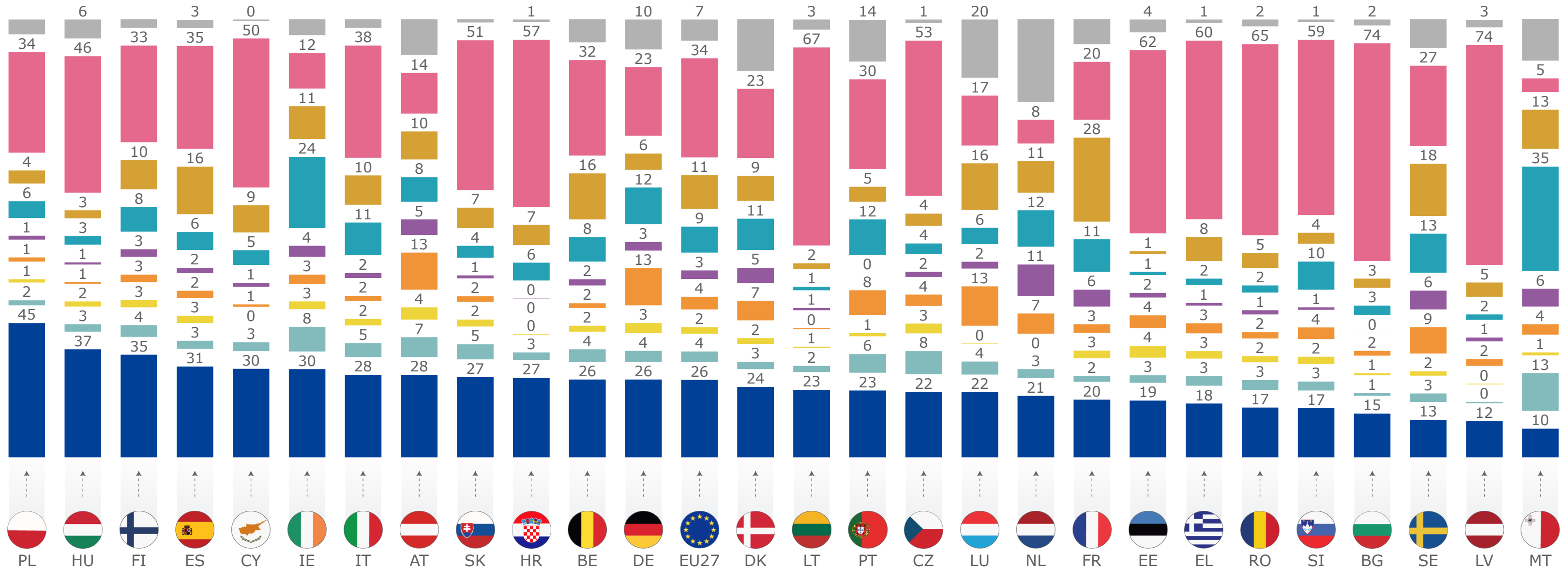
Company age (%)



Imagine you have to completely stop your business activities (e.g. due to a pandemic, legal reason etc.), for how long would your insurance support you financially?



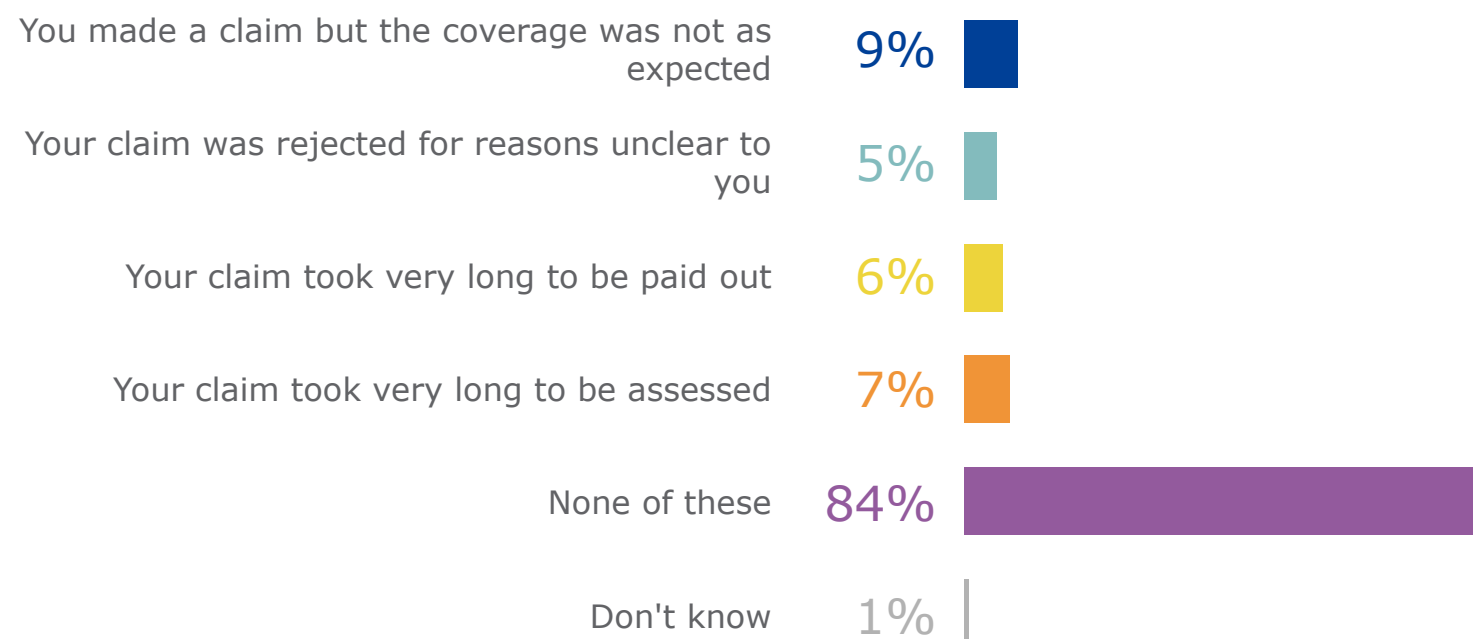
- It would not support you at all
- It would support you up to 3 months
- It would support you up to 12 months
- You are not sure about the exact coverage/exclusions that may apply
- Don't know
- It would support you to cover essentials/mandatory expenses
- It would support you up to 6 months
- You are not sure which events are included in your insurance
- You do not have insurance for this type of event



Q9

Have you encountered any of the following in the past three years? [MULTIPLE ANSWERS]

EU27 average



Company size (%)



Company size	9	5	6	7	84	1
1-9 empl.	9	5	6	7	84	1
10-49 empl.	10	6	9	9	80	1
50-249 empl.	11	4	7	11	79	1

Sectors grouped (%)



Sector	9	6	7	7	82	0
Manufacturing	9	6	7	7	82	0
Retail	8	4	6	6	85	1
Services	9	5	6	8	83	1
Industry	8	8	6	8	82	0

Company turnover (%)



Turnover	8	6	5	6	85	1
Up to €100,000	8	6	5	6	85	1
€100,001-€500,000	8	5	5	6	84	1
€500,001-€2,000,000	10	6	9	9	80	0
More than €2,000,000	10	3	7	10	83	1

Company age (%)



Company age	8	1	3	3	89	0
Less than 1 year	8	1	3	3	89	0
Between 1 and 5 years	10	6	5	7	83	1
Between 6 and 10 years	9	8	7	11	80	1
More than 10 years	8	4	6	7	85	1

