

TABLE OF CONTENTS

1. EXECUTIVE SUMMARY	1
2. ABOUT FINACCORD	2
International consumer research about other topics	2
3. INTRODUCTION.....	3
What is this series of reports about?	3
<i>This research investigates attitudes and behaviour in relation to extended warranties for consumer goods.....</i>	<i>3</i>
Goods definitions.....	3
Demographic group definitions.....	3
4. SURVEY ANALYSIS.....	5
Introduction	5
Underlying market for white, brown and grey goods.....	5
Purchasing rates segmented by type of item	5
Purchasing rates segmented by gender, age and annual household income	7
Purchases segmented by purchase interface.....	9
Extended warranties for white, brown and grey goods	10
Offering of insurance and take-up rates segmented by type of item	10
Take-up rates segmented by purchase interface for underlying item.....	16
Time of purchase for extended warranty	17
Distribution channels	18
Distribution interfaces	19
Devices used for digital sales.....	21
Cross-tabulation of distribution channels and interfaces	22
Risks covered by extended warranties as reported by respondents.....	23
Extended warranty cover packaged with personal finance products.....	24
Frequency and outcome of claims – stand-alone policies.....	26
5. APPENDIX	30
Research sample statistics	30
Research structure.....	32

LIST OF GRAPHICS / TABLES

1. EXECUTIVE SUMMARY	1
2. ABOUT FINACCORD	2
3. INTRODUCTION.....	3
4. SURVEY ANALYSIS.....	5
Percentage of respondents buying selected white, brown and grey goods in the last three years (Spain, 2022)	5
Percentage of respondents buying selected white, brown and grey goods by appliance type in the last three years (Spain, 2022)	6
Percentage of respondents buying selected white, brown and grey goods in the last three years, segmented by gender (Spain, 2022).....	7
Percentage of respondents buying selected white, brown and grey goods in the last three years, segmented by age (Spain, 2022)	8
Percentage of respondents buying selected white, brown and grey goods in the last three years, segmented by income (Spain, 2022)	8
White, brown and grey goods bought in the last three years, segmented by purchase interface (Spain, 2022)	9
White, brown and grey goods bought in the last three years, segmented by appliance type and purchase interface (Spain, 2022).....	10
Take-up rates for extended warranties for white, brown and grey goods (Spain, 2014, 2017, 2022)	11
Take-up rates for extended warranties for white, brown and grey goods segmented by type of appliance (Spain, 2014, 2017, 2022)	12
Take-up rates for extended warranties for white, brown and grey goods segmented by gender (Spain, 2022)	13
Take-up rates for extended warranties for white, brown and grey goods segmented by age (Spain, 2022)	14
Take-up rates for extended warranties for white, brown and grey goods segmented by income (Spain, 2022)	15
Take-up rates for extended warranties for white, brown and grey goods, segmented by purchase interface (Spain, 2022)	16
Time of purchase for extended warranties for white, brown and grey goods (Spain, 2022)	17
Distribution channels used for extended warranties for white, brown and grey goods (Spain, 2014, 2017 and 2022).....	18
Distribution channels used for extended warranties segmented between white, brown and grey goods (Spain, 2022)	18
Distribution interfaces used for extended warranties for white, brown and grey goods (Spain, 2014, 2017 and 2022).....	19
Distribution interfaces used for extended warranties segmented between white, brown and grey goods (Spain, 2022)	20
Digital interfaces used for sales of extended warranties for white, brown and grey goods (Spain, 2014, 2017 and 2022)	21
Cross-tabulation of distribution channels and interfaces used to acquire stand-alone extended warranties for white, brown and grey goods (Spain, 2022).....	22
Risks covered by extended warranties for white, brown and grey goods as reported by respondents (Spain, 2014, 2017, 2022)	23
Risks covered by extended warranties as reported by respondents, segmented between white, brown and grey goods (Spain, 2022)	24
Penetration rate of extended warranties packaged with personal finance products and segmentation by type of product with which they are included (Spain, 2022)	25
Frequency and outcome of claims for stand-alone extended warranties for white, brown and grey goods (Spain, 2022)	26

WARRANTY METRICS: CONSUMER APPROACHES TO EXTENDED WARRANTIES FOR WHITE, BROWN AND GREY GOODS IN SPAIN 2022

Frequency of claims for stand-alone extended warranties for white, brown and grey goods (Spain, 2014, 2017 and 2022)	27
Frequency and outcome of claims for stand-alone extended warranties for white, brown and grey goods, segmented by outcome of claims (Spain, 2014, 2017 and 2022)	28
Frequency of claims for stand-alone and packaged extended warranties for white, brown and grey goods, segmented by outcome of claims (Spain, 2022)	29
5. APPENDIX	30
Survey sample in Spain, segmented by geographical region	30
Survey sample segmented by gender, age group and annual household income (Spain, 2022)	31