

TABLE OF CONTENTS

0.0 EXECUTIVE SUMMARY	1
1.0 INTRODUCTION	4
What is this report about?	4
Rationale.....	4
Global consumer research	4
Other international research reports about travel insurance and assistance.....	5
2.0 GLOBAL OVERVIEW	6
Introduction	6
Underlying foreign and domestic travel markets	7
Frequency of travel	7
<i>Chinese consumers undertake the most insurable travel and their US counterparts the least</i>	7
<i>... although Germans are the most likely to travel overseas</i>	9
Segmentation by age group	11
<i>Propensity to travel varies little by age group</i>	11
Segmentation by annual household income band.....	15
<i>... but rises in line with annual household income</i>	15
Types of trip.....	19
<i>Leisure trips arranged independently dominate for both foreign and domestic trips</i>	19
<i>... although other trip types are particularly popular in certain countries</i>	19
Take-up rates for travel insurance.....	23
Segmentation between foreign and domestic travel.....	23
<i>Travel insurance take-up rates are highest in China and lowest in Brazil</i>	23
<i>... and are substantially higher for foreign trips as opposed to domestic ones</i>	24
Segmentation by age group	26
<i>In general, older travellers are a bit more likely to take out travel cover than younger ones</i>	26
Segmentation by annual household income band.....	30
<i>... as are those with a higher annual household income</i>	30
Segmentation by trip type.....	34
<i>Trips organised by other parties attract the highest take-up rates for travel insurance</i>	34
Characteristics of travel insurance policies	38
Number of individuals covered by travel insurance	38
<i>On average, over 70% of policies cover more than one person</i>	38
General types of travel insurance policy.....	40
<i>Single-trip policies are used most commonly in Australia and the US</i>	40
<i>... and stand-alone annual cover in Germany</i>	40
<i>... as a consequence of the popularity of low-cost travel health insurance policies</i>	42
Specific types of travel insurance policy	43
<i>Policy types other than purely standard ones are most widespread in Brazil and China</i>	43
<i>... in part as a result of the popularity there of policies focused on business and / or domestic travel</i>	45
<i>Insurance configured for those with pre-existing medical conditions is most widespread in the UK</i>	45
Risks covered by travel insurance	47
<i>Bankruptcy of a scheduled airline is the risk least likely to be insured among those analysed</i>	47
<i>Policies acquired in Australia and the UK are likely to be the most comprehensive</i>	48
Distribution of travel insurance	51
Distribution channels used for stand-alone cover	51
<i>In all countries, direct sales (including tied agents) are the preferred distribution channel</i>	51

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

... but other channels are significant in certain countries.....	51
Distribution interfaces used for stand-alone travel cover.....	53
Online sales outnumber face-to-face sales in all countries apart from Spain.....	53
... and most such sales continue to occur via regular laptop or desktop computers.....	55
Providers of travel insurance.....	57
Italy features the most concentrated market and the UK the least concentrated one.....	57
... but the apparent market leader in China holds the highest market share of all.....	57
Purchasing prompts for stand-alone cover.....	59
Almost a half of sales of travel insurance occur as a result of a prompt of one sort or another.....	59
Travel insurance claims.....	60
Frequency and outcome.....	60
Reported claims frequency is highest in the US and lowest in the UK.....	60
Segmentation by age group.....	64
Younger policyholders are a lot more likely to submit claims than their older counterparts.....	64
Segmentation by annual household income band.....	65
... but annual household income has less impact in this respect.....	65
Segmentation by general type of policy.....	66
Cover bundled with payment cards and other banking products generates the fewest claims.....	66
... but these are also the least likely to be accepted by the insurance providers.....	66
Segmentation by specific type of policy.....	68
Non-standard policies produce a much higher claims frequency overall than standard ones.....	68
... although for certain non-standard policy types, the claims frequency is actually very favourable.....	68
Main reasons for travel insurance claims.....	71
Over 20% of claims are to request assistance to resolve problems faced by the travellers themselves.....	71
3.0 AUSTRALIA.....	72
Introduction.....	72
Underlying foreign and domestic travel markets.....	74
Frequency of travel.....	74
Segmentation by age group.....	75
Segmentation by annual household income band.....	76
Types of trip.....	77
Take-up rates for travel insurance.....	78
Segmentation between foreign and domestic travel.....	78
Segmentation by age group.....	80
Segmentation by annual household income band.....	81
Segmentation by trip type.....	82
Characteristics of travel insurance policies.....	83
Number of individuals covered by travel insurance.....	83
General types of travel insurance policy.....	84
Segmentation by age group and annual household income band.....	86
Specific types of travel insurance policy.....	88
Risks covered by travel insurance.....	90
Distribution of travel insurance.....	91
Distribution channels used for stand-alone cover.....	91
Distribution interfaces used for stand-alone cover.....	94
Devices used for stand-alone cover acquired online.....	95
Cross-tabulation of distribution channels and interfaces used for stand-alone cover.....	96
Providers of travel insurance.....	97