Q9

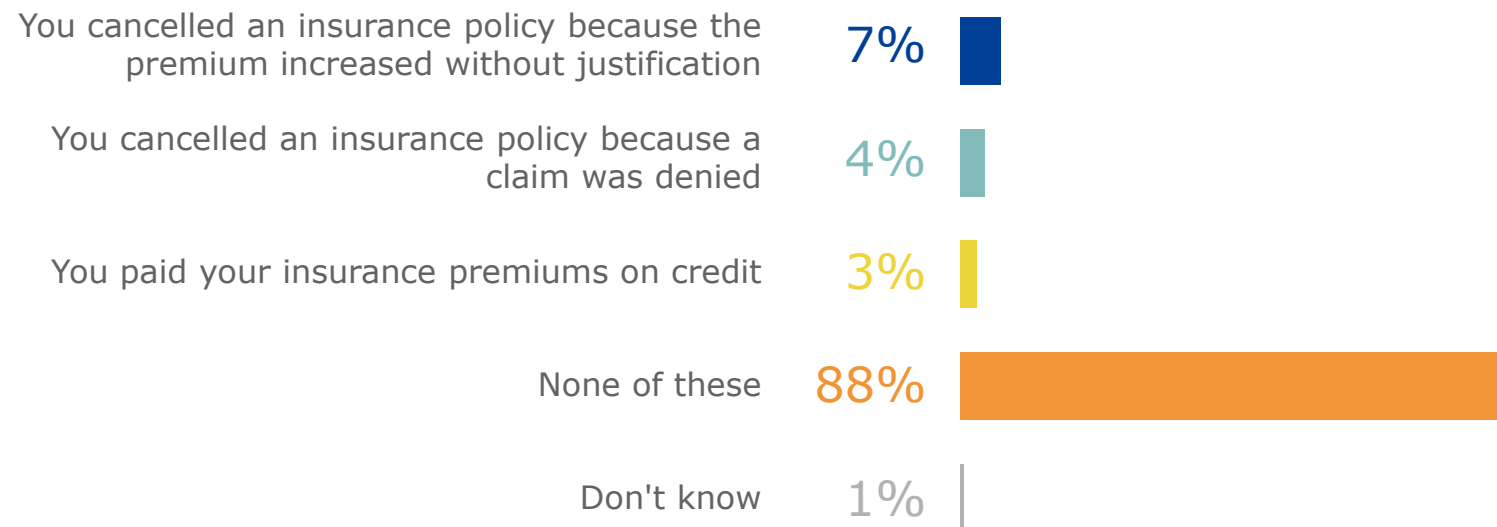
Have you encountered any of the following in the past three years? [MULTIPLE ANSWERS]

	EU27	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE
You made a claim but the coverage was not as expected	9	10	8	16	3	8	1	7	9	16	9	8	4	7	7	9	17	7	7	11	8	7	5	10	4	13	6	3
Your claim was rejected for reasons unclear to you	5	4	5	7	2	5	1	3	5	11	3	5	3	7	4	9	9	5	1	3	2	7	7	9	3	7	2	1
Your claim took very long to be paid out	6	10	5	9	4	7	2	4	6	11	7	4	3	3	6	5	11	5	8	8	6	6	5	8	3	9	2	1
Your claim took very long to be assessed	7	12	3	11	5	8	2	8	4	13	9	2	4	6	4	8	8	5	14	9	7	5	4	9	4	9	3	2
None of these	84	79	85	80	89	83	92	79	87	75	82	86	92	86	90	86	68	87	73	79	75	85	88	81	90	80	91	94
Don't know	1	1	2	0	4	1	4	2	0	0	0	0	0	0	0	0	2	0	0	4	4	0	3	1	0	1	0	2

Q10

And have you encountered any of the following in the past three years? [MULTIPLE ANSWERS]

EU27 average



Company size (%)



Company size	7	4	3	88	1
1-9 empl.	7	4	3	88	1
10-49 empl.	7	3	3	87	1
50-249 empl.	6	3	5	87	1

Sectors grouped (%)



Sector	8	3	2	88	0
Manufacturing	8	3	2	88	0
Retail	6	4	3	89	1
Services	7	4	3	88	1
Industry	8	4	3	86	0

Company turnover (%)



Turnover	8	5	3	86	0
Up to €100,000	8	5	3	86	0
€100,001-€500,000	6	4	3	89	0
€500,001-€2,000,000	7	4	1	89	1
More than €2,000,000	4	4	3	90	1

Company age (%)



Company age	4	1	2	93	1
Less than 1 year	4	1	2	93	1
Between 1 and 5 years	6	3	3	88	1
Between 6 and 10 years	5	6	3	87	1
More than 10 years	7	4	3	88	1

Q10

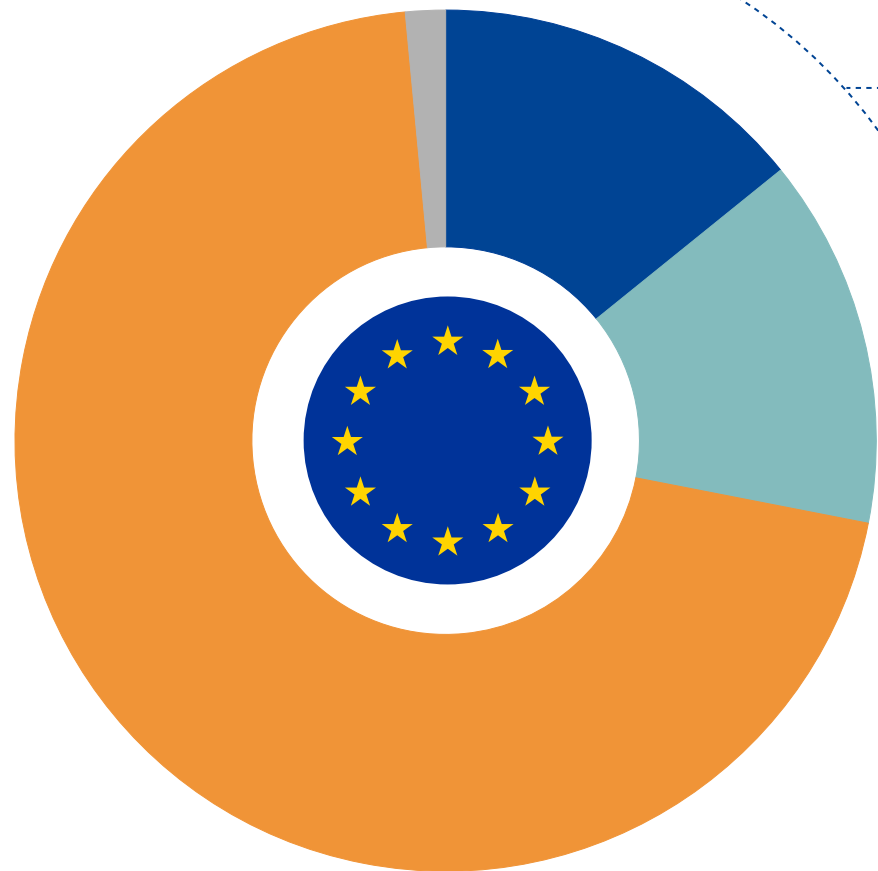
And have you encountered any of the following in the past three years? [MULTIPLE ANSWERS]

	EU27	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE
You cancelled an insurance policy because the premium increased without justification	7	5	2	7	6	3	2	5	6	20	2	2	8	5	2	9	6	11	1	2	4	6	1	5	3	7	7	5
You cancelled an insurance policy because a claim was denied	4	1	0	5	2	5	1	5	5	8	3	3	3	3	3	2	4	2	2	5	3	3	3	3	3	4	2	1
You paid your insurance premiums on credit	3	2	2	3	2	1	0	16	2	4	2	3	4	9	1	0	3	2	34	4	1	1	5	3	18	1	0	0
None of these	88	92	95	88	85	92	95	72	87	73	93	91	86	85	94	89	88	86	63	91	90	91	93	91	78	89	91	93
Don't know	7	5	2	7	6	3	2	5	6	20	2	2	8	5	2	9	6	11	1	2	4	6	1	5	3	7	7	5

Q11

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?

