



Flash Eurobarometer

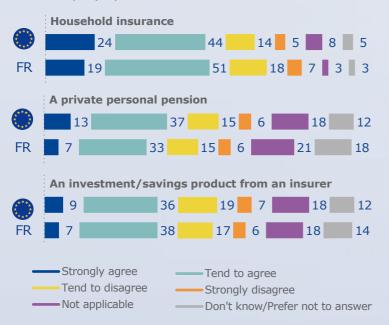
Consumer trends in insurance and pension services

Target population: EU citizens, 18+ (EU27 - 25 951 interviews | FR - 1 010 interviews)

Fieldwork: 17.7 – 25.7.2024 | Methodology:

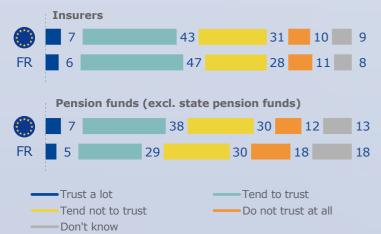
Value for money

q4 Based on your experience with the following financial products, to what extent do you agree or disagree that they offer you value for your money? (%)



Trust in entities involved in the design and distribution of insurance and private pension plans

q16 To what extent do you trust the following entities involved in the distribution and/or design of insurance and private pension plans to ensure a good consumer outcome, as well as an adequate retirement outcome? (%)



Insurance costs/fees

q6 For each of these savings and insurance products, did you make any of the following decisions over the past two years?







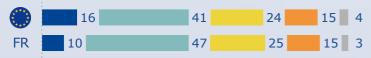


Living comfortably throughout retirements

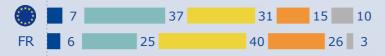
Overall, how confident are you that you will have enough money to live comfortably throughout your retirement years? (%)

Confidence among respondents who...

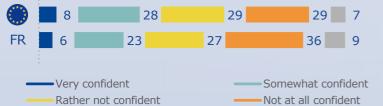
... have an occupational pension plan (provided by their employer or offered by a private company on a voluntary basis)



... have a private personal pension plan (excluding state pension)



... do not have an occupation pension plan, nor personal pension plan

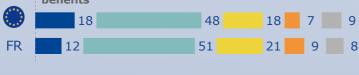


Knowledge and access to information on pension products

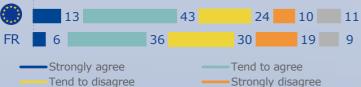
Don't know/Prefer not to answer

q11 Based on your experience with pension products, to what extent do you agree or disagree with the following statements?(%)

> I know where I can access information about my pension products/schemes and my overall pension benefits



I find it easy to understand my pension products/schemes and my overall pension benefits

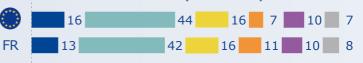


Don't know

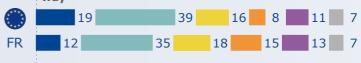
Purchasing insurance online

q7 Based on your experience with purchasing insurance, to what extent do you agree or disagree with the following statements? (%)

I can find customized insurance products and services online that fit my needs and preferences



When purchasing insurance online, I trust insurers will collect and use my personal data in an ethical wav



The claims process is easier and faster due to automated processes used online



q8 Have you encountered any of the following situations when purchasing insurance online? (%, Top 4 responses)

Base: Those who bought insurance online

The way in which information was presented on price comparison websites was misleading (i.e., not doing a fair ranking, only focusing on price and not on coverage etc.) It was unclear whether the range of



products offered on price comparison websites was covering all products available on the market



You were asked to provide personal data that, in your opinion, was not needed



Statements that the offer to make the purchase at the price quoted was limited in time