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Purchasing prompts for stand-alone cover	98
Travel insurance claims	99
Frequency and outcome	99
Segmentation by age group	100
Segmentation by annual household income band.....	101
Segmentation by general type of policy.....	102
Segmentation by specific type of policy.....	103
Main reasons for travel insurance claims	104
Research sample statistics	105
4.0 BRAZIL.....	107
Introduction	107
Underlying foreign and domestic travel markets	109
Frequency of travel	109
Segmentation by age group	110
Segmentation by annual household income band.....	111
Types of trip.....	112
Take-up rates for travel insurance.....	114
Segmentation between foreign and domestic travel.....	114
Segmentation by age group	115
Segmentation by annual household income band.....	116
Segmentation by trip type.....	117
Characteristics of travel insurance policies	118
Number of individuals covered by travel insurance	118
General types of travel insurance policy.....	119
Segmentation by age group and annual household income band	120
Specific types of travel insurance policy	122
Risks covered by travel insurance	124
Distribution of travel insurance	125
Distribution channels used for stand-alone cover	125
Distribution interfaces used for stand-alone cover	127
Devices used for stand-alone cover acquired online.....	128
Providers of travel insurance	130
Purchasing prompts for stand-alone cover	131
Travel insurance claims	132
Frequency and outcome	132
Segmentation by age group	133
Segmentation by annual household income band.....	134
Segmentation by general type of policy.....	135
Segmentation by specific type of policy.....	136
Main reasons for travel insurance claims	137
Research sample statistics	138
5.0 CANADA.....	140
Introduction	140
Underlying foreign and domestic travel markets	142
Frequency of travel	142

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Segmentation by age group	143
Segmentation by annual household income band.....	144
Types of trip.....	145
Take-up rates for travel insurance.....	146
Segmentation between foreign and domestic travel.....	146
Segmentation by age group	148
Segmentation by annual household income band.....	149
Segmentation by trip type.....	150
Characteristics of travel insurance policies	151
Number of individuals covered by travel insurance	151
General types of travel insurance policy.....	152
Segmentation by age group and annual household income band	154
Specific types of travel insurance policy	156
Risks covered by travel insurance	158
Distribution of travel insurance	159
Distribution channels used for stand-alone cover	159
Distribution interfaces used for stand-alone cover	162
Devices used for stand-alone cover acquired online.....	163
Cross-tabulation of distribution channels and interfaces used for stand-alone cover.....	165
Providers of travel insurance.....	166
Purchasing prompts for stand-alone cover	167
Travel insurance claims	168
Frequency and outcome	168
Segmentation by age group.....	169
Segmentation by annual household income band.....	170
Segmentation by general type of policy.....	171
Segmentation by specific type of policy.....	172
Main reasons for travel insurance claims	173
Research sample statistics.....	174
6.0 CHINA.....	176
Introduction	176
Underlying foreign and domestic travel markets	178
Frequency of travel	178
Segmentation by age group	179
Segmentation by annual household income band.....	180
Types of trip.....	181
Take-up rates for travel insurance.....	182
Segmentation between foreign and domestic travel.....	182
Segmentation by age group	184
Segmentation by annual household income band.....	185
Segmentation by trip type.....	186
Characteristics of travel insurance policies	187
Number of individuals covered by travel insurance	187
General types of travel insurance policy.....	188
Segmentation by age group and annual household income band	189

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Specific types of travel insurance policy	191
Risks covered by travel insurance	193
Distribution of travel insurance	194
Distribution channels used for stand-alone cover	194
Distribution interfaces used for stand-alone cover	196
Devices used for stand-alone cover acquired online	197
Cross-tabulation of distribution channels and interfaces used for stand-alone cover	198
Providers of travel insurance	199
Purchasing prompts for stand-alone cover	200
Travel insurance claims	201
Frequency and outcome	201
Segmentation by age group	201
Segmentation by annual household income band	203
Segmentation by general type of policy	204
Segmentation by specific type of policy	205
Main reasons for travel insurance claims	206
Research sample statistics	207
7.0 FRANCE	210
Introduction	210
Underlying foreign and domestic travel markets	212
Frequency of travel	212
Segmentation by age group	213
Segmentation by annual household income band	214
Types of trip	215
Take-up rates for travel insurance	216
Segmentation between foreign and domestic travel	216
Segmentation by age group	218
Segmentation by annual household income band	219
Segmentation by trip type	220
Characteristics of travel insurance policies	221
Number of individuals covered by travel insurance	221
General types of travel insurance policy	222
Segmentation by age group and annual household income band	224
Specific types of travel insurance policy	226
Risks covered by travel insurance	228
Distribution of travel insurance	229
Distribution channels used for stand-alone cover	229
Distribution interfaces used for stand-alone cover	232
Devices used for stand-alone cover acquired online	233
Cross-tabulation of distribution channels and interfaces used for stand-alone cover	235
Providers of travel insurance	236
Purchasing prompts for stand-alone cover	237
Travel insurance claims	238
Frequency and outcome	238
Segmentation by age group	239

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Segmentation by annual household income band.....	240
Segmentation by general type of policy.....	241
Segmentation by specific type of policy.....	242
Main reasons for travel insurance claims.....	243
Research sample statistics.....	244
8.0 GERMANY	246
Introduction.....	246
Underlying foreign and domestic travel markets.....	248
Frequency of travel.....	248
Segmentation by age group.....	249
Segmentation by annual household income band.....	250
Types of trip.....	251
Take-up rates for travel insurance.....	252
Segmentation between foreign and domestic travel.....	252
Segmentation by age group.....	254
Segmentation by annual household income band.....	255
Segmentation by trip type.....	256
Characteristics of travel insurance policies.....	257
Number of individuals covered by travel insurance.....	257
General types of travel insurance policy.....	258
Segmentation by age group and annual household income band.....	260
Specific types of travel insurance policy.....	262
Risks covered by travel insurance.....	264
Distribution of travel insurance.....	265
Distribution channels used for stand-alone cover.....	265
Distribution interfaces used for stand-alone cover.....	268
Devices used for stand-alone cover acquired online.....	269
Cross-tabulation of distribution channels and interfaces used for stand-alone cover.....	270
Providers of travel insurance.....	271
Purchasing prompts for stand-alone cover.....	272
Travel insurance claims.....	273
Frequency and outcome.....	273
Segmentation by age group.....	274
Segmentation by annual household income band.....	275
Segmentation by general type of policy.....	276
Segmentation by specific type of policy.....	277
Main reasons for travel insurance claims.....	278
Research sample statistics.....	279
9.0 ITALY	281
Introduction.....	281
Underlying foreign and domestic travel markets.....	283
Frequency of travel.....	283
Segmentation by age group.....	284
Segmentation by annual household income band.....	285
Types of trip.....	286