EU27 average



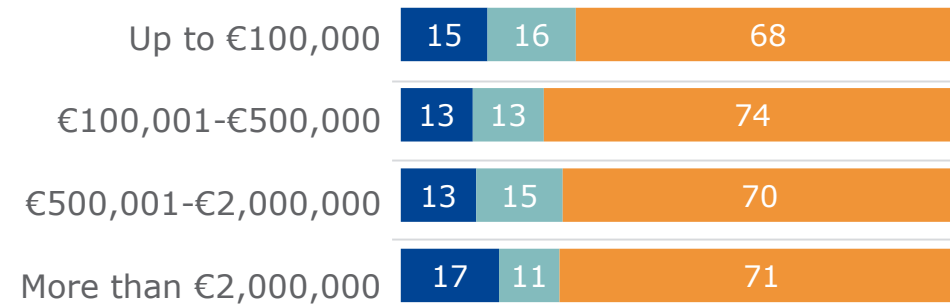
14% More likely

14% Less likely

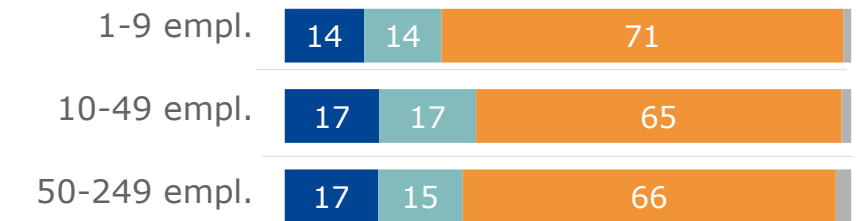
71% No change

2% Don't know

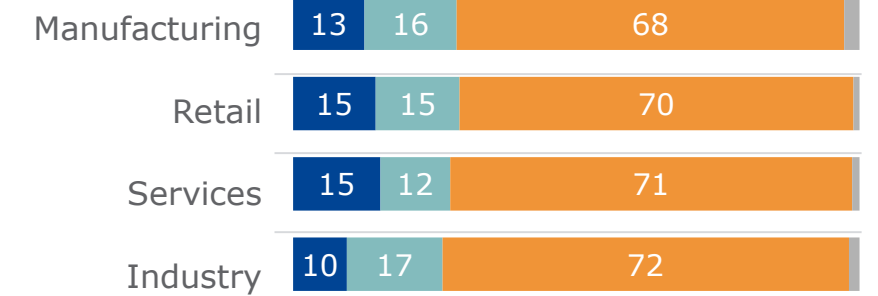
Company turnover (%)



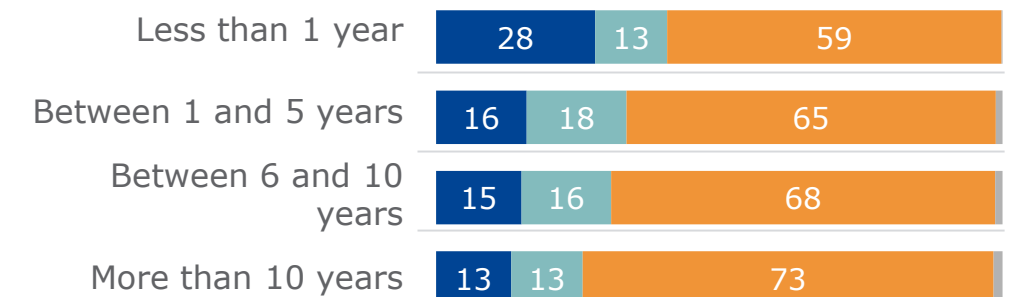
Company size (%)



Sectors grouped (%)

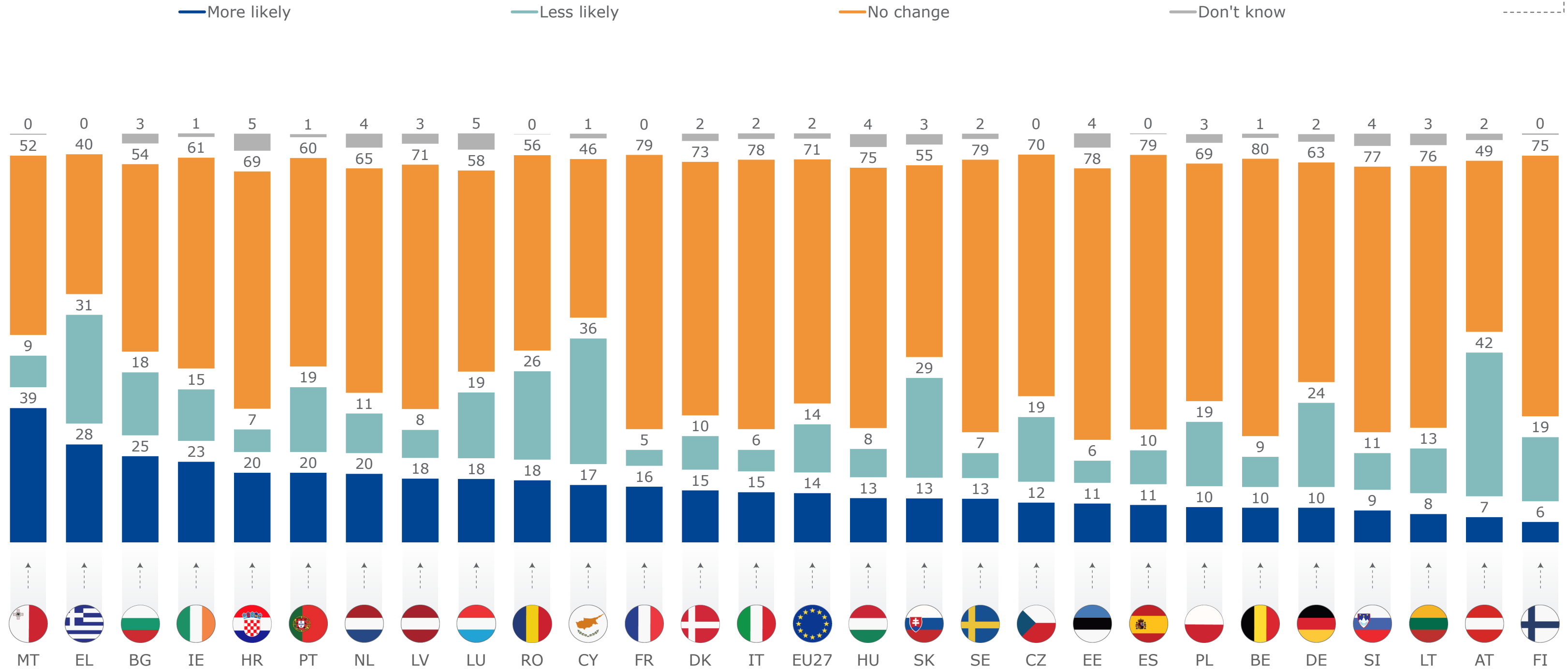


Company age (%)



