



# Digital Insurance Report – Spring 2022

Technology, Insurance and Trends

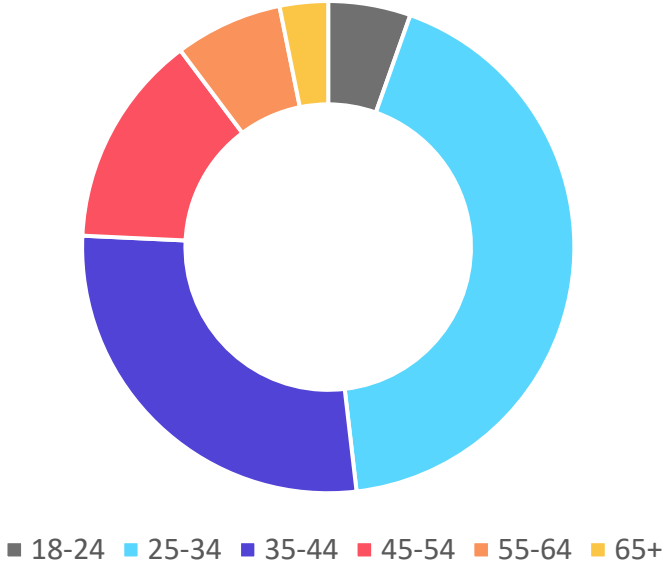


# Background and methodology

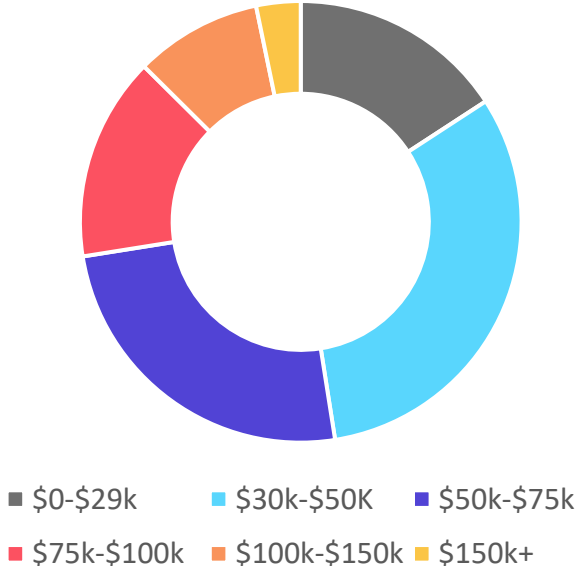
The following data comes from a survey of 1,385 consumers conducted on March 15, 2022 through an online panel in order to determine consumer experiences, views and expectations for insurance, especially digital lending. The data shows that, while digital insurance has improved during the pandemic, significant gaps remain, and consumer expectations are not being met.

Margin of error is 3% with 95% confidence.