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Take-up rates for travel insurance.....	287
Segmentation between foreign and domestic travel.....	287
Segmentation by age group.....	289
Segmentation by annual household income band.....	290
Segmentation by trip type.....	291
Characteristics of travel insurance policies.....	292
Number of individuals covered by travel insurance.....	292
General types of travel insurance policy.....	293
Segmentation by age group and annual household income band.....	295
Specific types of travel insurance policy.....	297
Risks covered by travel insurance.....	299
Distribution of travel insurance.....	300
Distribution channels used for stand-alone cover.....	300
Distribution interfaces used for stand-alone cover.....	303
Devices used for stand-alone cover acquired online.....	304
Cross-tabulation of distribution channels and interfaces used for stand-alone cover.....	306
Providers of travel insurance.....	307
Purchasing prompts for stand-alone cover.....	308
Travel insurance claims.....	309
Frequency and outcome.....	309
Segmentation by age group.....	310
Segmentation by annual household income band.....	311
Segmentation by general type of policy.....	312
Segmentation by specific type of policy.....	313
Main reasons for travel insurance claims.....	314
Research sample statistics.....	315
10.0 SPAIN.....	317
Introduction.....	317
Underlying foreign and domestic travel markets.....	319
Frequency of travel.....	319
Segmentation by age group.....	320
Segmentation by annual household income band.....	321
Types of trip.....	322
Take-up rates for travel insurance.....	323
Segmentation between foreign and domestic travel.....	323
Segmentation by age group.....	325
Segmentation by annual household income band.....	326
Segmentation by trip type.....	327
Characteristics of travel insurance policies.....	328
Number of individuals covered by travel insurance.....	328
General types of travel insurance policy.....	329
Segmentation by age group and annual household income band.....	331
Specific types of travel insurance policy.....	333
Risks covered by travel insurance.....	335
Distribution of travel insurance.....	336

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Distribution channels used for stand-alone cover	336
Distribution interfaces used for stand-alone cover	339
Devices used for stand-alone cover acquired online	340
Cross-tabulation of distribution channels and interfaces used for stand-alone cover	342
Providers of travel insurance	343
Purchasing prompts for stand-alone cover	345
Travel insurance claims	346
Frequency and outcome	346
Segmentation by age group	347
Segmentation by annual household income band	348
Segmentation by general type of policy	349
Segmentation by specific type of policy	350
Main reasons for travel insurance claims	351
Research sample statistics	352
11.0 UK	354
Introduction	354
Underlying foreign and domestic travel markets	356
Frequency of travel	356
Segmentation by age group	357
Segmentation by annual household income band	358
Types of trip	359
Take-up rates for travel insurance	360
Segmentation between foreign and domestic travel	360
Segmentation by age group	362
Segmentation by annual household income band	363
Segmentation by trip type	364
Characteristics of travel insurance policies	365
Number of individuals covered by travel insurance	365
General types of travel insurance policy	366
Segmentation by age group and annual household income band	368
Specific types of travel insurance policy	370
Risks covered by travel insurance	372
Distribution of travel insurance	373
Distribution channels used for stand-alone cover	373
Distribution interfaces used for stand-alone cover	376
Devices used for stand-alone cover acquired online	377
Cross-tabulation of distribution channels and interfaces used for stand-alone cover	379
Providers of travel insurance	380
Purchasing prompts for stand-alone cover	382
Travel insurance claims	383
Frequency and outcome	383
Segmentation by age group	384
Segmentation by annual household income band	385
Segmentation by general type of policy	386
Segmentation by specific type of policy	387

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Main reasons for travel insurance claims	388
Research sample statistics	389
12.0 USA.....	391
Introduction	391
Underlying foreign and domestic travel markets	393
Frequency of travel	393
Segmentation by age group	394
Segmentation by annual household income band.....	395
Types of trip.....	396
Take-up rates for travel insurance.....	397
Segmentation between foreign and domestic travel.....	397
Segmentation by age group	399
Segmentation by annual household income band.....	400
Segmentation by trip type.....	401
Characteristics of travel insurance policies	402
Number of individuals covered by travel insurance	402
General types of travel insurance policy.....	403
Segmentation by age group and annual household income band	405
Specific types of travel insurance policy	407
Risks covered by travel insurance	409
Distribution of travel insurance	410
Distribution channels used for stand-alone cover	410
Distribution interfaces used for stand-alone cover	413
Devices used for stand-alone cover acquired online.....	414
Cross-tabulation of distribution channels and interfaces used for stand-alone cover.....	416
Providers of travel insurance.....	417
Purchasing prompts for stand-alone cover	419
Travel insurance claims	420
Frequency and outcome	420
Segmentation by age group.....	421
Segmentation by annual household income band.....	422
Segmentation by general type of policy.....	423
Segmentation by specific type of policy.....	424
Main reasons for travel insurance claims	425
Research sample statistics.....	426
13.0 APPENDIX	429
Research structure.....	429