Q11

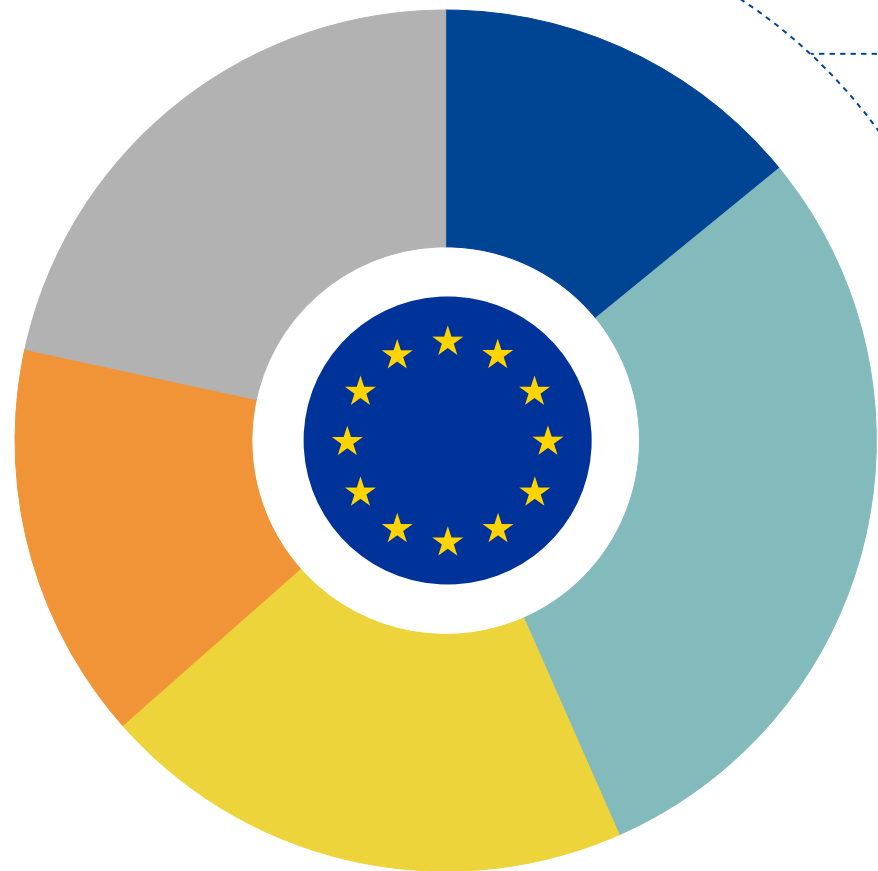
Thinking about the COVID-19 pandemic, natural disasters, the war in Ukraine and the current economic situation, would you say you are now more or less likely to purchase or renew insurance products?



Q12

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?

EU27 average



- **14%** Strongly agree
- **29%** Tend to agree
- **20%** Tend to disagree
- **15%** Strongly disagree
- **22%** Don't know

Company turnover (%)

Up to €100,000	14	30	18	15	23
€100,001-€500,000	15	29	22	12	23
€500,001-€2,000,000	16	27	24	17	16
More than €2,000,000	11	35	18	17	19



Company size (%)

1-9 empl.	14	29	20	15	22
10-49 empl.	15	32	20	15	18
50-249 empl.	18	33	23	11	15



Sectors grouped (%)

Manufacturing	13	27	22	14	24
Retail	15	27	21	15	23
Services	14	31	20	15	21
Industry	14	29	20	17	21



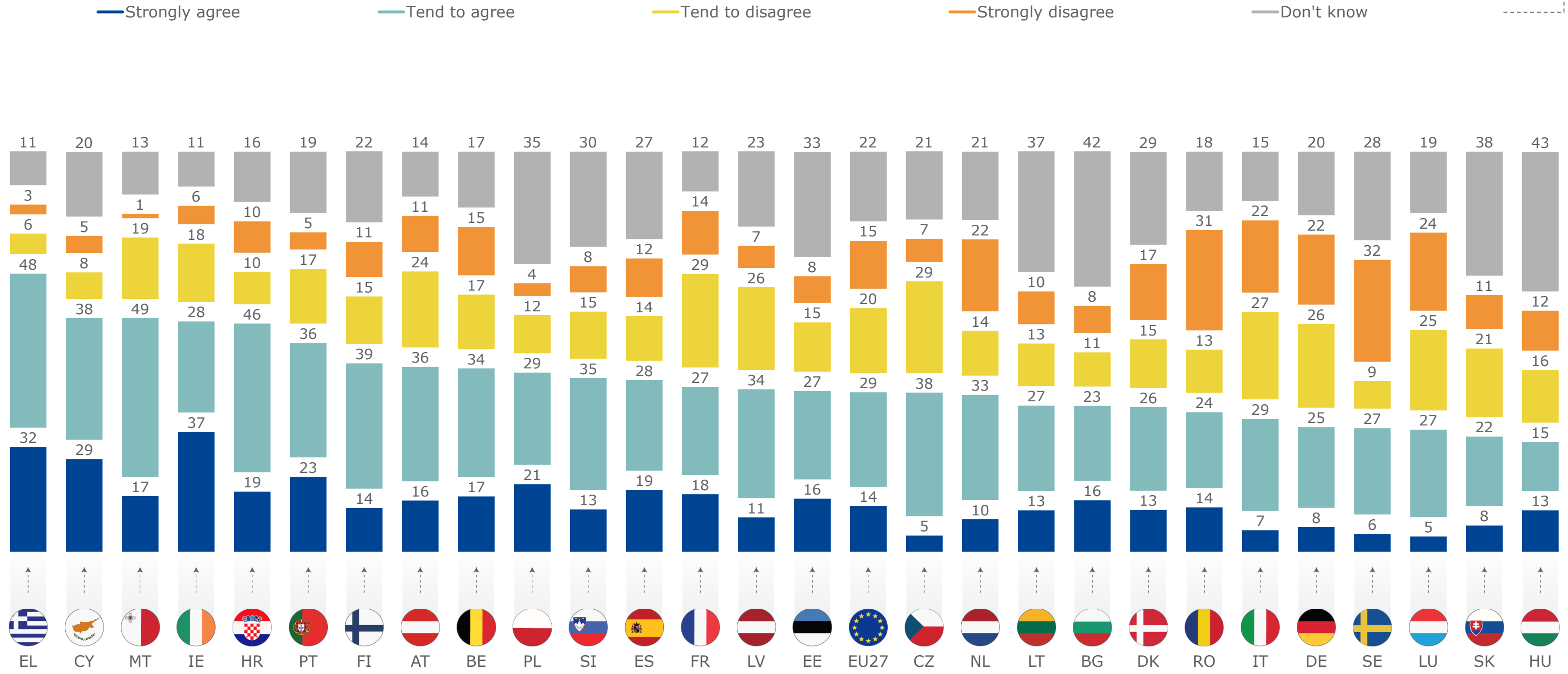
Company age (%)

Less than 1 year	23	29	10	27	10
Between 1 and 5 years	12	37	21	13	18
Between 6 and 10 years	11	31	20	14	23
More than 10 years	15	27	20	15	22



