

Consumer Trends Report 2019

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Key findings:

- Transparency and disclosure of information to consumers has overall improved
- The digitalisation of the insurance sector continues showing potential for improving the consumer experience and brings new opportunities for insurers
- However, areas that could cause potential consumer detriment continue being reported, with possible risks for consumers across the product lifecycle
- Particular concerns relate to unit-linked, credit life/credit protection and add-on insurance products as well as claims management in motor insurance

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