LIST OF GRAPHICS / TABLES

0.0 EXECUTIVE SUMMARY	1
Key metrics for travel insurance and assistance: selected global markets, 2017	2
Key metrics for travel insurance and assistance: selected global markets, 2017 (continued)	3
1.0 INTRODUCTION	4
2.0 GLOBAL OVERVIEW	6
Percentage of respondents undertaking significant travel during the preceding 24 months: selected global markets, 2017.....	8
Percentage of respondents undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel: selected global markets, 2017	10
Percentage of respondents undertaking foreign travel during the preceding 24 months, segmented by age group: selected global markets, 2017	12
Percentage of respondents undertaking domestic travel during the preceding 24 months, segmented by age group: selected global markets, 2017.....	13
Percentage of respondents undertaking foreign and domestic travel during the preceding 24 months, segmented by age group: selected global markets, 2017 (table)	14
Percentage of respondents undertaking foreign travel during the preceding 24 months, segmented by annual household income: selected global markets, 2017.....	16
Percentage of respondents undertaking domestic travel during the preceding 24 months, segmented by annual household income: selected global markets, 2017.....	17
Percentage of respondents undertaking foreign and domestic travel during the preceding 24 months, segmented by annual household income: selected global markets, 2017 (table)	18
Foreign travel undertaken by respondents segmented between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017	20
Domestic travel undertaken by respondents segmented between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017	21
Foreign and domestic travel undertaken by respondents segmented between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017.....	22
(table)	22
Percentage of travellers who were covered by travel insurance: selected global markets, 2017	23
Percentage of travellers who were covered by travel insurance segmented between foreign and domestic travel: selected global markets, 2017	25
Percentage of foreign travellers who were covered by travel insurance, segmented by age group: selected global markets, 2017	27
Percentage of domestic travellers who were covered by travel insurance, segmented by age group: selected global markets, 2017.....	28
Percentage of foreign and domestic travellers who were covered by travel insurance, segmented by age group: selected global markets, 2017 (table)	29
Percentage of foreign travellers who were covered by travel insurance, segmented by annual household income: selected global markets, 2017.....	31
Percentage of domestic travellers who were covered by travel insurance, segmented by annual household income: selected global markets, 2017	32
Percentage of foreign and domestic travellers who were covered by travel insurance, segmented by annual household income: selected global markets, 2017 (table)	33
Percentage of foreign travellers who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017	35
Percentage of domestic travellers who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017	36

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Percentage of foreign and domestic travellers who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises: selected global markets, 2017 (table)	37
Number of persons covered by each travel insurance policy: selected global markets, 2017	39
Number of persons covered by each travel insurance policy: selected global markets, 2017 (table)	40
Insured travellers segmented by general type of cover held: selected global markets, 2017	41
Insured travellers segmented by general type of cover held: selected global markets, 2017 (table).....	42
Insured travellers segmented between standard and non-standard policies: selected global markets, 2017	44
Insurance policies held by insured travellers, segmented between standard and non-standard policies: selected global markets, 2017 (table)	45
Insured travellers with non-standard policies segmented by specific type of cover held: selected global markets, 2017.....	46
Insured travellers with non-standard policies segmented by specific type of cover held: selected global markets, 2017 (table)	47
Risks covered by travel insurance: average of selected global markets, 2017	48
Risks coverage index: selected global markets, 2017	49
Risks covered by travel insurance: selected global markets, 2017 (table)	50
General distribution channels used for stand-alone travel insurance: selected global markets, 2017.....	52
General distribution channels used for stand-alone travel insurance: selected global markets, 2017 (table)	53
Distribution interfaces used for stand-alone travel insurance: selected global markets, 2017	54
Distribution interfaces used for stand-alone travel insurance: selected global markets, 2017 (table).....	55
Online sales of stand-alone travel insurance, segmented by type of device used: selected global markets, 2017	56
Online sales of stand-alone travel insurance, segmented by type of device used: selected global markets, 2017 (table).....	57
Market concentration of travel insurance providers identified by respondents: selected global markets, 2017	58
Market concentration of travel insurance providers identified by respondents: selected global markets, 2017 (table).....	59
Main prompts causing travellers to acquire stand-alone travel insurance: average for selected global markets, 2017.....	60
Frequency of travel insurance claims: selected global markets, 2017	61
Claims acceptance rate: selected global markets, 2017	62
Frequency and outcome of travel insurance claims: selected global markets, 2017 (table)	63
Frequency and outcome of travel insurance claims, segmented by age group: all insured travellers across selected global markets, 2017.....	64
Frequency and outcome of travel insurance claims, segmented by annual household income: all insured travellers across selected global markets, 2017.....	65
Frequency and outcome of travel insurance claims, segmented by general type of policy: all insured travellers across selected global markets, 2017.....	67
Frequency and outcome of travel insurance claims, segmented between standard and non-standard policies: all insured travellers across selected global markets, 2017	69
Frequency and outcome of travel insurance claims, segmented by age group, by annual household income, by general type of policy and between standard and non-standard policies: all insured travellers across selected global markets, 2017 (table)	70
Main reasons for travel insurance claims: all insured travellers across selected global markets, 2017	71
3.0 AUSTRALIA.....	72
Percentage of respondents in Australia undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	74
Percentage of respondents in Australia undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	75

