

# Consumer expectations when buying a travel insurance policy

*What are they getting for their money?*

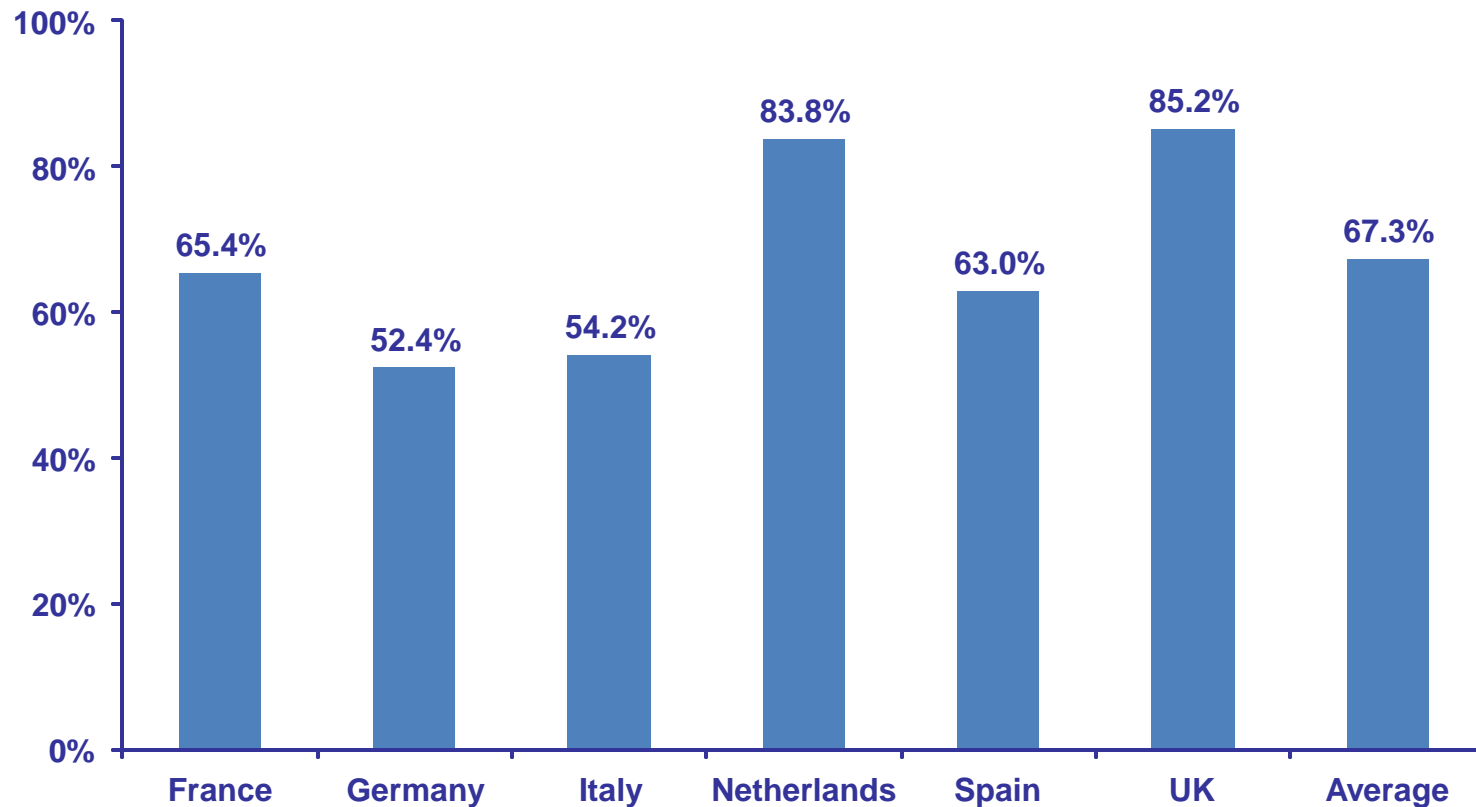
