

Scope and Themes



"The medicated skincare market can expect to see growth in the coming years due to skin irritations being a common occurrence for many consumers. However, the market faces some challenges: most consumers only purchase products to treat a single occurrence of an irritation, there are growing concerns around the use of chemicals in products, and consumers are still turning to physicians for help in identifying and treating problems. Companies and brands will need to explore ways to evolve the market."

- Gabriela Mendieta, Home & Personal Care Analyst

In this report we answer the key questions:

- How can the market evolve beyond single-use purchases?
- How can medicated skincare product companies assuage growing consumer concern around the chemicals that are currently being used in products?
- Are there ways for products to compete more effectively with consumers' reliance on doctors when it comes to treating skin irritations?

The medicated skincare market has seen steady growth in the past few years and Mintel expects that the category will continue to grow into 2017. The key driver for this market is a high incidence of skin irritations, which creates a need for products that provide pain relief and heal irritations. Most irritations have the potential to cause physical discomfort and most consumers cannot choose to ignore irritations, particularly skin rashes, due to the potential for the issue to worsen or be contagious to others. However, product innovation and accelerating category growth present challenges, as consumers have strong functional associations with these products. In addition, they are predominantly interested in performance and functional benefits, as they want skin irritations to heal quickly based on the discomfort they cause. Many consumers are only purchasing products for the

BUY THIS REPORT NOW

VISIT:

store.mintel.com

CALL:

+44 (0)207 778 7151

Americas +1 (312) 943 5250

APAC +61 (0)2 8284 8100

> Brazil 0800 095 9094

> > **EMAIL:**

oxygen@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.



Scope and Themes

purpose of using them to treat a single incidence of a skin irritation.

However, the growth that the lip balm product category has seen over the last few years demonstrates the power of beauty and cosmetic benefits in driving sales. Lip balm has evolved from being viewed as a functional product to soothe chapped lips to being seen as a cosmetic product that delivers moisture, lip color, and even shimmer, along with consumer confidence. Consumers are now using lip balm beyond chapped lip treatment and they see it as a daily maintenance product. Other products in this medicated skincare market, namely anti-itch offerings, may be able to transition to being used more regularly if a focus is placed on including greater cosmetic benefits and offerings centered on preventive maintenance are explored.

This report analyzes U.S. sales performance of medicated skincare products in the last five years, the market forecast through 2017, and how different factors, such as a greater focus on cosmetic attributes and a focus on ingredient inclusion, have the ability to impact sales and consumer behaviors. The types of skin irritations consumers have experienced in the past year, how they identified them, how they treated them, frustrations that arise as a result of a skin irritation developing, as well as interest and attitudes toward new and existing product attributes are also explored in this report.

This report builds on the analysis presented in Mintel's *Medicated Skincare—U.S., May 2009*, as well as previous reports in April 2007, April 2005, February 2007, and September 2003 of the same title.

This market covers over-the-counter products that consumers can obtain to treat skin irritations. Following is a list of the specific product types and conditions that are addressed in this report and the conditions that these products treat:

- Anti-itch creams/treatments—itching of the skin caused by dry, cracked skin, eczema, psoriasis, poisonous plants, jock itch, ringworm, skin rashes, bug bites, or other skin itches
- Lip balms, cold sore treatments—cold sores, dry, cracked lips
- Wart removers—common warts (hand), plantar (foot), and flat warts (clusters). Does not include genital warts
- Insect first aid treatments—bug bites and stings

Not included are prescription medications or over-the-counter products that may be taken orally to treat these conditions (for example, non-prescription antihistamine tablets taken orally to treat skin rashes or irritations). Products with medicated ingredients or additions (e.g., foundation with acnefighting ingredients, bandages with antibiotics added to the pad) are also excluded. Lice treatments are also excluded from this report.

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

SCOPE AND THEMES

What you need to know

Definition

Data sources

Sales data

Consumer survey data

Advertising creative

Abbreviations and terms

Abbreviations

Terms

EXECUTIVE SUMMARY

The market

Figure 1: Total U.S. retail sales and fan chart forecast of medicated skincare market, at current prices, 2007-17

Market factors

Cost-conscious consumers have put more stock in private label offerings

Total population growth key market driver, but more susceptible consumer groups could present the market with opportunities

Growing ethnic populations may help market in the future

Retail channels

Figure 2: Share of U.S. retail sales of medicated skincare products, by channel, at current prices, 2010 and 2012

Key players

Figure 3: Share of MULO sales of medicated skincare products, by leading companies, 52 weeks ending Sept. 9, 2012