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Percentage of respondents in Australia undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	76
Domestic and foreign travel undertaken by respondents in Australia segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	77
Domestic and foreign travel undertaken by respondents in Australia segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	78
Percentage of travellers in Australia who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	79
Percentage of travellers in Australia who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	80
Percentage of travellers in Australia who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	81
Percentage of travellers in Australia who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	82
Number of persons covered by each travel insurance policy in Australia, 2017	83
Insured travellers in Australia segmented by general type of cover held, 2014 and 2017	85
Insured travellers in Australia segmented by general type of cover held, 2014 and 2017 (table)	85
Insured travellers in Australia segmented by general type of cover held and by age group, 2017	86
Insured travellers in Australia segmented by general type of cover held and by annual household income, 2017	87
Insured travellers in Australia segmented by general type of cover held, by age group and by annual household income, 2017 (table)	88
Insured travellers in Australia segmented by specific type of cover held, 2014 and 2017	89
Risks covered by travel insurance in Australia, 2017	90
General distribution channels used for stand-alone travel insurance in Australia, 2014 and 2017	92
Specific distribution channels used for stand-alone travel insurance in Australia, 2017	93
Distribution interfaces used for stand-alone travel insurance in Australia, 2014 and 2017	94
Online sales of stand-alone travel insurance in Australia, segmented by type of device used, 2014 and 2017	95
Online sales of stand-alone travel insurance in Australia, segmented by type of device used, 2014 and 2017 (table)	95
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Australia, 2017	96
Travel insurance providers used by insured travellers in Australia, 2017	97
Main prompts causing travellers to acquire stand-alone travel insurance in Australia, 2017	98
Frequency and outcome of travel insurance claims in Australia, 2014 and 2017	99
Frequency and outcome of travel insurance claims in Australia, 2014 and 2017 (table)	100
Frequency of travel insurance claims in Australia, segmented by age group, 2017	100
Frequency of travel insurance claims in Australia, segmented by annual household income, 2017	101
Frequency of travel insurance claims in Australia, segmented by general type of policy, 2017	102
Frequency of travel insurance claims in Australia, segmented between standard and non-standard policies, 2017	103
Main reasons for travel insurance claims in Australia, 2017	104
Survey sample in Australia, segmented by geographical region	105
Survey sample in Australia, segmented by gender, age group and annual household income	106
4.0 BRAZIL	107
Percentage of respondents in Brazil undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2017	109
Percentage of respondents in Brazil undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017	110
Percentage of respondents in Brazil undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	111

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Domestic and foreign travel undertaken by respondents in Brazil segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	112
Domestic and foreign travel undertaken by respondents in Brazil segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	113
Percentage of travellers in Brazil who were covered by travel insurance segmented between foreign and domestic travel, 2017	114
Percentage of travellers in Brazil who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017.....	115
Percentage of travellers in Brazil who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017.....	116
Percentage of travellers in Brazil who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	117
Number of persons covered by each travel insurance policy in Brazil, 2017	118
Insured travellers in Brazil segmented by general type of cover held, 2017	119
Insured travellers in Brazil segmented by general type of cover held and by age group, 2017	120
Insured travellers in Brazil segmented by general type of cover held and by annual household income, 2017	121
Insured travellers in Brazil segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	122
Insured travellers in Brazil segmented by specific type of cover held, 2017.....	123
Risks covered by travel insurance in Brazil, 2017	124
Specific distribution channels used for stand-alone travel insurance in Brazil, 2017	126
Distribution interfaces used for stand-alone travel insurance in Brazil, 2017	127
Online sales of stand-alone travel insurance in Brazil, segmented by type of device used, 2017	128
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Brazil, 2017	129
Travel insurance providers used by insured travellers in Brazil, 2017	130
Main prompts causing travellers to acquire stand-alone travel insurance in Brazil, 2017	131
Frequency and outcome of travel insurance claims in Brazil, 2017 (table)	132
Frequency of travel insurance claims in Brazil, segmented by age group, 2017	133
Frequency of travel insurance claims in Brazil, segmented by annual household income, 2017	134
Frequency of travel insurance claims in Brazil, segmented by general type of policy, 2017.....	135
Frequency of travel insurance claims in Brazil, segmented between standard and non-standard policies, 2017	136
Main reasons for travel insurance claims in Brazil, 2017	137
Survey sample in Brazil, segmented by geographical region.....	138
Survey sample in Brazil, segmented by gender, age group and annual household income.....	139
5.0 CANADA	140
Percentage of respondents in Canada undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	142
Percentage of respondents in Canada undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	143
Percentage of respondents in Canada undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017.....	144
Domestic and foreign travel undertaken by respondents in Canada segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	145
Domestic and foreign travel undertaken by respondents in Canada segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	146
Percentage of travellers in Canada who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	147
Percentage of travellers in Canada who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	148

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Percentage of travellers in Canada who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	149
Percentage of travellers in Canada who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	150
Number of persons covered by each travel insurance policy in Canada, 2017	151
Insured travellers in Canada segmented by general type of cover held, 2014 and 2017.....	153
Insured travellers in Canada segmented by general type of cover held, 2014 and 2017 (table)	153
Insured travellers in Canada segmented by general type of cover held and by age group, 2017	154
Insured travellers in Canada segmented by general type of cover held and by annual household income, 2017	155
Insured travellers in Canada segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	156
Insured travellers in Canada segmented by specific type of cover held, 2014 and 2017.....	157
Risks covered by travel insurance in Canada, 2017	158
General distribution channels used for stand-alone travel insurance in Canada, 2014 and 2017	160
Specific distribution channels used for stand-alone travel insurance in Canada, 2017	161
Distribution interfaces used for stand-alone travel insurance in Canada, 2014 and 2017.....	162
Online sales of stand-alone travel insurance in Canada, segmented by type of device used, 2014 and 2017	163
Online sales of stand-alone travel insurance in Canada, segmented by type of device used, 2014 and 2017 (table).....	164
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Canada, 2017	165
Travel insurance providers used by insured travellers in Canada, 2017	166
Main prompts causing travellers to acquire stand-alone travel insurance in Canada, 2017	167
Frequency and outcome of travel insurance claims in Canada, 2014 and 2017	168
Frequency and outcome of travel insurance claims in Canada, 2014 and 2017 (table).....	169
Frequency of travel insurance claims in Canada, segmented by age group, 2017	169
Frequency of travel insurance claims in Canada, segmented by annual household income, 2017	170
Frequency of travel insurance claims in Canada, segmented by general type of policy, 2017	171
Frequency of travel insurance claims in Canada, segmented between standard and non-standard policies, 2017	172
Main reasons for travel insurance claims in Canada, 2017	173
Survey sample in Canada, segmented by geographical region.....	174
Survey sample in Canada, segmented by gender, age group and annual household income.....	175
6.0 CHINA.....	176
Percentage of respondents in China undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2017	178
Percentage of respondents in China undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	179
Percentage of respondents in China undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	180
Domestic and foreign travel undertaken by respondents in China segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	181
Domestic and foreign travel undertaken by respondents in China segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	182
Percentage of travellers in China who were covered by travel insurance segmented between foreign and domestic travel, 2017	183
Percentage of travellers in China who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017.....	184
Percentage of travellers in China who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	185