Age Breakdown



Annual household income

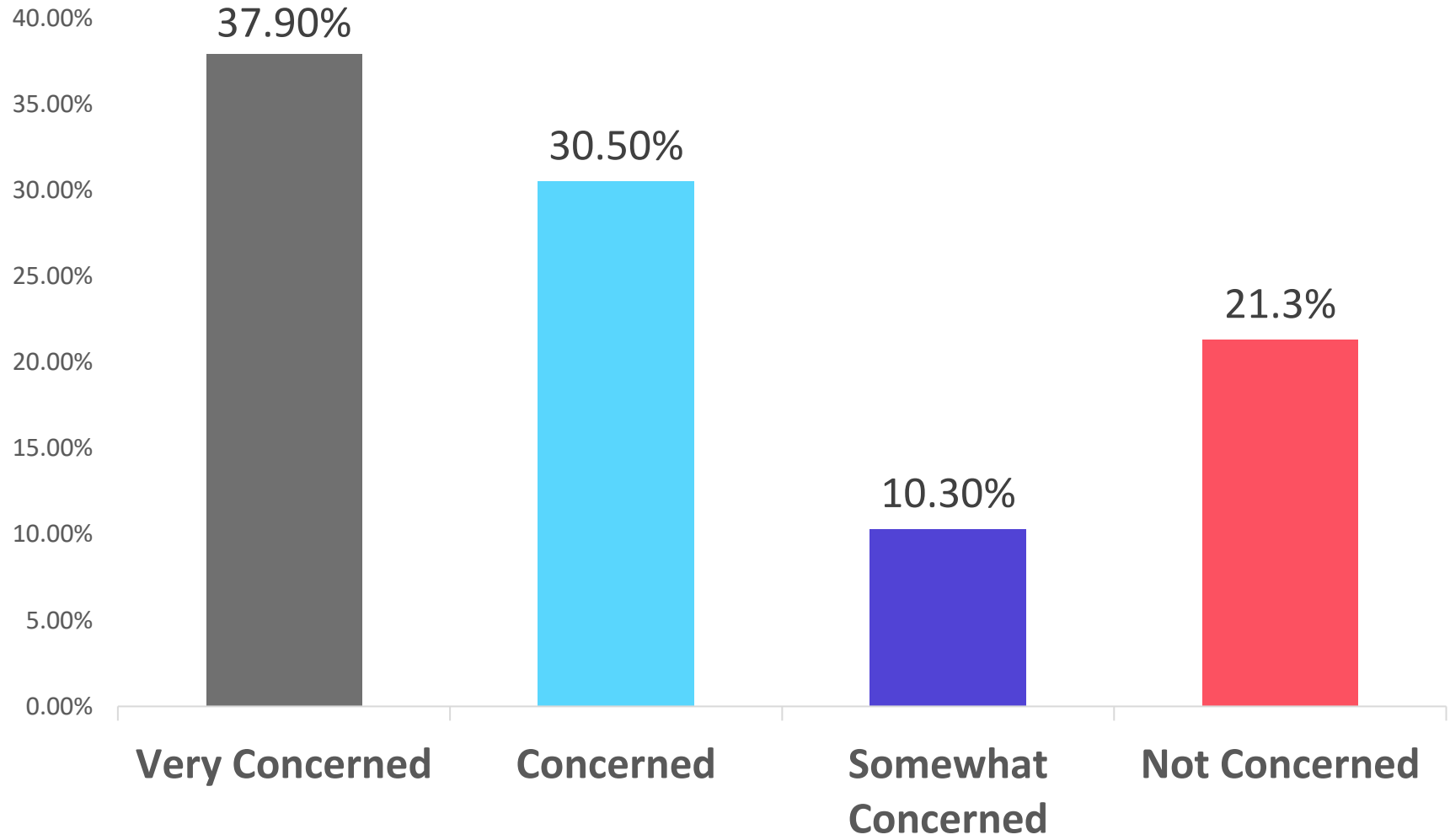


# Top Line Stats

- 79% are still concerned about in-person insurance meetings
- Consumers favor established brands 66% more than digital-first brands
- 83% say that mobile claims are important or very important
- 45% of claims are not digital or only partially digital
- 43% of claims took 4+ days to complete

