

TABLE OF CONTENTS

0.0 EXECUTIVE SUMMARY	1
<i>The penetration rate of mobile telephone insurance in France increased between 2006 and 2010</i>	<i>1</i>
<i>Mobile telephone insurance is sometimes acquired through other financial products.....</i>	<i>1</i>
<i>One reason accounts for almost one in three mobile telephone insurance claims in France</i>	<i>1</i>
1.0 INTRODUCTION.....	2
Research rationale	2
European consumer research	2
Mobile telephone insurance	2
Other topics	2
Other international research reports.....	4
2.0 SURVEY ANALYSIS.....	5
Introduction	5
Underlying market for mobile telephones	6
Mobile network operators used	7
Proportion of mobile owners in possession of mobile telephone insurance	8
Proportion of mobile owners who have insurance, segmented by subscription method.....	9
Proportion of mobile owners who have insurance, segmented by network operator	10
Attitudes towards mobile telephone insurance of mobile owners without cover	11
Attitudes of mobile owners without cover, segmented by subscription method.....	13
Risks covered by mobile telephone insurance	15
Distribution of mobile telephone insurance	16
Distribution channels used for stand-alone mobile telephone insurance	17
Distribution interfaces used for stand-alone mobile telephone insurance	18
Mobile telephone insurance - point in time obtained	20
Mobile telephone insurance claims experience.....	21
Mobile telephone insurance - main reasons for claims	22
3.0 APPENDIX	23
Research sample	23
Research structure.....	24

LIST OF GRAPHICS / TABLES

0.0 EXECUTIVE SUMMARY	1
1.0 INTRODUCTION.....	2
2.0 SURVEY ANALYSIS.....	5
% of respondents in France owning a mobile telephone segmented by subscription method, 2010	6
Mobile phone network operators used in France, segmented by subscription method, 2010	7
% of mobile owners in France who have insurance, 2006 and 2010	8
% of mobile owners in France who have insurance, segmented by subscription method, 2010.....	9
% of mobile telephone owners in France who have insurance, segmented by mobile network operator, 2010	10
Main reasons why uninsured mobile telephone owners do not hold insurance in France, 2006 and 2010	11
Main reasons why uninsured mobile telephone owners do not hold insurance in France, 2006 and 2010 (data).....	12
Main reasons why uninsured mobile telephone owners do not hold insurance in France, segmented by subscription method, 2010.....	13
Main reasons why uninsured mobile telephone owners do not hold insurance in France, segmented by subscription method, 2010 (data).....	14
Risks covered by mobile telephone insurance in France, 2006 and 2010	15
Types of insurance policy held by insured mobile owners in France, 2010	16
Distribution channels used for stand-alone mobile telephone insurance in France, 2006 and 2010.....	17
Distribution interfaces used for stand-alone mobile telephone insurance in France, 2006 and 2010.....	18
Cross-referencing of distribution channels and interfaces used for stand-alone mobile telephone insurance in France, 2010	19
Time of acquiring stand-alone insurance relative to time of acquiring mobile telephone in France, 2006 and 2010.....	20
Frequency of mobile telephone insurance claims in France, segmented by outcome of claims, 2010.....	21
Main reasons for mobile telephone insurance claims in France, 2010.....	22
3.0 APPENDIX	23
Sample breakdown in France by age group and household income band, 2010.....	23