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Percentage of travellers in China who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	186
Number of persons covered by each travel insurance policy in China, 2017	187
Insured travellers in China segmented by general type of cover held, 2017	188
Insured travellers in China segmented by general type of cover held and by age group, 2017.....	189
Insured travellers in China segmented by general type of cover held and by annual household income, 2017	190
Insured travellers in China segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	191
Insured travellers in China segmented by specific type of cover held, 2017	192
Risks covered by travel insurance in China, 2017	193
Specific distribution channels used for stand-alone travel insurance in China, 2017.....	195
Distribution interfaces used for stand-alone travel insurance in China, 2017	196
Online sales of stand-alone travel insurance in China, segmented by type of device used, 2017	197
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in China, 2017	198
Travel insurance providers used by insured travellers in China, 2017.....	199
Main prompts causing travellers to acquire stand-alone travel insurance in China, 2017	200
Frequency and outcome of travel insurance claims in China, 2017 (table).....	201
Frequency of travel insurance claims in China, segmented by age group, 2017.....	202
Frequency of travel insurance claims in China, segmented by annual household income, 2017.....	203
Frequency of travel insurance claims in China, segmented by general type of policy, 2017	204
Frequency of travel insurance claims in China, segmented between standard and non-standard policies, 2017	205
Main reasons for travel insurance claims in China, 2017	206
Survey sample in China, segmented by geographical region	207
Survey sample in China, segmented by gender, age group and annual household income.....	209
7.0 FRANCE.....	210
Percentage of respondents in France undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	212
Percentage of respondents in France undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	213
Percentage of respondents in France undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017.....	214
Domestic and foreign travel undertaken by respondents in France segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	215
Domestic and foreign travel undertaken by respondents in France segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	216
Percentage of travellers in France who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	217
Percentage of travellers in France who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	218
Percentage of travellers in France who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	219
Percentage of travellers in France who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	220
Number of persons covered by each travel insurance policy in France, 2017	221
Insured travellers in France segmented by general type of cover held, 2014 and 2017	222
Insured travellers in France segmented by general type of cover held, 2014 and 2017 (table).....	223
Insured travellers in France segmented by general type of cover held and by age group, 2017.....	224
Insured travellers in France segmented by general type of cover held and by annual household income, 2017	225

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Insured travellers in France segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	226
Insured travellers in France segmented by specific type of cover held, 2014 and 2017	227
Risks covered by travel insurance in France, 2017	228
General distribution channels used for stand-alone travel insurance in France, 2014 and 2017.....	230
Specific distribution channels used for stand-alone travel insurance in France, 2017.....	231
Distribution interfaces used for stand-alone travel insurance in France, 2014 and 2017	232
Online sales of stand-alone travel insurance in France, segmented by type of device used, 2014 and 2017	233
Online sales of stand-alone travel insurance in France, segmented by type of device used, 2014 and 2017 (table).....	234
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in France, 2017	235
Travel insurance providers used by insured travellers in France, 2017.....	236
Main prompts causing travellers to acquire stand-alone travel insurance in France, 2017	237
Frequency and outcome of travel insurance claims in France, 2014 and 2017	238
Frequency and outcome of travel insurance claims in France, 2014 and 2017 (table)	239
Frequency of travel insurance claims in France, segmented by age group, 2017	239
Frequency of travel insurance claims in France, segmented by annual household income, 2017	240
Frequency of travel insurance claims in France, segmented by general type of policy, 2017	241
Frequency of travel insurance claims in France, segmented between standard and non-standard policies, 2017	242
Main reasons for travel insurance claims in France, 2017	243
Survey sample in France, segmented by geographical region	244
Survey sample in France, segmented by gender, age group and annual household income	245
8.0 GERMANY	246
Percentage of respondents in Germany undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	248
Percentage of respondents in Germany undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	249
Percentage of respondents in Germany undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017.....	250
Domestic and foreign travel undertaken by respondents in Germany segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	251
Domestic and foreign travel undertaken by respondents in Germany segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	252
Percentage of travellers in Germany who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	253
Percentage of travellers in Germany who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	254
Percentage of travellers in Germany who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	255
Percentage of travellers in Germany who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	256
Number of persons covered by each travel insurance policy in Germany, 2017	257
Insured travellers in Germany segmented by general type of cover held, 2014 and 2017	259
Insured travellers in Germany segmented by general type of cover held, 2014 and 2017 (table).....	259
Insured travellers in Germany segmented by general type of cover held and by age group, 2017	260
Insured travellers in Germany segmented by general type of cover held and by annual household income, 2017	261
Insured travellers in Germany segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	262
Insured travellers in Germany segmented by specific type of cover held, 2014 and 2017	263