# Insurance Providers: Communicating and Preferences

# How concerned are you about meeting your insurance agent or provider in-person?



**Bottom Line**

# 79%

**Are still concerned about in-person meetings**

Figure 1

# How have you primarily been connecting with your insurer in the last 6-9 months (remote)

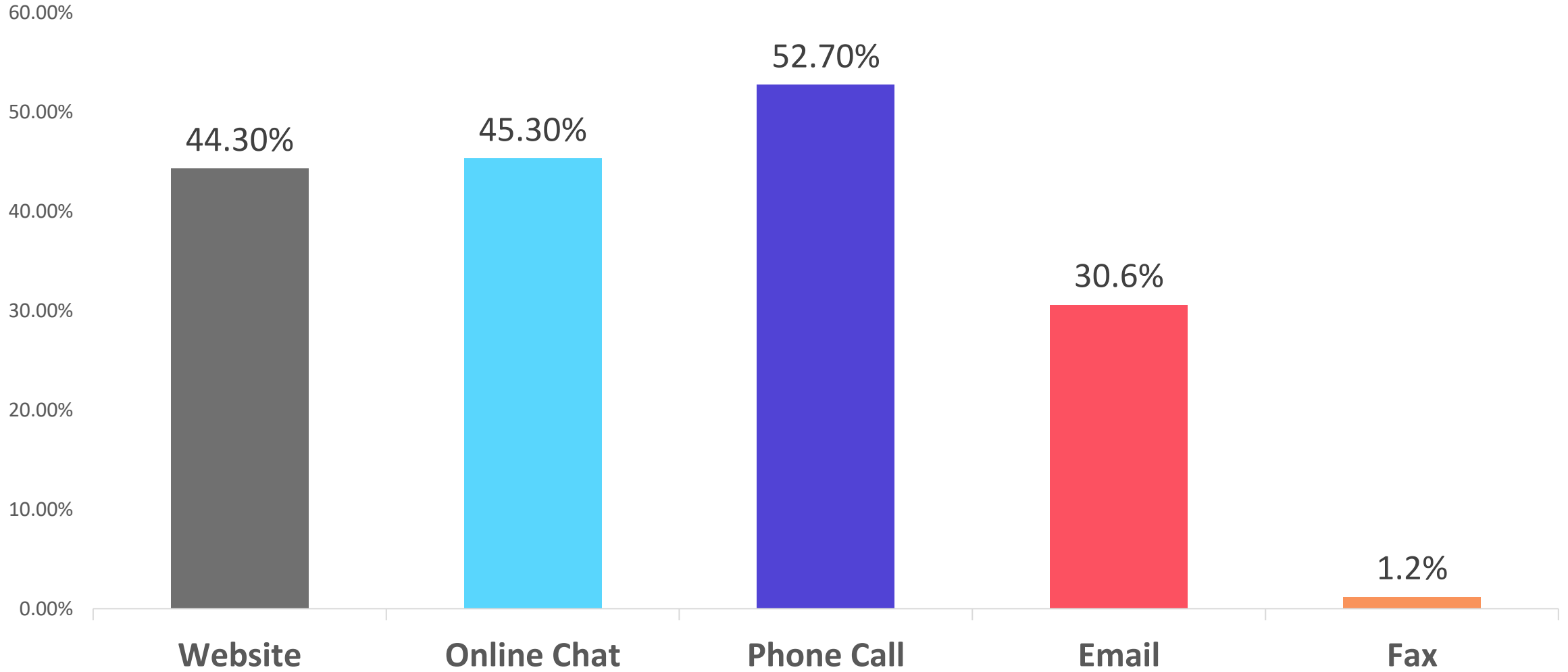


Figure 2

# Which type of insurance provider do you prefer?

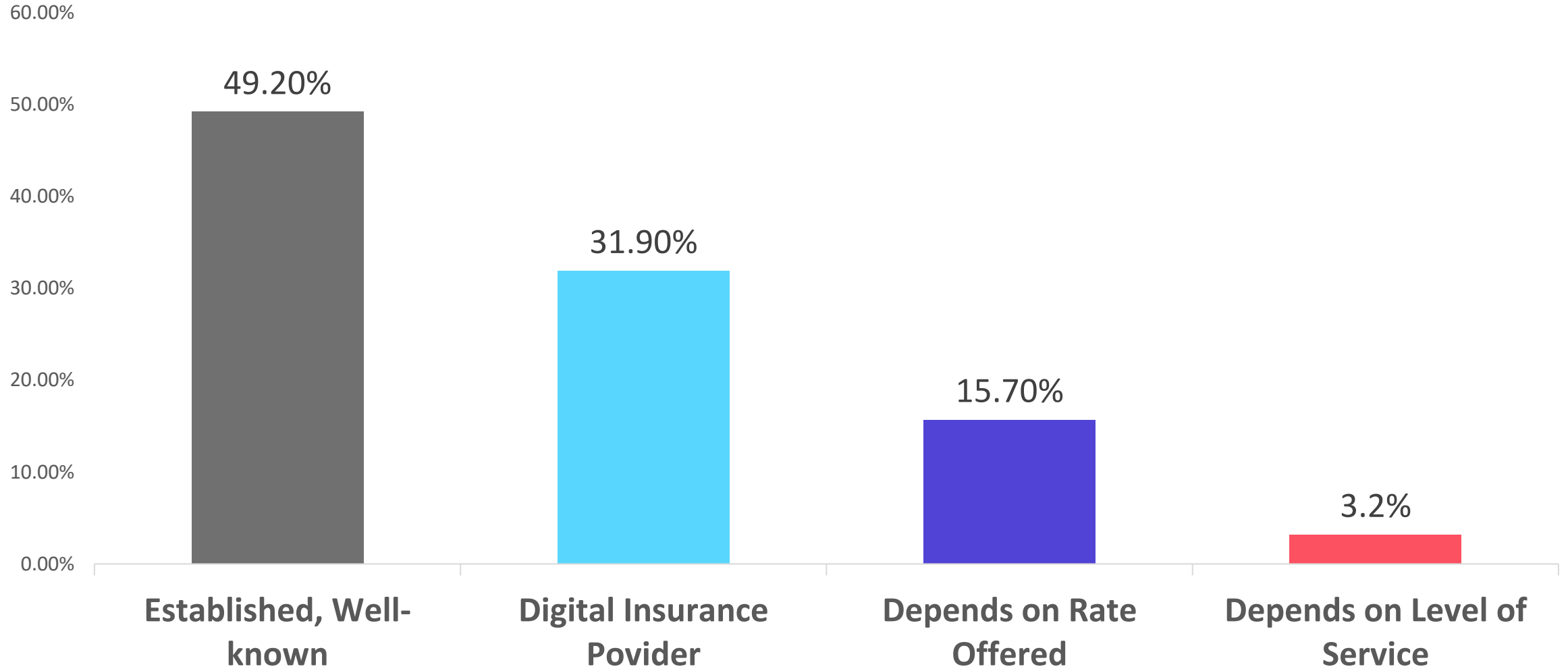


Figure 3



# Which type of insurance provider do you prefer? (by age)

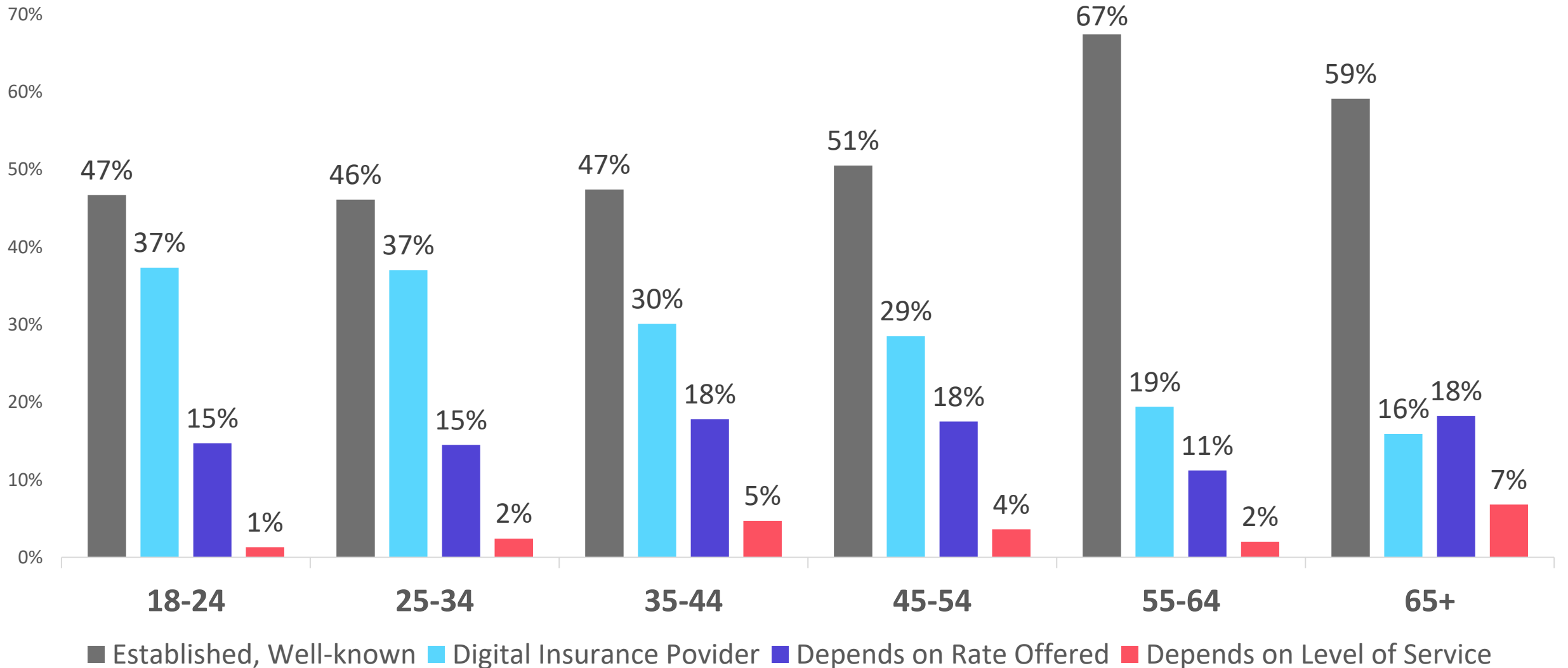
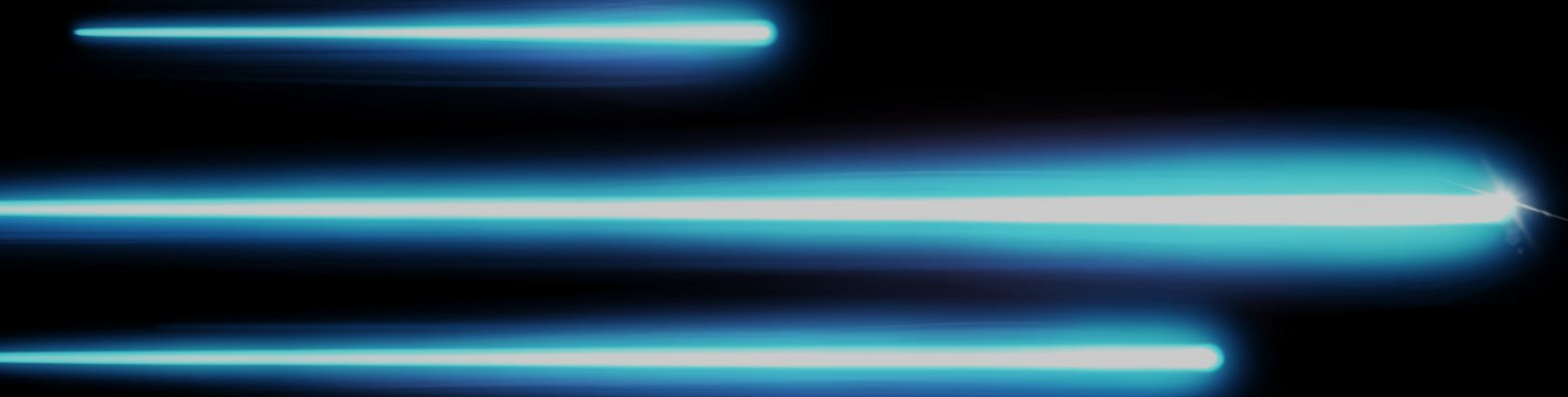