The medicated skincare consumer

Incidence of skin irritations is high

Figure 4: Incidence of skin irritations, by personal experience, August 2012

Consumers rely on past experience and doctors' expertise to identify skin irritations

Figure 5: Identification method for skin irritation, August 2012

Purchasing OTC products or visiting the doctor most common treatment method

Figure 6: Treatment method for skin irritation, August 2012

Discomfort and concern over visual appearance two biggest consumer frustrations

Figure 7: Frustrations with personal skin irritations, August 2012

Enhanced performance benefits most desired new product attributes, but interest in enhanced beauty benefits presents an opportunity for the market

Figure 8: Any interest in new product attributes in medicated skincare products, August 2012

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

What we think

INSIGHTS AND OPPORTUNITIES

Focus on preventive maintenance

Place a greater emphasis on emotional benefits

Continued delivery system innovation

ISSUES IN THE MARKET

How can the market evolve beyond single-use purchases?

How can medicated skincare product companies assuage growing consumer concern around the chemicals that are currently being used in products?

Are there ways for products to compete more effectively with consumers' reliance on doctors when it comes to treating skin irritations?

TREND APPLICATIONS

Trend: Sense of the Intense

Trend: Girly Men

2015 Trend: East Meets West

MARKET SIZE AND FORECAST

Key points

Medicated skincare market sales expected to grow at steady rate in the coming years

Sales and forecast of medicated skincare market

Figure 9: Total U.S. retail sales and forecast of medicated skincare market, at current prices, 2007-17

Figure 10: Total U.S. retail sales and forecast of medicated skincare market, at inflation-adjusted prices, 2007-17

Fan chart forecast

Figure 11: Total U.S. retail sales and fan chart forecast of medicated skincare market, at current prices, 2007-17

MARKET DRIVERS

Key points

Shaky consumer confidence has caused more consumers to look to private label offerings

Figure 12: University of Michigan's index of consumer sentiment (ICS), 2007-12

Total population key market driver, but aging Baby Boomers and children present opportunities

Figure 13: Population, by age, 2007-17

Growing ethnic populations may help market in the future

Figure 14: Population, by race and Hispanic origin, 2007-17

COMPETITIVE CONTEXT

Doctors and dermatologists present competition in this category

Figure 15: Treatment method for skin irritation, August 2012

Self-healing or "do nothing" also present competition for the purchase of these products

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

SEGMENT PERFORMANCE

Key points

Market largely dominated by lip balm/cold sore treatments and anti-itch creams

Sales of medicated skincare products, by segment

Figure 16: Total U.S. retail sales of medicated skincare market, by segment, at current prices, 2010 and 2012

SEGMENT PERFORMANCE - LIP BALM/COLD SORE TREATMENTS

Key points

Lip balm/cold sore treatments best-performing segment in the market

Figure 17: Personal use of lip care products, by gender and age, April 2011-June 2012

Sales and forecast of lip balm/cold sore treatments

Figure 18: Total U.S. retail sales and forecast of lip balm/cold sore treatments, at current prices, 2007-17

SEGMENT PERFORMANCE - ANTI-ITCH CREAM

Key points

Anti-itch cream segment growing steadily

Sales and forecast of anti-itch cream

Figure 19: Total U.S. retail sales and forecast of anti-itch cream, at current prices, 2007-17

SEGMENT PERFORMANCE – WART REMOVERS

Key points

Wart removers have struggled, but growth expected in the coming years

Sales and forecast of wart removers

Figure 20: Total U.S. retail sales and forecast of wart removers, at current prices, 2007-17

SEGMENT PERFORMANCE - INSECT FIRST AID PRODUCTS

Key points

Insect first aid product segment struggling due to competition posed by anti-itch creams and "do nothing" scenario

Sales and forecast of insect first aid products

Figure 21: Total U.S. retail sales and forecast of insect first aid products, at current prices, 2007-17

RETAIL CHANNELS

Key points

Majority of medicated skincare purchases taking place in mass merchandisers, supercenters, and drug stores

Sales of medicated skincare products, by channel

Figure 22: Total U.S. retail sales of medicated skincare products, by channel, at current prices, 2010-12

RETAIL CHANNELS - SUPERMARKETS

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

Key points

Supermarket sales experience uneven growth, but there may be opportunities to drive consistent growth

Supermarket sales of medicated skincare products

Figure 23: U.S. supermarket sales of medicated skincare products, at current prices, 2007-12

RETAIL CHANNELS - DRUG STORES

Key points

Drug stores have been experiencing growth and will likely continue to do so in the coming years Drug store sales of medicated skincare products