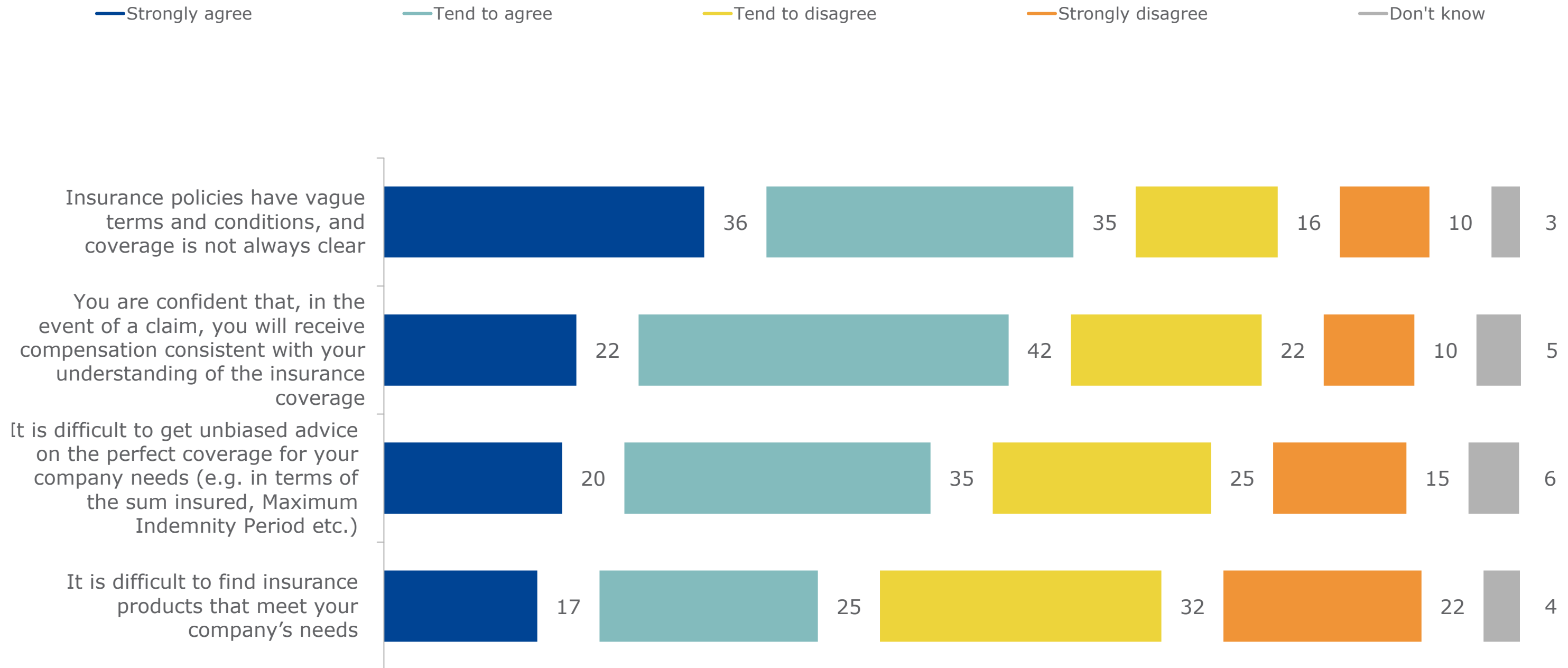
Q12

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?



Q13

To what extent do you agree or disagree with the following statements?

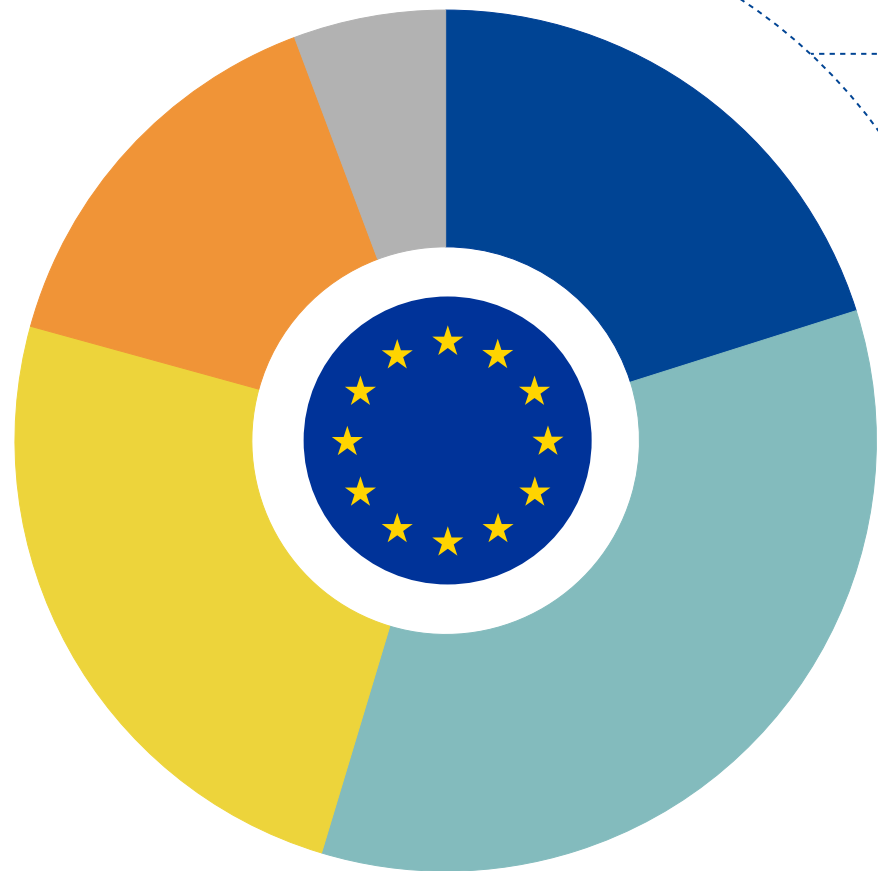


Q13_1

To what extent do you agree or disagree with the following statements?

It is difficult to get unbiased advice on the perfect coverage for your company needs (e.g. in terms of the sum insured, Maximum Indemnity Period etc.)

EU27 average



- **20%** Strongly agree
- **35%** Tend to agree
- **25%** Tend to disagree
- **15%** Strongly disagree
- **6%** Don't know

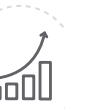
Company turnover (%)

Up to €100,000	24	34	23	13	6
€100,001-€500,000	20	36	23	16	
€500,001-€2,000,000	16	37	29	15	
More than €2,000,000	18	32	26	19	



Company size (%)

1-9 empl.	20	35	25	15	6
10-49 empl.	16	36	25	19	
50-249 empl.	14	29	31	20	6



Sectors grouped (%)

Manufacturing	18	34	26	16	6
Retail	19	37	22	16	7
Services	22	34	25	14	
Industry	16	34	27	16	6



Company age (%)

Less than 1 year	40	21	26	9	
Between 1 and 5 years	21	39	24	13	
Between 6 and 10 years	17	38	23	17	
More than 10 years	20	33	25	15	6