Figure 4



# The Claims Process



# Being able to complete an insurance claim on my mobile device is important/very important

**83%**  
Say that mobile claims are important or very important

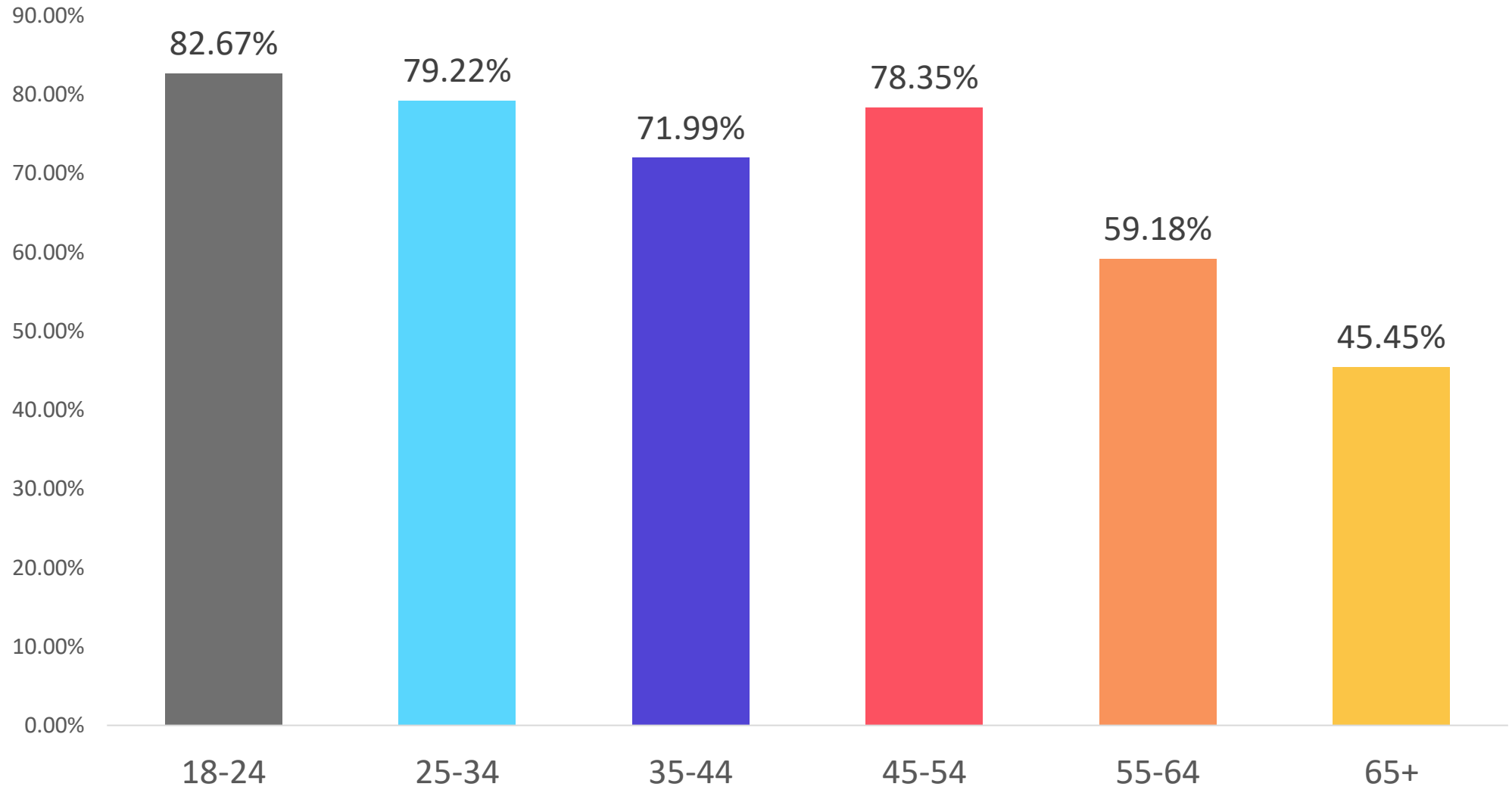
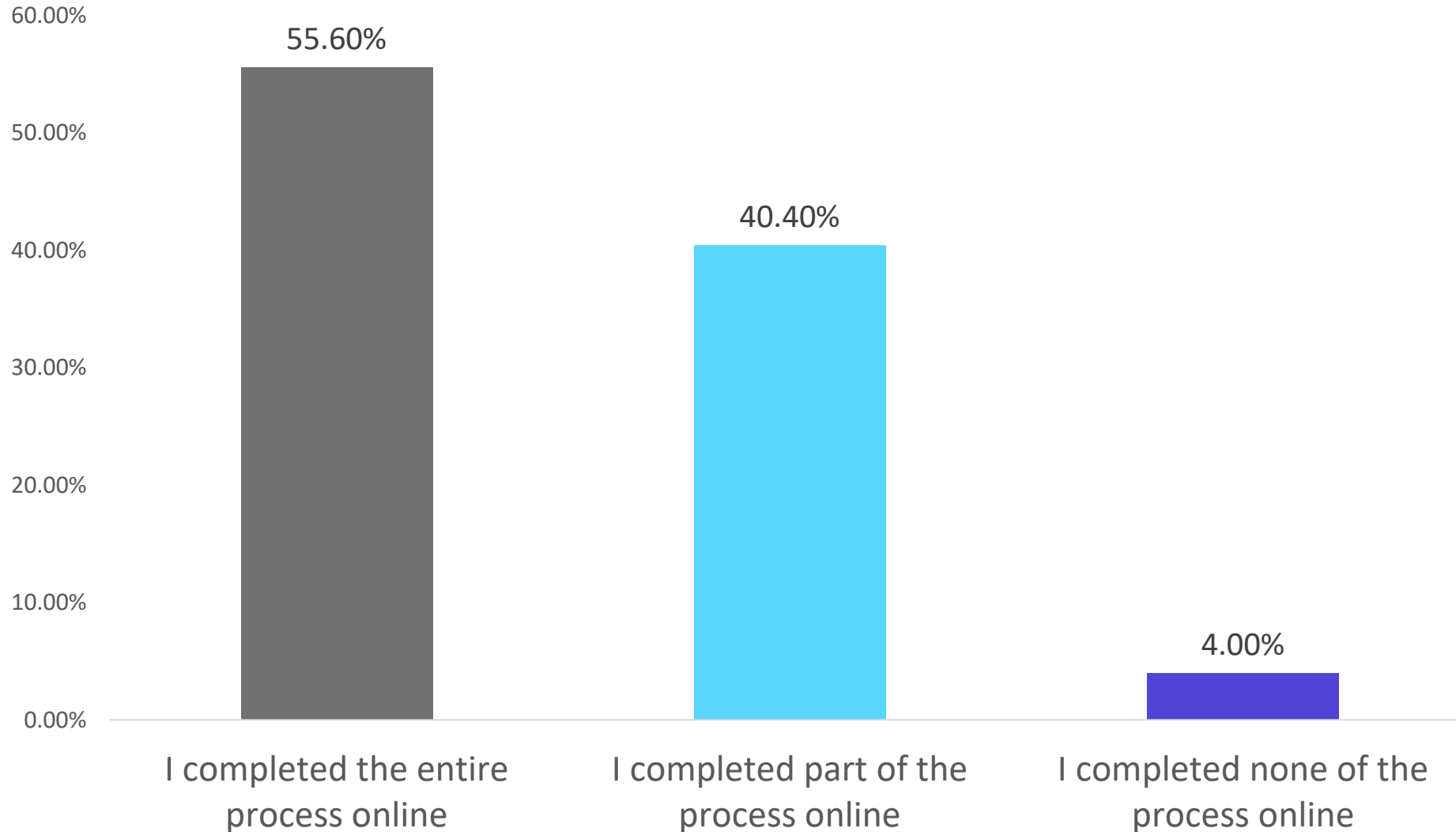


