

TABLE OF CONTENTS

1. EXECUTIVE SUMMARY	1
2. ABOUT FINACCORD	2
International consumer research about other topics	2
3. INTRODUCTION.....	4
What is this series of reports about?	4
<i>The research investigates consumers’ outlook towards digital insurance in a post-COVID-19 world</i>	<i>4</i>
Rationale	4
<i>How have the lockdowns caused by COVID-19 changed consumer behaviour?</i>	<i>4</i>
<i>And where should insurance providers make their investments to improve their digital capabilities?</i>	<i>5</i>
Definition of annual household income bands.....	5
4. SURVEY ANALYSIS.....	6
Introduction	6
Impact of lockdowns.....	6
The Spanish experience of COVID-19 lockdowns	6
Socio-demographic breakdown of the impact of lockdowns in Spain	8
Communication with insurers	10
Reasons for enquiry – purchasing new policies, renewals, claims and complaints	10
Types of claims – frequency of health, home, motor and travel claims	11
Consumer interface preferences before and after the first lockdown	12
Socio-demographic break-down of consumer interface preferences	14
Frequency of online purchasing of insurance and consumer behaviour trends.....	16
Pre-COVID-19 baseline of online insurance purchases.....	16
Anticipated online purchasing behaviour in future	17
Consumer behaviour, car insurance policies and telematics.....	18
Socio-demographic breakdown of interest in telematics	19
Consumer opinion of insurers, brokers and technology companies	21
Consumer opinion of their insurance provider over the course of the pandemic.....	21
Socio-demographic breakdown of consumer opinion of insurance companies.....	21
Reasons for positive responses from consumers.....	23
Reasons for negative responses from consumers	24
Consumer approaches towards intermediaries (insurance brokers and agents)	25
Consumer attitudes to Amazon, Apple, Facebook, Google, Microsoft and Samsung	26
Socio-demographic breakdown of trust in tech brands	27
5. APPENDIX	30
Research sample statistics	30
Research structure.....	32

LIST OF GRAPHICS / TABLES

1. EXECUTIVE SUMMARY	1
2. ABOUT FINACCORD	2
3. INTRODUCTION.....	4
4. SURVEY ANALYSIS.....	6
Impact of lockdowns across all respondents in Spain, 2020	7
Impact of lockdowns across all respondents in Spain compared to nine other countries in this report series, 2020	8
Impact of lockdowns on respondents in Spain by gender, age, occupation and income, 2020	9
Impact of lockdown on respondents in Spain by gender, age, occupation and income, 2020 (table)	10
Reasons for communicating with insurance providers in Spain, 2020	11
Type of claims submitted by respondents in Spain, 2020	12
Interfaces by which consumers communicated with insurance providers before and during COVID-19 in Spain, 2020	13
Interfaces by which consumers communicated with insurance providers before and during COVID-19 in Spain, 2020 (table).....	14
Interfaces by which consumers communicated with insurers before and during COVID-19 in Spain, by gender, age, and income, 2020	15
Interfaces by which consumers communicated with insurers before and during COVID-19 in Spain, by gender, age, and income, 2020 (table).....	16
Respondents in Spain on their frequency of purchasing insurance online prior to the first lockdown, 2020	17
Respondents in Spain on their frequency of purchasing insurance online before and after 2020	18
Consumers' attitudes and behaviour towards car insurance including telematics during lockdowns in Spain, 2020	19
Consumers' attitudes and behaviour towards telematics insurance during lockdowns in Spain by gender, age, occupation and income, 2020	20
Respondents in Spain segmented between those who have a better, worse or unchanged opinion of their insurance provider, 2020	21
Respondents in Spain with a better or worse opinion of their insurance provider segmented by gender, age, occupation and income, 2020	22
Respondents in Spain with a better, worse or unchanged opinion of their insurance provider segmented by gender, age, occupation and income, 2020 (table).....	23
Reasons why respondents in Spain had an improved opinion of their insurance provider, 2020.....	24
Reasons why respondents in Spain had a worse opinion of their insurance provider, 2020	25
Respondents in Spain segmented between those that will make more use, less use, or the same use of insurance brokers and agents, 2020.....	26
Percentage of respondents in Spain that trust six major tech brands more than their current insurance provider, 2020.....	27
Percentage of respondents in Spain that trust six major tech brands more than their current insurance provider segmented by gender, age, occupation and income, 2020	28
Proportion of respondents in Spain that trust six major tech brands more than their current insurance provider by gender, age, occupation and income, 2020 (table)	29
5. APPENDIX	30
Survey sample in Spain segmented by gender and geographical region, 2020.....	30
Survey sample in Spain segmented by age group and annual household income, 2020.....	31