



Flash Eurobarometer

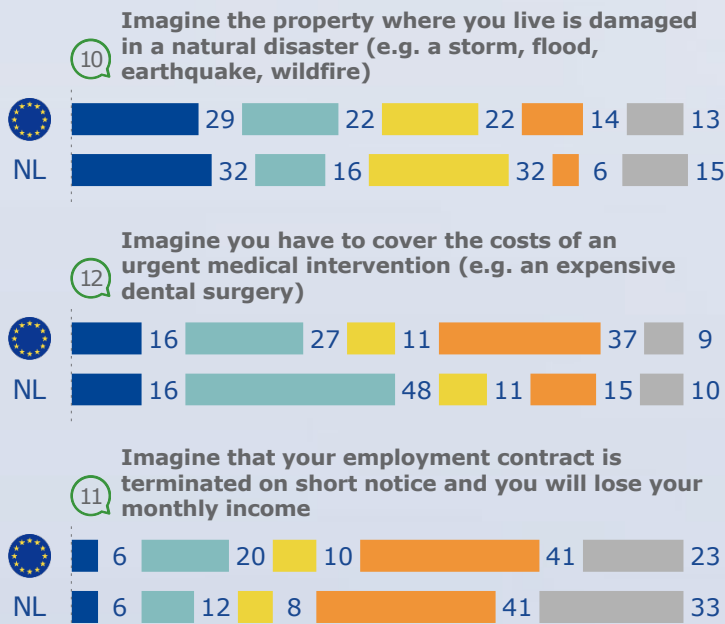
## Consumer trends in insurance services

Interviews with EU citizens: EU27 – 25 880 | NL – 1 007

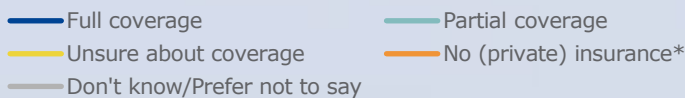
Fieldwork: 22.06 - 30.06.2022 | Methodology:

### Self-assessed level of insurance protection

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

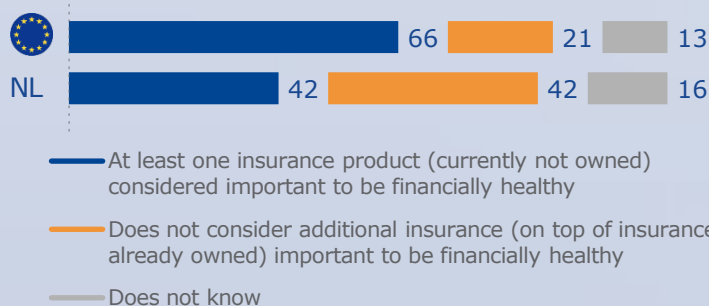


Expects that their insurance will provide:



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? (%)

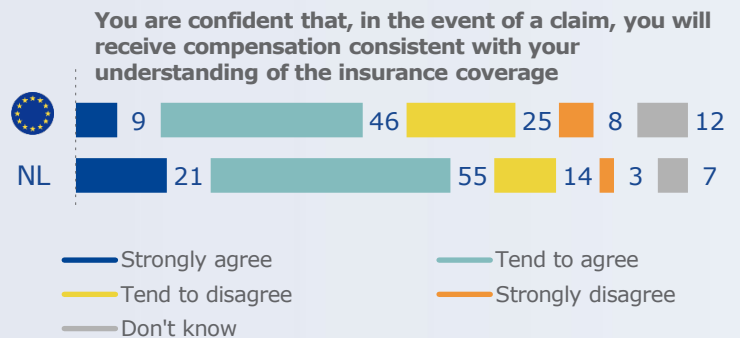


### Issues encountered when making an insurance claim

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... (%)





## 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



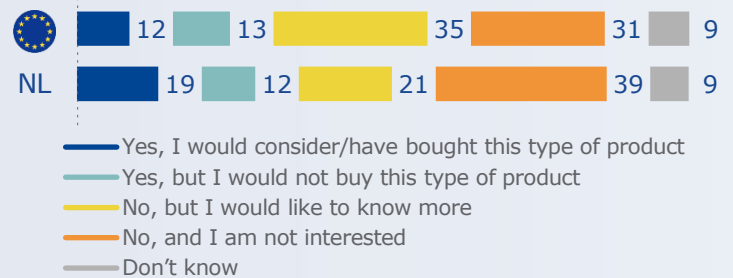
## Financial hardship and insurance

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... (%)