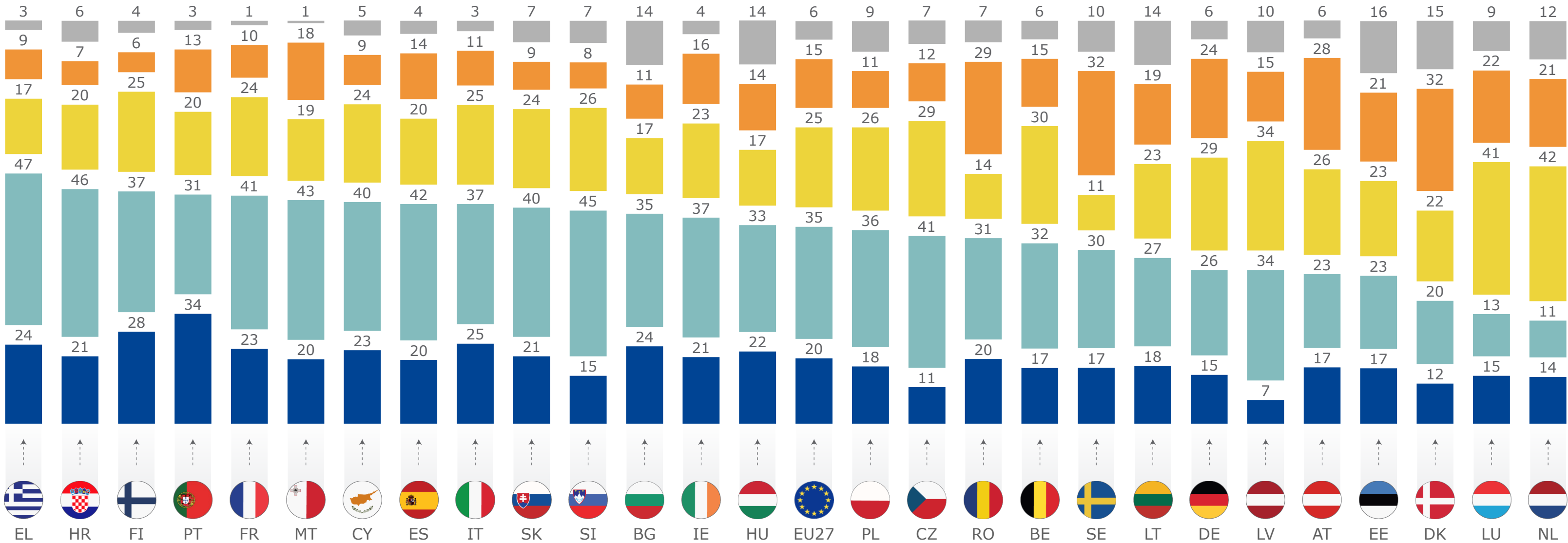
Q13_1

To what extent do you agree or disagree with the following statements?

It is difficult to get unbiased advice on the perfect coverage for your company needs (e.g. in terms of the sum insured, Maximum Indemnity Period etc.)



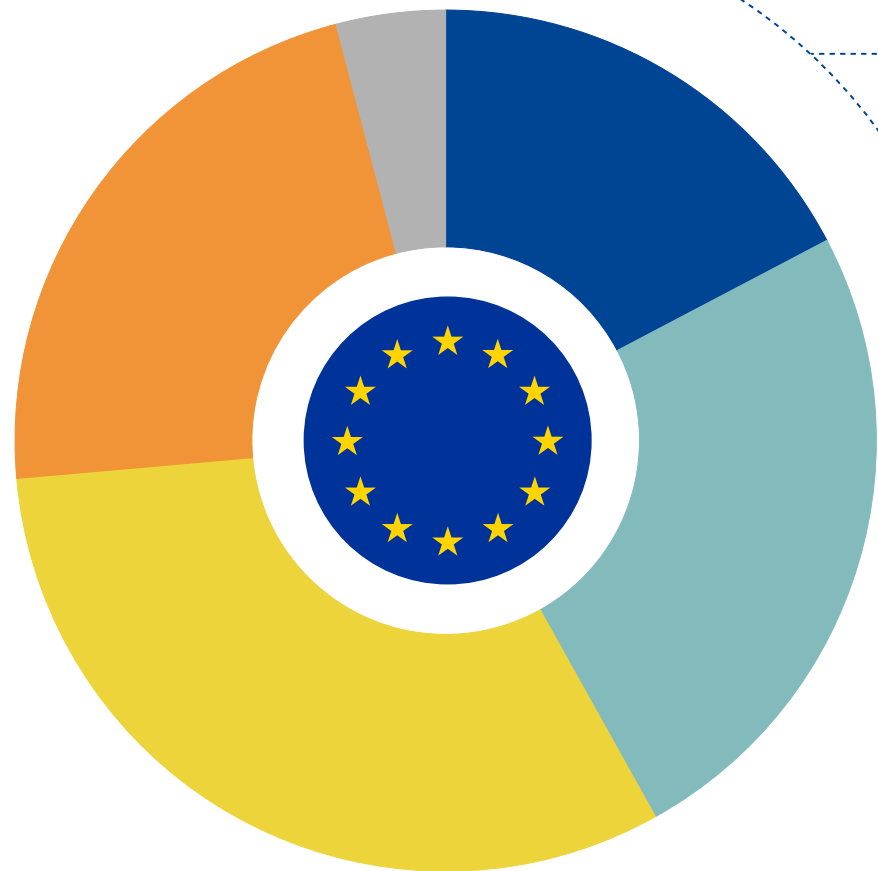
— Strongly agree — Tend to agree — Tend to disagree — Strongly disagree — Don't know



Q13_2

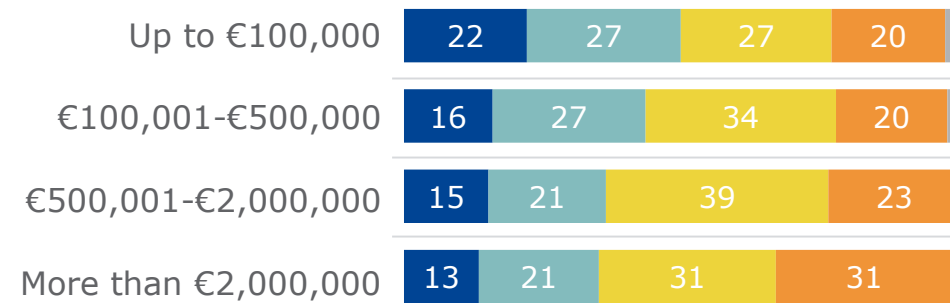
To what extent do you agree or disagree with the following statements?
It is difficult to find insurance products that meet your company's needs

EU27 average

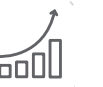
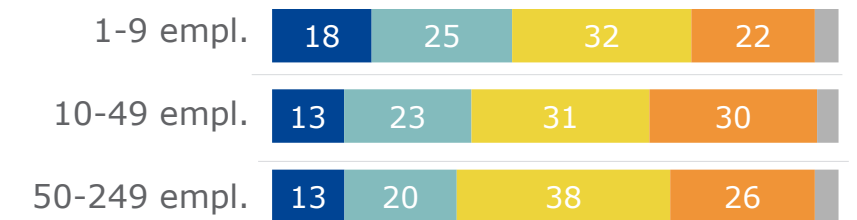


- **17%** Strongly agree
- **25%** Tend to agree
- **32%** Tend to disagree
- **22%** Strongly disagree
- **4%** Don't know

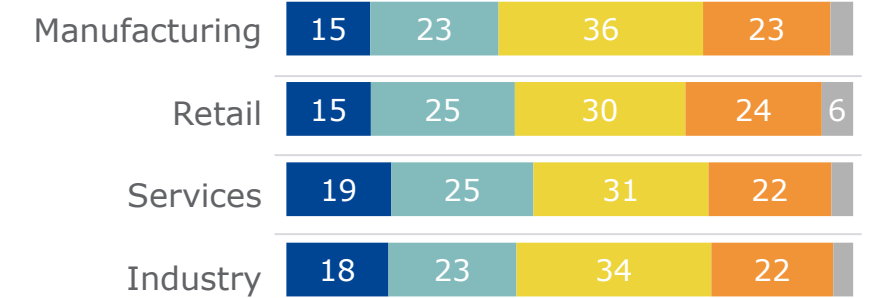
Company turnover (%)