Figure 24: U.S. drug store sales of medicated skincare products, at current prices, 2007-12

RETAIL CHANNELS - OTHER RETAIL CHANNELS

Key points

Majority of medicated skincare sales taking place through mass merchandisers, club stores, and supercenters

Other retail channels sales of medicated skincare products

Figure 25: U.S sales of medicated skincare products, through other channels, at current prices, 2007-12

LEADING COMPANIES

Key points

Medicated skincare market highly saturated and competitive

MULO manufacturer sales of medicated skincare products

Figure 26: MULO sales of medicated skincare products, by leading companies, 2011 and 2012

BRAND SHARE - LIP BALM/COLD SORE TREATMENTS

Key points

Abreva boasts growth, ChapStick and Blistex yield sales to smaller lip balm players

Figure 27: Brands of lip care products used, by gender and age, April 2011-June 2012

MULO sales of lip balm/cold sore treatments

Figure 28: MULO sales of lip balm/cold sore treatments by leading companies, 2011 and 2012

BRAND SHARE - ANTI-ITCH CREAM

Key points

Cortizone 10, Gold Bond, and Aveeno all boast growth

Private label offerings maintain strong presence in this segment

MULO sales of anti-itch cream

Figure 29: MULO sales of anti-itch cream by leading companies, 2011 and 2012

BRAND SHARE - WART REMOVERS

Key points

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

MULO wart remover sales see some growth, but overall performance indicative of a relatively stagnant category

MULO sales of wart removers

Figure 30: MULO sales of wart removers by leading companies, 2011 and 2012

BRAND SHARE - INSECT FIRST AID PRODUCTS

Key points

After Bite commands the greatest share of this segment; very little growth seen overall MULO sales of insect first aid products

Figure 31: MULO sales of insect first aid products by leading companies, 2011 and 2012

INNOVATIONS AND INNOVATORS

Largest product segment leads with most product launches

Figure 32: Medicated skincare product launches, by product category, 2007-12

Claims associated with lip care products indicative of category evolution

Figure 33: Claim categories associated with new product launches for lip care products, 2007-12 Functional claims most common claim type seen in products designed to treat skin conditions Figure 34: Claim categories associated with new product launches for skin conditions, 2007-12

Enhanced therapy performance promise and beauty benefits continue to drive category

Anti-aging lip treatments

Anti-itch treatments more commonly available in spray format All-natural offerings and inclusion of natural ingredients Greater availability in private label offerings

MARKETING STRATEGIES

OVERVIEW OF THE BRAND LANDSCAPE

Brand analysis: Abreva

Figure 35: Brand analysis of Abreva, 2012

Online initiatives TV presence

Figure 36: Abreva television ad, 2012 Figure 37: Abreva television ad, 2012

Brand analysis: ChapStick

Figure 38: Brand analysis of ChapStick, 2012

Online initiatives

Brand analysis: Cortizone 10

Figure 39: Brand analysis of Cortizone 10, 2012

Online initiatives TV presence

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

Figure 40: Cortizone 10 Quick Shot television ad, 2012

SOCIAL MEDIA

Key points

Figure 41: Key brand metrics, November 2012

Market overview

Brand usage and awareness

Figure 42: Usage and awareness of selected medicated skincare brands, November 2012

Brand satisfaction

Figure 43: Satisfaction with selected medicated skincare brands, November 2012

Interaction with brands

Figure 44: Interaction with brands, November 2012

Motivations for interacting with brands

Figure 45: Why people interact with medicated skincare brands, November 2012

ONLINE CONVERSATIONS

Figure 46: Percentage of consumer conversation, by medicated skincare brands, Aug. 1- Nov. 1, 2012

Figure 47: Tweet from CVS Beauty Club account, 2012

Figure 48: Online mentions, by selected medicated skincare brands, by week, Aug. 1-Nov. 1, 2012

Where people are talking about medicated skincare brands

Figure 49: Selected medicated skincare brands, mentions by page type, Aug. 1-Nov. 1, 2012

What are people talking about?

Figure 50: Selected medicated skincare brands, mentions by type of conversation, Aug. 1-Nov. 1,

2012

Figure 51: Major areas of discussion surrounding medicated skincare brands, by day, Aug. 1-Nov. 1,

2012

Figure 52: Major areas of discussion surrounding medicated skincare brands, by type of website, Aug.