**Simon Tottman**

*2<sup>nd</sup> November 2011*



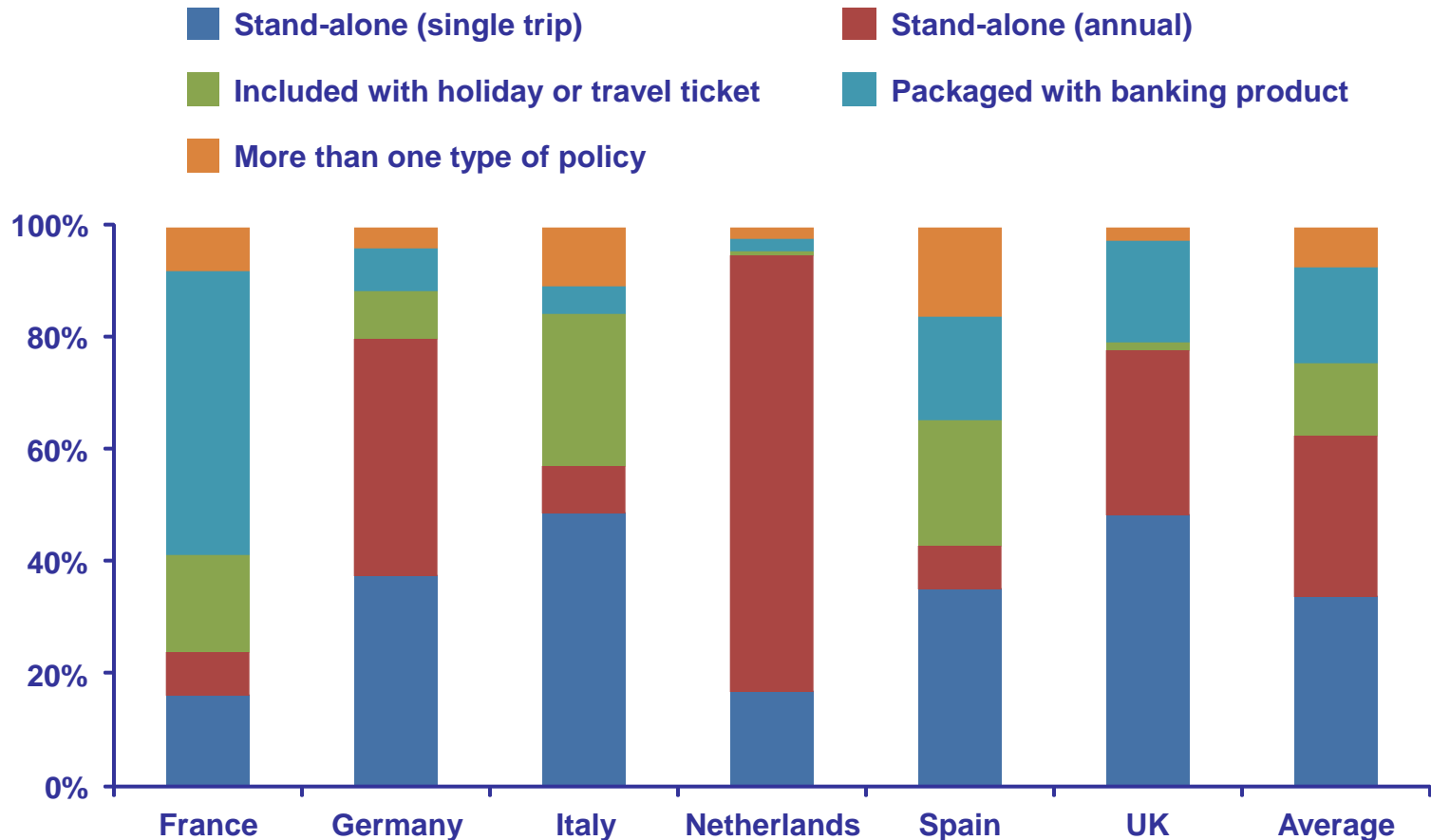
## How does insurance uptake vary within Europe?