Figure 5

# If you filed a claim recently, what best describes your experience?



**Bottom Line**

# 45%

Of claims are still not digital or only partially digital

Figure 6

# How long did it take to complete the claims process (from the moment of filing claim to receiving final payout)?

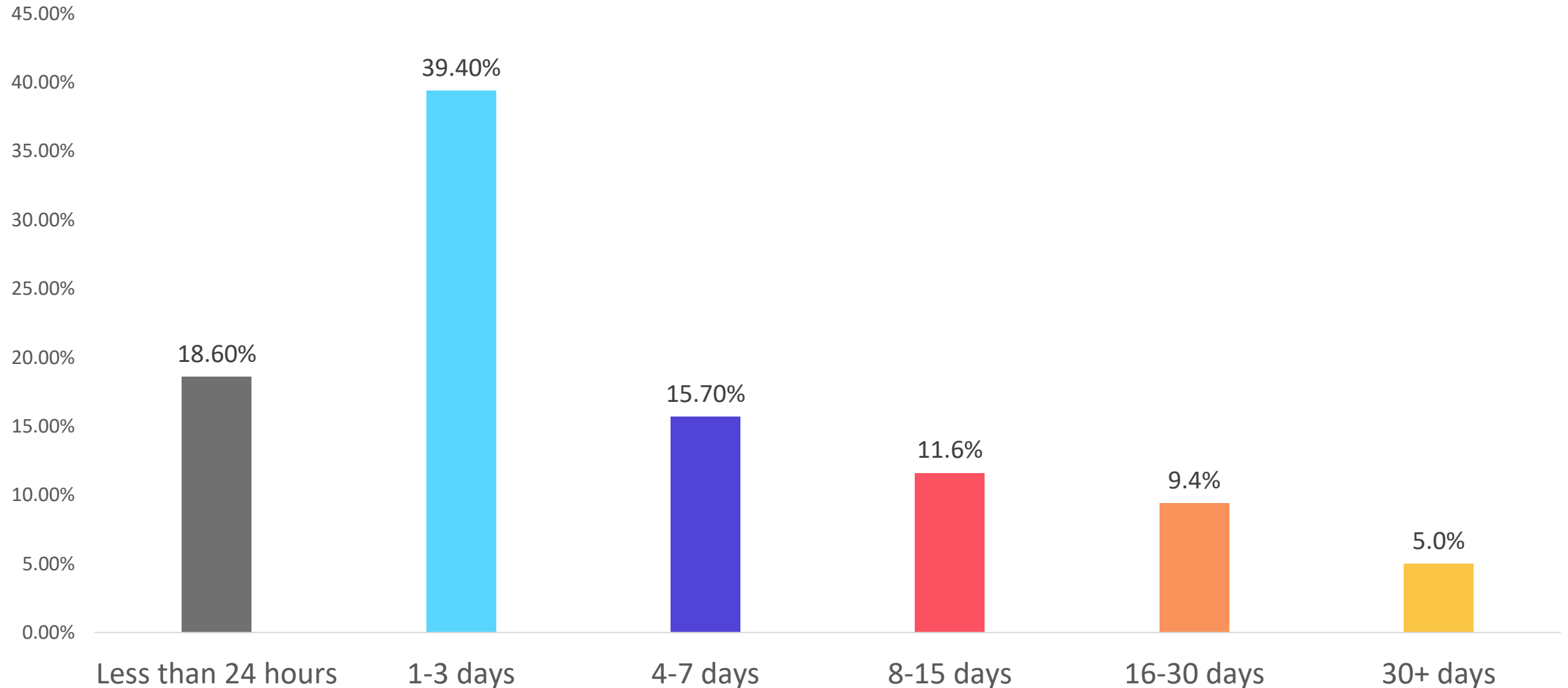


Figure 7

