



Flash Eurobarometer

Consumer trends in insurance services

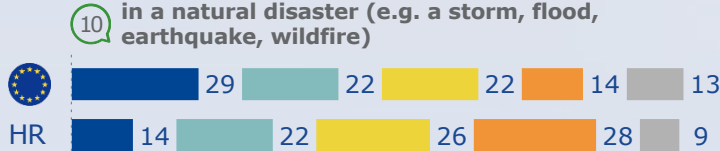
Interviews with EU citizens: EU27 – 25 880 | HR – 1 011

Fieldwork: 22.06 - 30.06.2022 | Methodology:

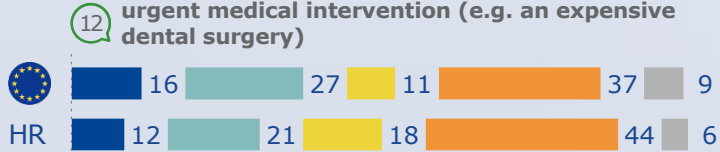
Self-assessed level of insurance protection

q... Which of the following would best apply to your situation? (%)

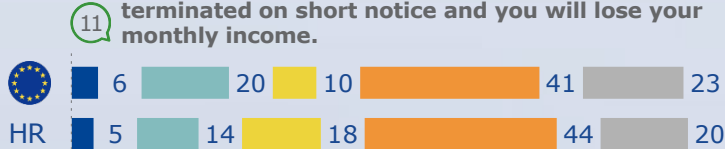
Imagine the property where you live is damaged in a natural disaster (e.g. a storm, flood, earthquake, wildfire)



Imagine you have to cover the costs of an urgent medical intervention (e.g. an expensive dental surgery)



Imagine that your employment contract is terminated on short notice and you will lose your monthly income.



Expects that their insurance will provide:

- Full coverage
- Partial coverage
- Unsure about coverage
- No (private) insurance*
- Don't know/Prefer not to say

Note: * Please consult the data tables for exact wording of the response options.

q3 Which, if any, of the following insurance products do you consider the most important for you to be financially healthy? (%)



- At least one insurance product (currently not owned) considered important to be financially healthy
- Does not consider additional insurance (on top of insurance already owned) important to be financially healthy
- Does not know

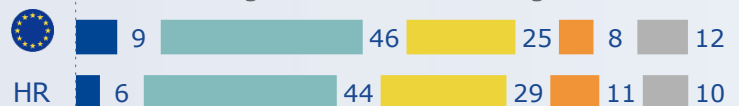
Issues encountered when making an insurance claim

q5 Have you encountered any of the following in the past three years? (% 'yes')



q13 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



- 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



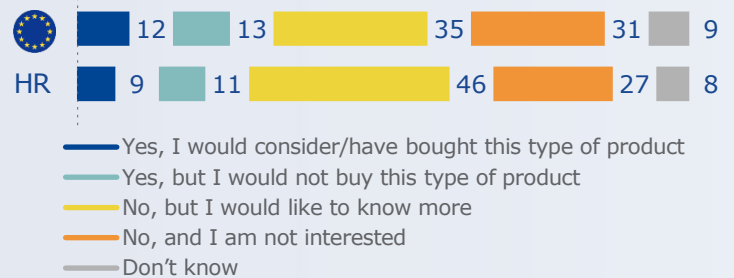
Financial hardship and insurance

q6 Have you encountered any of the following in the past three years? (% 'yes')



Sustainable (or "green") insurance products

q16 Have you seen or heard anything about sustainable (or "green") insurance products? (%)



q17 Based on your own insurance purchasing experience, please indicate how much you agree or disagree with the following statements... (%)