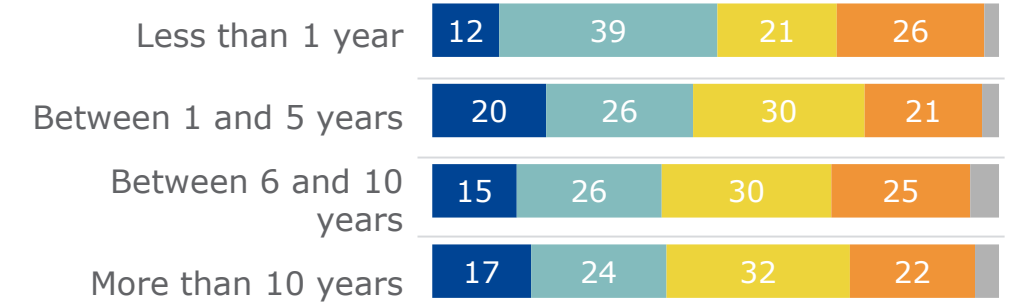
Company size (%)



Sectors grouped (%)



Company age (%)

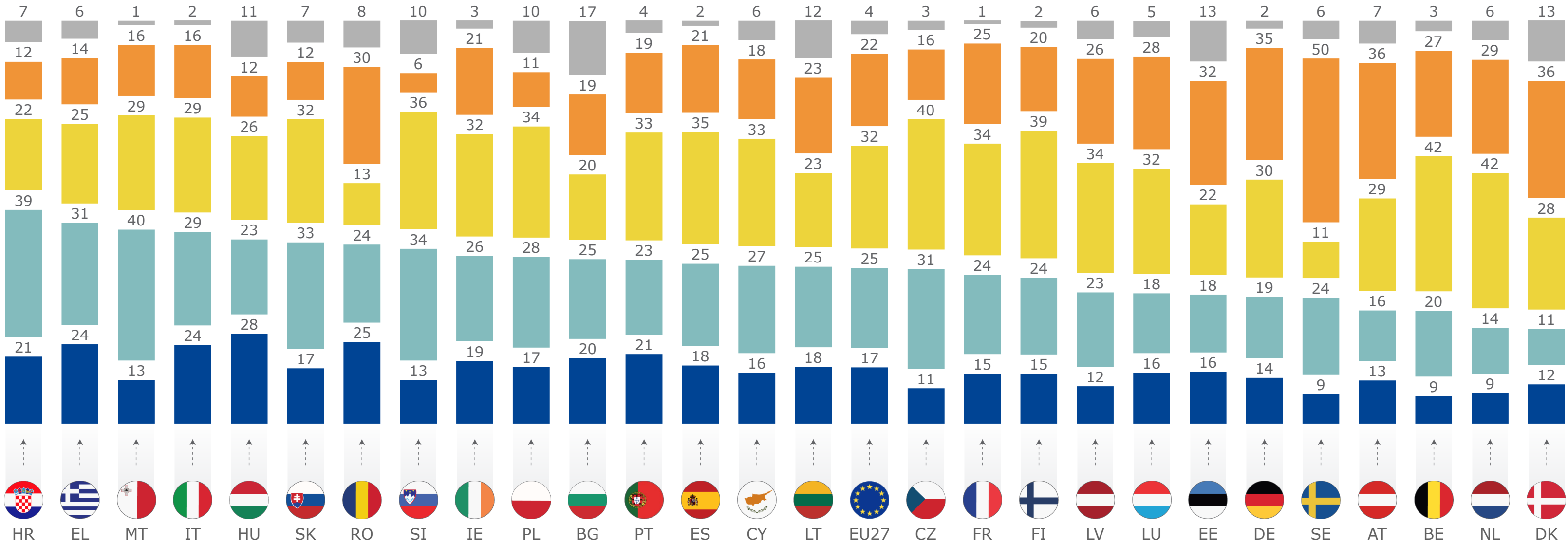


Q13_2

To what extent do you agree or disagree with the following statements?
It is difficult to find insurance products that meet your company's needs



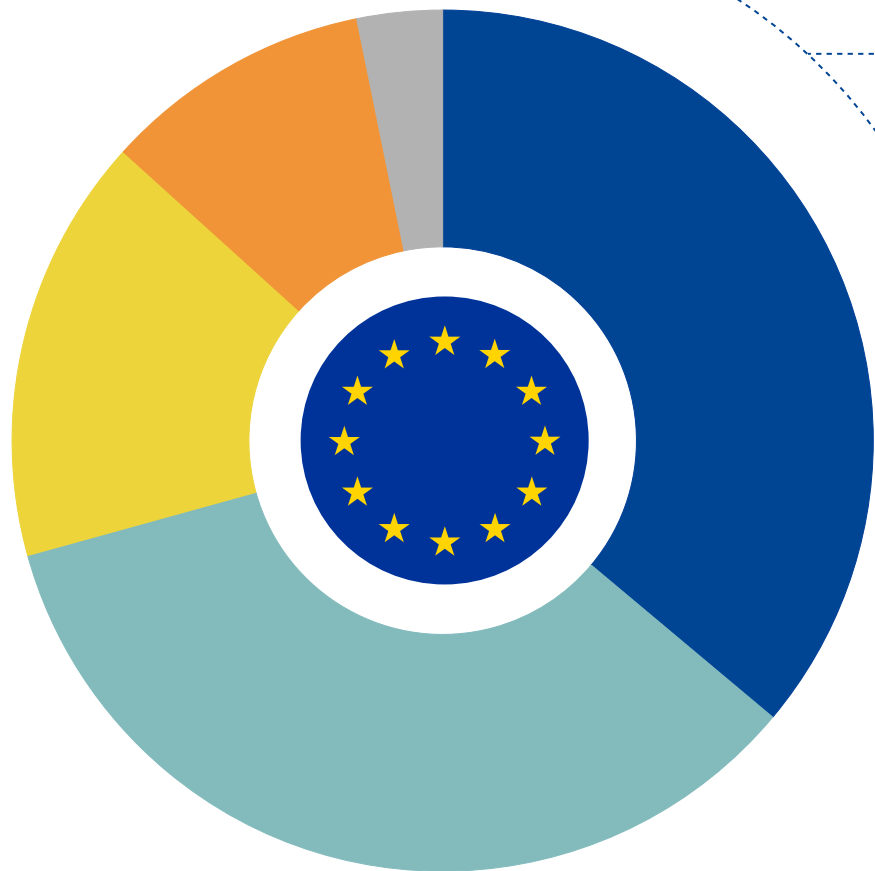
— Strongly agree — Tend to agree — Tend to disagree — Strongly disagree — Don't know



Q13_3

To what extent do you agree or disagree with the following statements?
Insurance policies have vague terms and conditions, and coverage is not always clear

EU27 average



- **36%** Strongly agree
- **35%** Tend to agree
- **16%** Tend to disagree
- **10%** Strongly disagree
- **3%** Don't know

Company turnover (%)



Up to €100,000	36	36	15	10
€100,001-€500,000	40	36	15	7
€500,001-€2,000,000	35	36	16	11
More than €2,000,000	25	31	22	19

Company size (%)



1-9 empl.	37	35	16	10
10-49 empl.	26	35	22	13
50-249 empl.	23	36	24	13

Sectors grouped (%)



