

A survey of more than 1,000 consumers conducted on March 29, 2020 to determine how COVID-19 has impacted their lives shows considerable consumer affinity for remote/digital insurance solutions. This represents an opportunity and a challenge for insurance providers to meet consumer demands at a time of such fundamental societal change.

People are Concerned

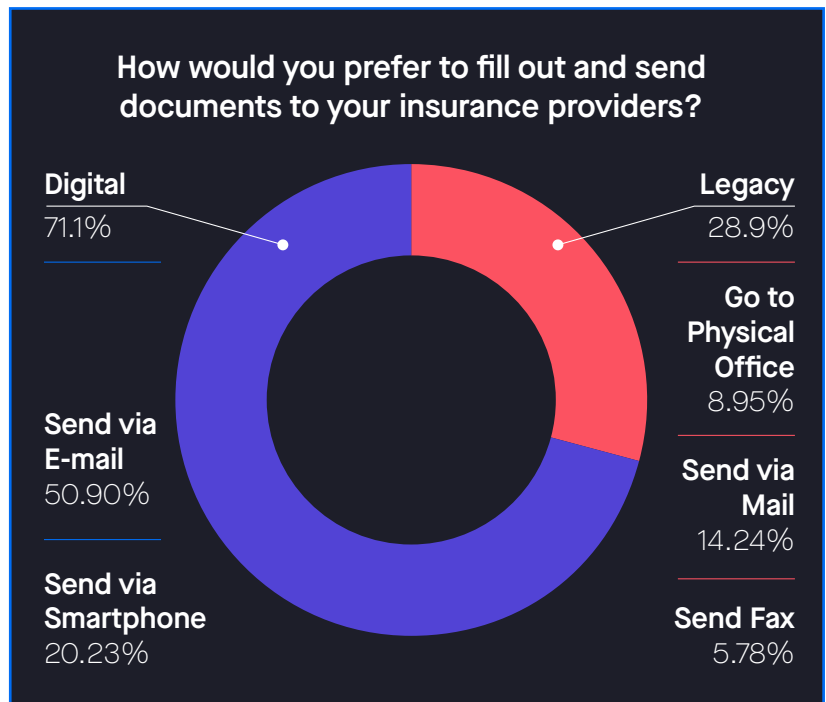


82% are concerned about leaving their home



56% are concerned about their financial obligations

How would you prefer to fill out and send documents to your insurance providers?