1-Nov. 1, 2012

BRAND ANALYSIS

ChapStick

Figure 53: ChapStick key social media indicators, November 2012

Key online campaigns

What we think

Burt's Bees

Figure 54: Burt's Bees key social media indicators, November 2012

Key online campaigns

What we think

Aveeno

Figure 55: Aveeno key social media indicators, November 2012

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094



Contents

Key online campaigns

What we think

Lubriderm

Figure 56: Lubriderm key social media indicators, November 2012

Key online campaigns

What we think

Mederma

Figure 57: Mederma key social media indicators, November 2012

Key online campaigns

What we think

Abreva

Figure 58: Abreva key social media indicators, November 2012

Key online campaigns

What we think

INCIDENCE OF SKIN IRRITATIONS

Key points

Skin irritations common across demographics

Figure 59: Incidence of skin irritations, August 2012

Personal incidence of skin irritations

Figure 60: Incidence of skin irritations personally experienced, by gender and age, August 2012

Incidence of skin irritations for others in the household

Figure 61: Incidence of skin irritations experienced by someone else in household, by gender, August

2012

Figure 62: Incidence of skin irritations, among parents by age of child, August 2012

INITIAL IDENTIFICATION OF ISSUES

Key points

Doctor identification and prior experience main sources for identifying issues

Figure 63: Identification method for skin irritation, by gender, August 2012

Figure 64: Identification method for skin irritation, by age, August 2012

Parents with young children more likely to utilize a wide array of identification methods

Figure 65: Identification method for skin irritation, among parents by age of child, August 2012

TREATMENT METHODS

Key points

Medicated skincare products main treatment method for many consumers

Figure 66: Treatment method for skin irritation, by gender, August 2012

Older consumers more apt to purchase products, younger consumers more likely to visit the doctor

Figure 67: Treatment method for skin irritation, by age, August 2012

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094



Contents

Parents with younger children more likely to visit the doctor

Figure 68: Treatment method for skin irritation, among parents by age of child, August 2012

REASONS FOR SEEKING PROFESSIONAL TREATMENT

Key points

Inability to identify or treat issues results in a doctor visit

Figure 69: Reasons for seeking professional treatment, by gender, August 2012

Worrying about the unknown decreases with age

Figure 70: Reasons for seeking professional treatment, by age, August 2012

A lack of healing drives parents to the doctor's office

Figure 71: Reasons for seeking professional treatment, by presence of children in household, August 2012

CONSUMER FRUSTRATIONS

Key points

Discomfort and visual appearance two biggest consumer frustrations

Figure 72: Frustrations with personal skin irritations, by gender, August 2012

Frustrations over discomfort and visual appearance decrease with age

Figure 73: Frustrations with personal skin irritations, by age, August 2012

Younger women report the greatest number of frustrations

Figure 74: Frustrations with personal skin irritations, by gender and age, August 2012

PURCHASE DRIVERS

Key points

Doctor recommendations and past experience key purchase drivers

Figure 75: Purchase factors in purchasing medicated skincare products, by gender, August 2012 Younger consumer segments look to doctors

Figure 76: Purchase factors in purchasing medicated skincare products, by age, August 2012

Parents with younger children more apt to do research prior to purchase

Figure 77: Purchase factors in purchasing medicated skincare products, among parents by age of child, August 2012

Lower-income consumers more likely to be impacted by price

Figure 78: Purchase factors in purchasing medicated skincare products, by household income, August 2012

INTEREST IN NEW PRODUCT ATTRIBUTES

Key points

Continuous medicinal delivery and multipurpose products of the greatest interest to consumers

Figure 79: Any interest in new product attributes in medicated skincare products, August 2012

Women more likely than men to be interested in added beauty benefits

Figure 80: Any interest in new product attributes in medicated skincare products, by gender, August

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

2012

Older consumers more likely to be interested in performance/functional attributes, younger consumers more open to new delivery systems

Figure 81: Any interest in new product attributes in medicated skincare products, by age, August 2012

Middle-income households most likely to report interest in a number of new product attributes Figure 82: Any interest in new product attributes in medicated skincare products, by household income, August 2012

ATTITUDES TOWARD MEDICATED SKINCARE PRODUCTS

Key points

Past experience and doctor recommendations command strongest agreement among consumers

Figure 83: Attitudes toward medicated skincare, August 2012

Men more likely to prefer sticking with products they know and name brands

Figure 84: Attitudes toward medicated skincare, by gender, August 2012

Younger consumers display the greatest agreement in their attitudes toward medicated skincare

Figure 85: Attitudes toward medicated skincare, by age, August 2012

Parents with young children more apt to stick with what they know and display concern over chemicals in medicated skincare products

Figure 86: Attitudes toward medicated skincare, among parents by age of child, August 2012