Manufacturing	33	34	19	11
Retail	36	33	15	11
Services	38	34	15	10
Industry	30	39	20	9

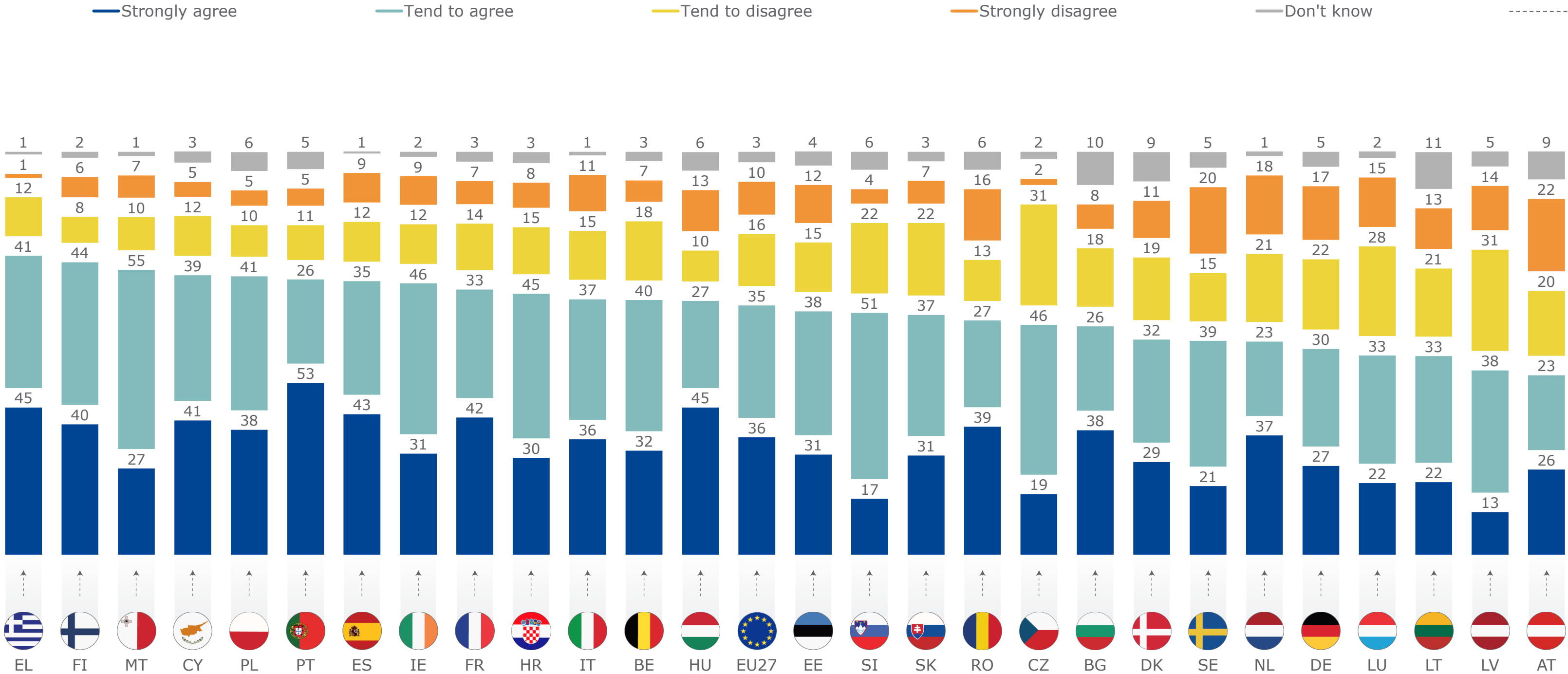
Company age (%)



Less than 1 year	56	13	23	8
Between 1 and 5 years	34	37	17	9
Between 6 and 10 years	34	34	16	11
More than 10 years	37	35	15	10

Q13_3

To what extent do you agree or disagree with the following statements?
Insurance policies have vague terms and conditions, and coverage is not always clear

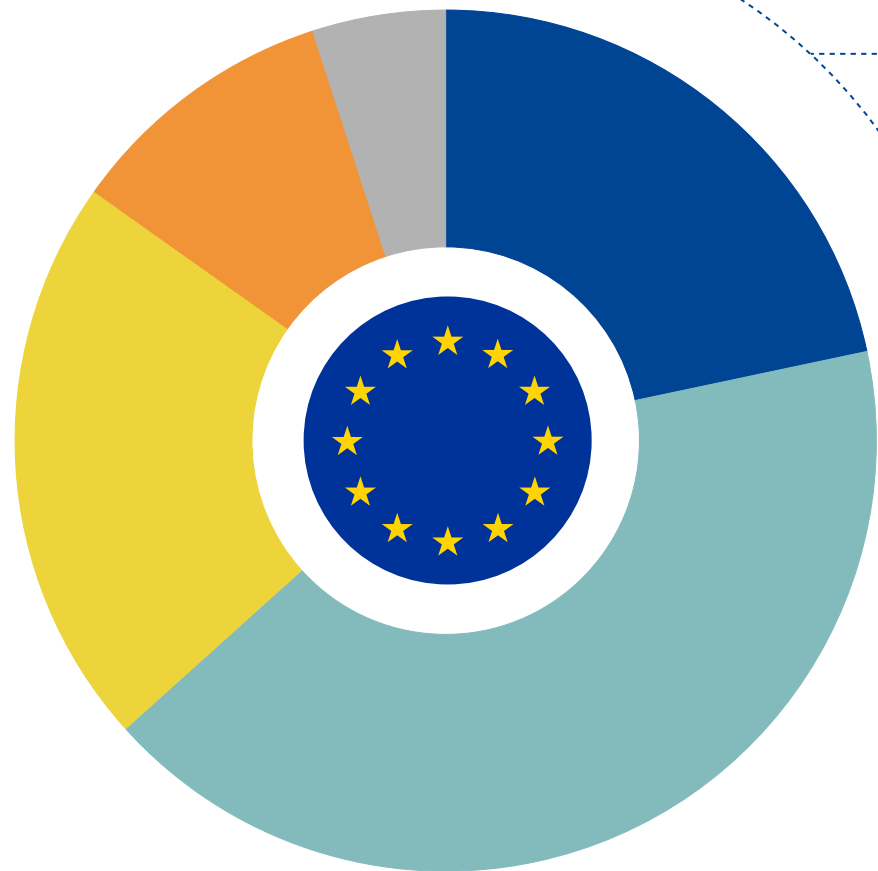


Q13_4

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

EU27 average



- **22%** Strongly agree
- **42%** Tend to agree
- **22%** Tend to disagree
- **10%** Strongly disagree
- **5%** Don't know

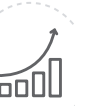
Company turnover (%)

Up to €100,000	20	40	24	12	
€100,001-€500,000	19	44	21	10	
€500,001-€2,000,000	22	44	21	10	
More than €2,000,000	28	42	18	6	6



Company size (%)

1-9 empl.	21	42	22	10	
10-49 empl.	29	42	17	7	
50-249 empl.	28	50	14		



Sectors grouped (%)

Manufacturing	19	41	25	10	
Retail	21	40	21	13	
Services	22	44	22	9	
Industry	24	38	20	13	6



Company age (%)

Less than 1 year	21	52	11	12	
Between 1 and 5 years	20	41	27	9	
Between 6 and 10 years	19	47	18	10	6
More than 10 years	23	40	21	11	



Q13_4

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