% of travellers who were covered by travel insurance: six European countries, 2010



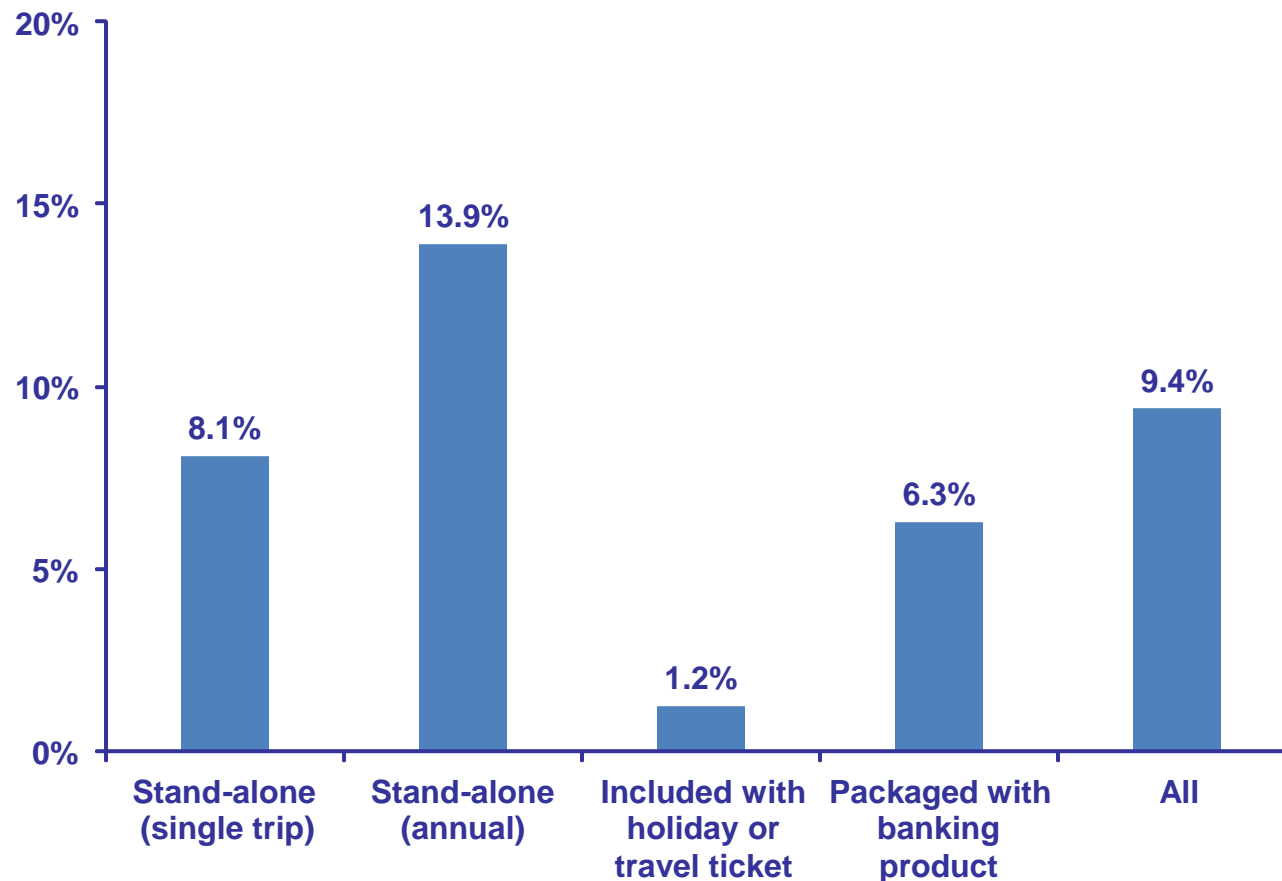
# What types of travel policy do consumers hold?

Types of insurance policy held by insured travellers: six European countries, 2010



## Does the type of policy held affect claims behaviour?

Frequency of travel insurance claims, segmented by type of policy:  
all respondents from the six European countries discussed above, 2010



## **Any questions?**

### **Sources and related Finaccord publications:**

**Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in Europe**

**Travel Insurance and Assistance in Major Global Markets**

**Travel Insurance and Assistance in Northern and Central Europe**

**Travel Insurance and Assistance in Southern and Western Europe**

**Insurance and Assistance linked to Payment Cards and Bank Accounts in Major Global Markets**

**Insurance and Assistance linked to Payment Cards and Bank Accounts in Northern and Central Europe**

**Insurance and Assistance linked to Payment Cards and Bank Accounts in Southern and Western Europe**

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#### **Contact us**

The Office Farringdon  
24 Greville Street  
London,  
EC1N 8SS

Phone: +44 20 3178 2556

Fax: +44 20 7198 7902

Email: [info@finaccord.com](mailto:info@finaccord.com)

[www.finaccord.com](http://www.finaccord.com)

