


Consumer trends in insurance services

Interview with EU citizens

EU27 (25 880 interviews) | 22.06 – 30.06.2022 | Methodology 



Self-assessed level of insurance protection

An urgent medical intervention

43% 

would rely on private health insurance

37% 

would rely on public health insurance

20% 

are unsure about the level of protection (or 'don't know')

Property damage due to a natural disaster

51% 

think their insurance would cover at least some of the repair costs

14% 

would rely on support from the Government/State

35% 

are unsure about the level of protection (or 'don't know')

Income loss due to contract termination

26% 

think that their insurance would support them at least partially

41% 

would rely on support from the Government/State

33% 

are unsure about the level of protection (or 'don't know')

Awareness regarding insurance coverage



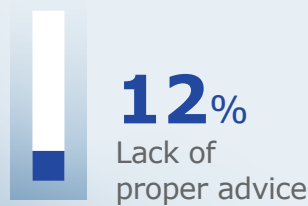
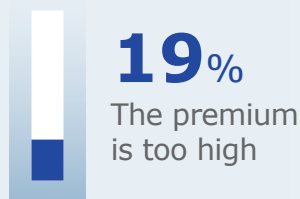
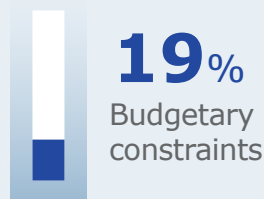
55%

Feel confident that, in the event of a claim, they will receive compensation consistent with their understanding of the insurance coverage



Have ever felt misled into buying insurance they do not need

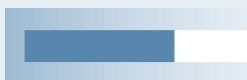
Main reasons (top 5) not to buy or renew insurance policies



Sustainable (or "green") insurance products



Have never seen or heard anything about sustainable insurance products



Would like to know more about sustainable insurance products



Would consider (or have bought) sustainable insurance products



Share agreeing that...