# Moving forward, how do you expect your business or service providers to act?

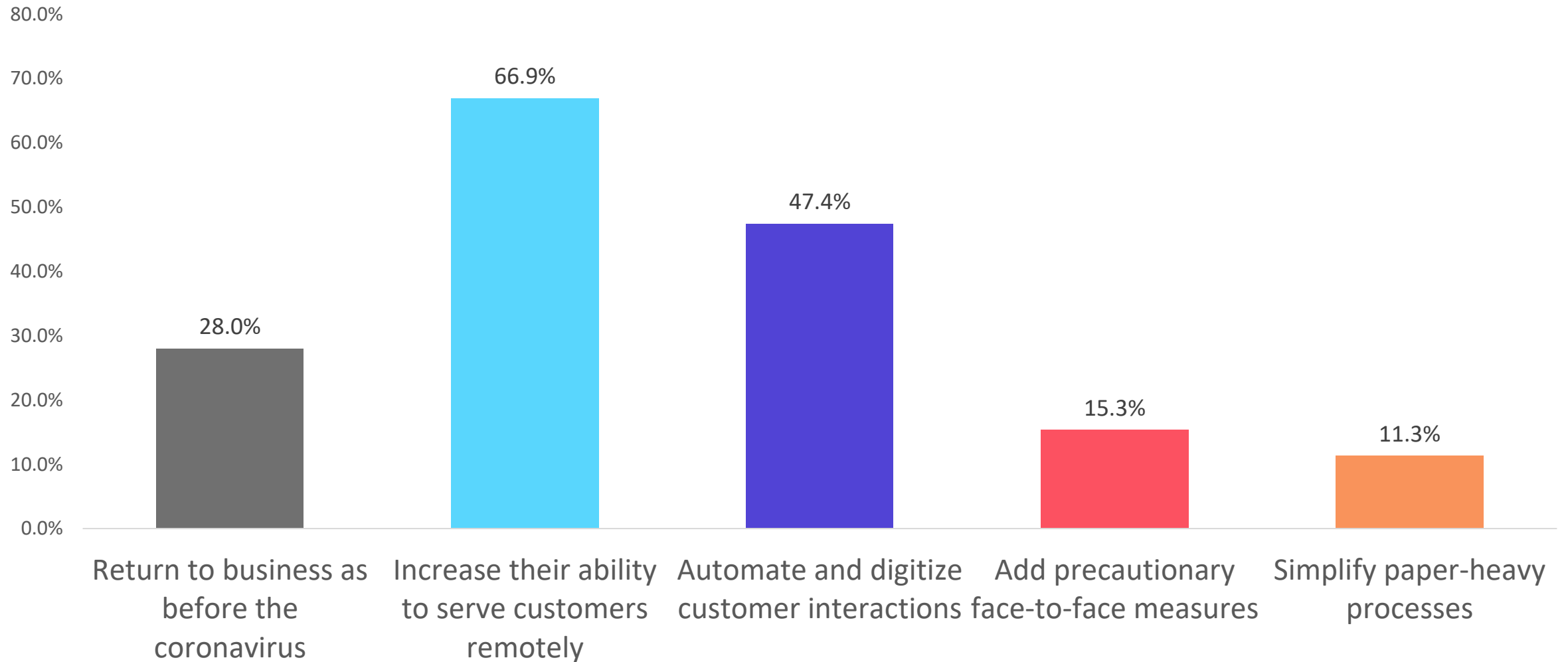


Figure 8

# Going forward, do you plan on reducing or increasing spending on the following (shown below: increase)

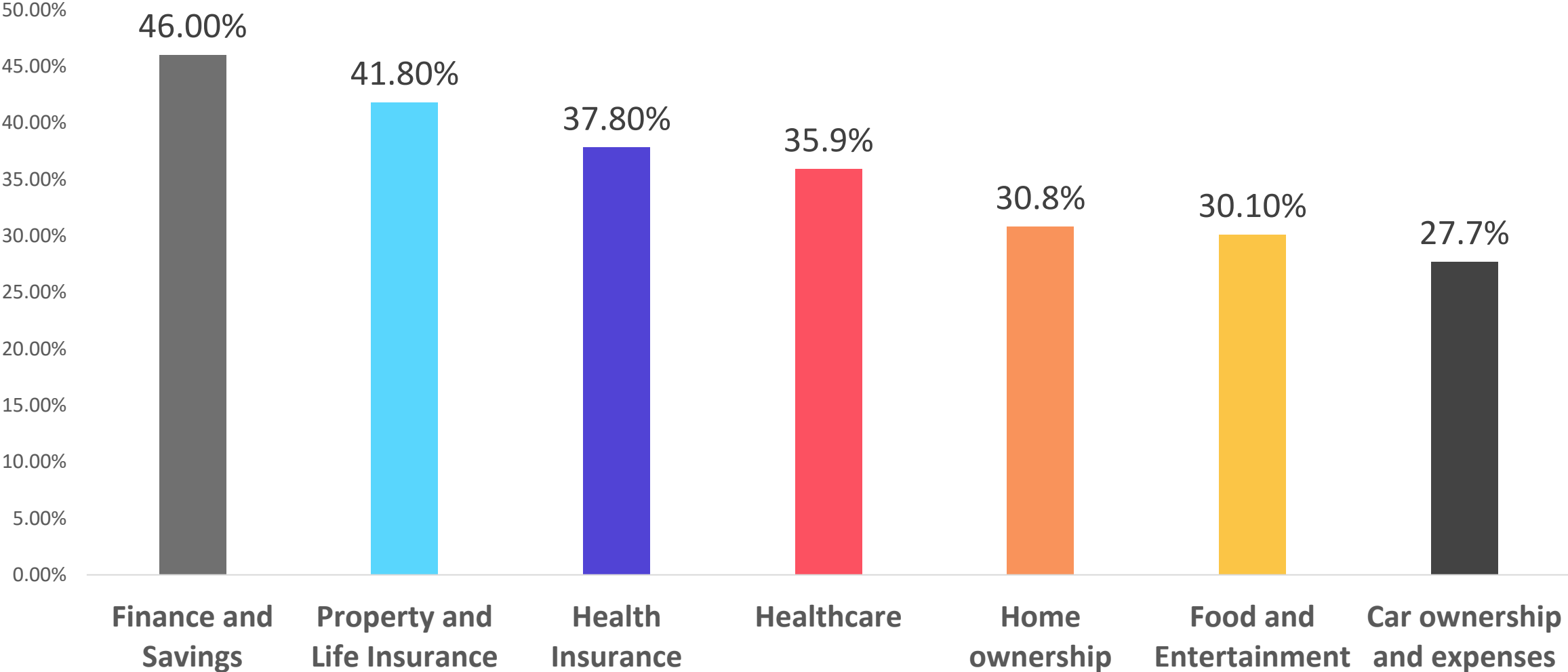


Figure 9



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