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Risks covered by travel insurance in Germany, 2017	264
General distribution channels used for stand-alone travel insurance in Germany, 2014 and 2017	266
Specific distribution channels used for stand-alone travel insurance in Germany, 2017	267
Distribution interfaces used for stand-alone travel insurance in Germany, 2014 and 2017	268
Online sales of stand-alone travel insurance in Germany, segmented by type of device used, 2014 and 2017	269
Online sales of stand-alone travel insurance in Germany, segmented by type of device used, 2014 and 2017 (table).....	269
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Germany, 2017	270
Travel insurance providers used by insured travellers in Germany, 2017	271
Main prompts causing travellers to acquire stand-alone travel insurance in Germany, 2017	272
Frequency and outcome of travel insurance claims in Germany, 2014 and 2017	273
Frequency and outcome of travel insurance claims in Germany, 2014 and 2017 (table)	274
Frequency of travel insurance claims in Germany, segmented by age group, 2017	274
Frequency of travel insurance claims in Germany, segmented by annual household income, 2017	275
Frequency of travel insurance claims in Germany, segmented by general type of policy, 2017	276
Frequency of travel insurance claims in Germany, segmented between standard and non-standard policies, 2017	277
Main reasons for travel insurance claims in Germany, 2017.....	278
Survey sample in Germany, segmented by geographical region	279
Survey sample in Germany, segmented by age group, gender and annual household income	280
9.0 ITALY	281
Percentage of respondents in Italy undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	283
Percentage of respondents in Italy undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017	284
Percentage of respondents in Italy undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	285
Domestic and foreign travel undertaken by respondents in Italy segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	286
Domestic and foreign travel undertaken by respondents in Italy segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	287
Percentage of travellers in Italy who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	288
Percentage of travellers in Italy who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	289
Percentage of travellers in Italy who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	290
Percentage of travellers in Italy who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	291
Number of persons covered by each travel insurance policy in Italy, 2017	292
Insured travellers in Italy segmented by general type of cover held, 2014 and 2017	294
Insured travellers in Italy segmented by general type of cover held, 2014 and 2017 (table).....	294
Insured travellers in Italy segmented by general type of cover held and by age group, 2017	295
Insured travellers in Italy segmented by general type of cover held and by annual household income, 2017	296
Insured travellers in Italy segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	297
Insured travellers in Italy segmented by specific type of cover held, 2014 and 2017	298
Risks covered by travel insurance in Italy, 2017	299
General distribution channels used for stand-alone travel insurance in Italy, 2014 and 2017.....	301

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Specific distribution channels used for stand-alone travel insurance in Italy, 2017.....	302
Distribution interfaces used for stand-alone travel insurance in Italy, 2014 and 2017	303
Online sales of stand-alone travel insurance in Italy, segmented by type of device used, 2014 and 2017	304
Online sales of stand-alone travel insurance in Italy, segmented by type of device used, 2014 and 2017 (table)	305
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Italy, 2017	306
Travel insurance providers used by insured travellers in Italy, 2017.....	307
Main prompts causing travellers to acquire stand-alone travel insurance in Italy, 2017	308
Frequency and outcome of travel insurance claims in Italy, 2014 and 2017.....	309
Frequency and outcome of travel insurance claims in Italy, 2014 and 2017 (table)	310
Frequency of travel insurance claims in Italy, segmented by age group, 2017.....	310
Frequency of travel insurance claims in Italy, segmented by annual household income, 2017.....	311
Frequency of travel insurance claims in Italy, segmented by general type of policy, 2017	312
Frequency of travel insurance claims in Italy, segmented between standard and non-standard policies, 2017	313
Main reasons for travel insurance claims in Italy, 2017	314
Survey sample in Italy, segmented by geographical region	315
Survey sample in Italy, segmented by gender, age group and annual household income	316
10.0 SPAIN	317
Percentage of respondents in Spain undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	319
Percentage of respondents in Spain undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017.....	320
Percentage of respondents in Spain undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017.....	321
Domestic and foreign travel undertaken by respondents in Spain segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	322
Domestic and foreign travel undertaken by respondents in Spain segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	323
Percentage of travellers in Spain who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	324
Percentage of travellers in Spain who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017.....	325
Percentage of travellers in Spain who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017.....	326
Percentage of travellers in Spain who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	327
Number of persons covered by each travel insurance policy in Spain, 2017	328
Insured travellers in Spain segmented by general type of cover held, 2014 and 2017	330
Insured travellers in Spain segmented by general type of cover held, 2014 and 2017 (table).....	330
Insured travellers in Spain segmented by general type of cover held and by age group, 2017.....	331
Insured travellers in Spain segmented by general type of cover held and by annual household income, 2017	332
Insured travellers in Spain segmented by general type of cover held, by age group and by annual household income, 2017 (table).....	333
Insured travellers in Spain segmented by specific type of cover held, 2014 and 2017	334
Risks covered by travel insurance in Spain, 2017.....	335
General distribution channels used for stand-alone travel insurance in Spain, 2014 and 2017.....	337
Specific distribution channels used for stand-alone travel insurance in Spain, 2017.....	338
Distribution interfaces used for stand-alone travel insurance in Spain, 2014 and 2017	339