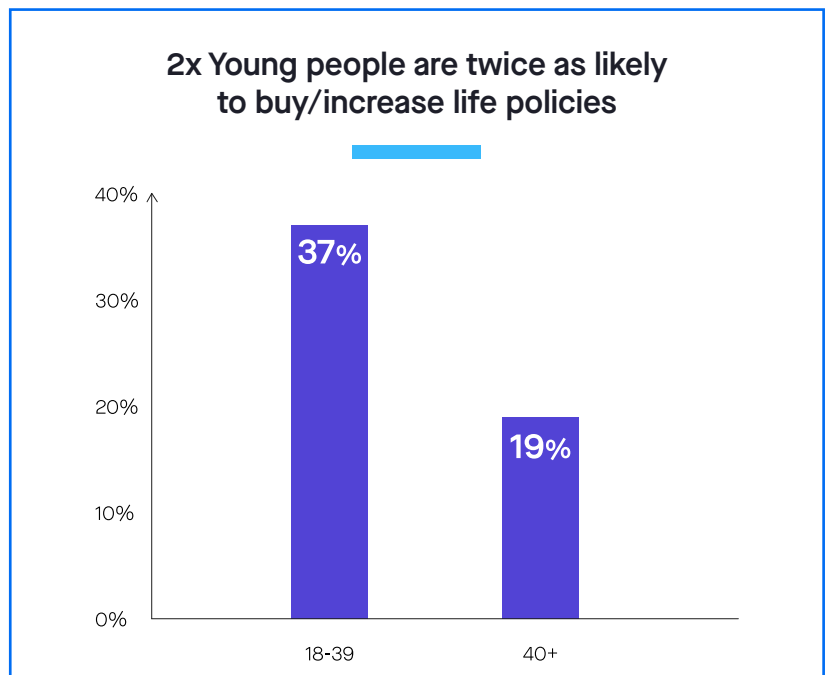
People are Taking Action

64.5% are cutting personal expenses

56% likely to shop around for insurance now

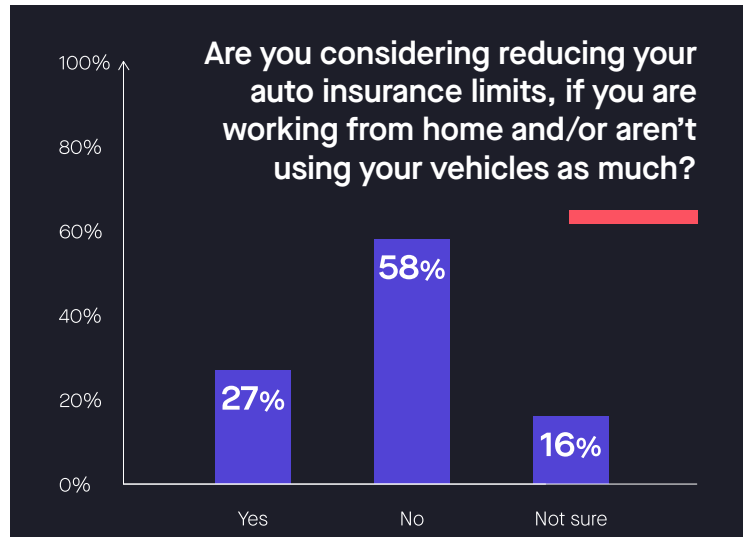
48% are considering buying or increasing life insurance coverage due to coronavirus

2x Young people are twice as likely to buy/increase life policies

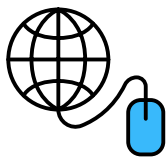




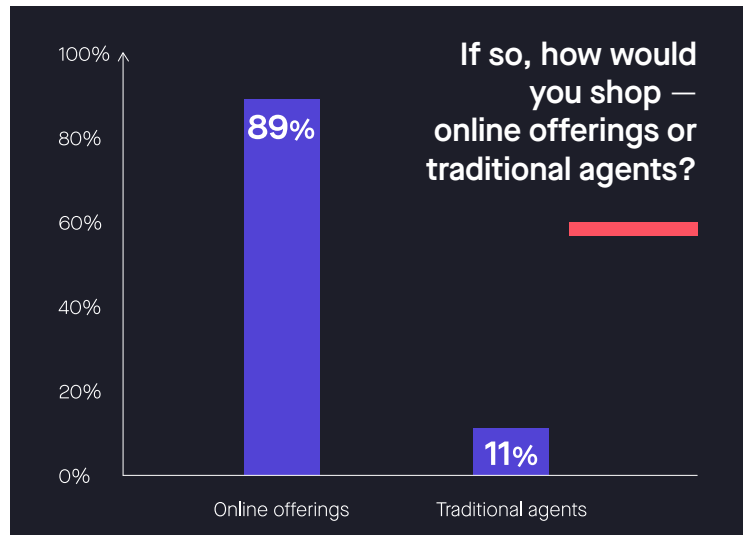
24% have reached out to their insurance carrier to discuss financial obligations or to ask coverage questions as a result of the coronavirus



Customers Want to Buy & Have Insurance Digitally & Remotely



8x consumers prefer to buy insurance online insurance vs. traditional agents



90% prefer digital/remote interactions with their insurance provider vs face-to-face

Face-to-Face (9.9%)

In-person
9.9%



Digital/Remote (90.1%)



Website
32.5%



Email
22.3%



Phone
23.2%



App
12.0%