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Online sales of stand-alone travel insurance in Spain, segmented by type of device used, 2014 and 2017	340
Online sales of stand-alone travel insurance in Spain, segmented by type of device used, 2014 and 2017 (table)	341
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in Spain, 2017	342
Travel insurance providers used by insured travellers in Spain, 2017	344
Main prompts causing travellers to acquire stand-alone travel insurance in Spain, 2017	345
Frequency and outcome of travel insurance claims in Spain, 2014 and 2017	346
Frequency and outcome of travel insurance claims in Spain, 2014 and 2017 (table)	347
Frequency of travel insurance claims in Spain, segmented by age group, 2017	347
Frequency of travel insurance claims in Spain, segmented by annual household income, 2017	348
Frequency of travel insurance claims in Spain, segmented by general type of policy, 2017	349
Frequency of travel insurance claims in Spain, segmented between standard and non-standard policies, 2017	350
Main reasons for travel insurance claims in Spain, 2017	351
Survey sample in Spain, segmented by geographical region	352
Survey sample in Spain, segmented by gender, age group and annual household income	353
11.0 UK	354
Percentage of respondents in the UK undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	356
Percentage of respondents in the UK undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017	357
Percentage of respondents in the UK undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	358
Domestic and foreign travel undertaken by respondents in the UK segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	359
Domestic and foreign travel undertaken by respondents in the UK segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	360
Percentage of travellers in the UK who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	361
Percentage of travellers in the UK who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	362
Percentage of travellers in the UK who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	363
Percentage of travellers in the UK who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	364
Number of persons covered by each travel insurance policy in the UK, 2017	365
Insured travellers in the UK segmented by general type of cover held, 2014 and 2017	367
Insured travellers in the UK segmented by general type of cover held, 2014 and 2017 (table)	367
Insured travellers in the UK segmented by general type of cover held and by age group, 2017	368
Insured travellers in the UK segmented by general type of cover held and by annual household income, 2017	369
Insured travellers in the UK segmented by general type of cover held, by age group and by annual household income, 2017 (table)	370
Insured travellers in the UK segmented by specific type of cover held, 2014 and 2017	371
Risks covered by travel insurance in the UK, 2017	372
General distribution channels used for stand-alone travel insurance in the UK, 2014 and 2017	374
Specific distribution channels used for stand-alone travel insurance in the UK, 2017	375
Distribution interfaces used for stand-alone travel insurance in the UK, 2014 and 2017	376
Online sales of stand-alone travel insurance in the UK, segmented by type of device used, 2014 and 2017	377

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Online sales of stand-alone travel insurance in the UK, segmented by type of device used, 2014 and 2017 (table)	378
Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in the UK, 2017	379
Travel insurance providers used by insured travellers in the UK, 2017	381
Main prompts causing travellers to acquire stand-alone travel insurance in the UK, 2017	382
Frequency and outcome of travel insurance claims in the UK, 2014 and 2017	383
Frequency and outcome of travel insurance claims in the UK, 2014 and 2017 (table)	384
Frequency of travel insurance claims in the UK, segmented by age group, 2017	384
Frequency of travel insurance claims in the UK, segmented by annual household income, 2017	385
Frequency of travel insurance claims in the UK, segmented by general type of policy, 2017	386
Frequency of travel insurance claims in the UK, segmented between standard and non-standard policies, 2017	387
Main reasons for travel insurance claims in the UK, 2017	388
Survey sample in the UK, segmented by geographical region	389
Survey sample in the UK, segmented by gender, age group and annual household income	390
12.0 USA.....	391
Percentage of respondents in the US undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel, 2014 and 2017	393
Percentage of respondents in the US undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by age group, 2017	394
Percentage of respondents in the US undertaking significant travel during the preceding 24 months, segmented between foreign and domestic travel and by annual household income, 2017	395
Domestic and foreign travel undertaken by respondents in the US segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017	396
Domestic and foreign travel undertaken by respondents in the US segmented between business and leisure trips and between organised trips, independent trips and cruises, 2017 (table)	397
Percentage of travellers in the US who were covered by travel insurance segmented between foreign and domestic travel, 2014 and 2017	398
Percentage of travellers in the US who were covered by travel insurance, segmented between foreign and domestic travel and by age group, 2017	399
Percentage of travellers in the US who were covered by travel insurance, segmented between foreign and domestic travel and by annual household income, 2017	400
Percentage of travellers in the US who were covered by travel insurance, segmented between foreign and domestic travel, between business and leisure trips and between organised trips, independent trips and cruises, 2017	401
Number of persons covered by each travel insurance policy in the US, 2017	402
Insured travellers in the US segmented by general type of cover held, 2014 and 2017	404
Insured travellers in the US segmented by general type of cover held, 2014 and 2017 (table)	404
Insured travellers in the US segmented by general type of cover held and by age group, 2017	405
Insured travellers in the US segmented by general type of cover held and by annual household income, 2017	406
Insured travellers in the US segmented by general type of cover held, by age group and by annual household income, 2017 (table)	407
Insured travellers in the US segmented by specific type of cover held, 2014 and 2017	408
Risks covered by travel insurance in the US, 2017	409
General distribution channels used for stand-alone travel insurance in the US, 2014 and 2017	411
Specific distribution channels used for stand-alone travel insurance in the US, 2017	412
Distribution interfaces used for stand-alone travel insurance in the US, 2014 and 2017	413
Online sales of stand-alone travel insurance in the US, segmented by type of device used, 2014 and 2017	414
Online sales of stand-alone travel insurance in the US, segmented by type of device used, 2014 and 2017 (table)	415

TRAVEL METRICS: CONSUMER APPROACHES TO TRAVEL INSURANCE AND ASSISTANCE IN SELECTED GLOBAL MARKETS

Cross-tabulation of distribution channels and interfaces used for stand-alone travel insurance in the US, 2017	416
Travel insurance providers used by insured travellers in the US, 2017	418
Main prompts causing travellers to acquire stand-alone travel insurance in the US, 2017	419
Frequency and outcome of travel insurance claims in the US, 2014 and 2017	420
Frequency and outcome of travel insurance claims in the US, 2014 and 2017 (table)	421
Frequency of travel insurance claims in the US, segmented by age group, 2017	421
Frequency of travel insurance claims in the US, segmented by annual household income, 2017	422
Frequency of travel insurance claims in the US, segmented by general type of policy, 2017.....	423
Frequency of travel insurance claims in the US, segmented between standard and non-standard policies, 2017	424
Main reasons for travel insurance claims in the US, 2017	425
Survey sample in the US, segmented by geographical region	427
Survey sample in the US, segmented by gender, age group and annual household income	428
13.0 APPENDIX	429