RACE AND HISPANIC ORIGIN

Key points

Asians/Pacific Islanders most likely to report personal incidence of a number of irritations

Figure 87: Incidence of skin irritations, by race/Hispanic origin, August 2012

Reliance on doctor for identification is common; white consumers most likely to identify based on past experience

Figure 88: Identification method for skin irritation, by race/Hispanic origin, August 2012

White consumers most likely to purchase medicated skincare products as treatment method, other segments look to prescription offerings

Figure 89: Treatment method for skin irritation, by race/Hispanic origin, August 2012

Frustrations around visual appearance of skin irritations most salient for Asians/Pacific Islanders

Figure 90: Frustrations with personal skin irritations, by race/Hispanic origin, August 2012

Asians and Hispanics demonstrate greatest interest in new product formats and attributes beyond enhanced performance

Figure 91: Any interest in new product attributes in medicated skincare products, by race/Hispanic origin, August 2012

Asians/Pacific Islanders most likely to have strong agreement with attitudes that center on natural offerings and concern over ingredients

Figure 92: Attitudes toward medicated skincare, by race/Hispanic origin, August 2012

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

IRI/BUILDERS - KEY HOUSEHOLD PURCHASE MEASURES

OVERVIEW OF FIRST AID TREATMENT CATEGORY

ANTI-ITCH TREATMENTS

Consumer insights on key purchase measures

Brand map

Figure 93: Brand map, selected brands of anti-itch treatments buying rate, by household penetration, 52 weeks ending June 24, 2012

Brand leader characteristics

Key purchase measures

Figure 94: Key purchase measures for the top brands of anti-itch treatments, by household penetration, 52 weeks ending June 24, 2012

APPENDIX – OTHER USEFUL CONSUMER TABLES

Lip care product usage

Figure 95: Personal use of lip care products, by gender, April 2011-June 2012

Figure 96: Personal use of lip care products, by age, April 2011-June 2012

Figure 97: Personal use of lip care products, by race/Hispanic origin, April 2011-June 2012

Brands of lip care products used

Figure 98: Brands of lip care products used, by gender, April 2011-June 2012

Figure 99: Brands of lip care products used, by age, April 2011-June 2012

Figure 100: Brands of lip care products used, by race/Hispanic origin, April 2011-June 2012

Incidence of skin irritations

Figure 101: Incidence of skin irritations—personal experience, by gender, August 2012

Figure 102: Incidence of skin irritations—personal experience, by household income, August 2012

Figure 103: Incidence of skin irritations—someone else in household, by household income, August

2012

Figure 104: Incidence of skin irritations—personal experience, by age, August 2012

Figure 105: Incidence of skin irritations—someone else in household, by race/Hispanic origin, August 2012

Initial identification of issues

Figure 106: Identification method for skin irritation, by household income, August 2012

Treatment methods

Figure 107: Treatment method for skin irritation, by household income, August 2012

Reasons for seeking professional treatment

Figure 108: Reasons for seeking professional treatment, by race/Hispanic origin, August 2012

Purchase factors

Figure 109: Purchase factors in purchasing medicated skincare products, by gender and age, August

2012

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094



Contents

Figure 110: Purchase factors in purchasing medicated skincare products, by race/Hispanic origin, August 2012

Figure 111: Purchase factors in purchasing medicated skincare products, by treatment method for skin irritation, August 2012

Figure 112: Purchase factors in purchasing medicated skincare products, by identification method for skin irritation—part one, August 2012

Figure 113: Purchase factors in purchasing medicated skincare products, by identification method for skin irritation—part two, August 2012

Interest in new product attributes

Figure 114: Interest in new product attributes in medicated skincare products, August 2012

Figure 115: Any interest in new product attributes in medicated skincare products, by gender and age, August 2012

Figure 116: Very interested in new product attributes in medicated skincare products, by gender, August 2012

Figure 117: Very interested in new product attributes in medicated skincare products, by age, August 2012

Figure 118: Very interested in new product attributes in medicated skincare products, by household income, August 2012

Figure 119: Very interested in new product attributes in medicated skincare products, by race/Hispanic origin, August 2012

Figure 120: Any interest in new product attributes in medicated skincare products, by frustrations with personal skin irritations—part one, August 2012

Figure 121: Any interest in new product attributes in medicated skincare products, by frustrations with personal skin irritations—part two August 2012

Attitudes toward medicated skincare products

Figure 122: Attitudes toward medicated skincare, August 2012

Figure 123: Attitudes toward medicated skincare, by gender and age, August 2012

Figure 124: Attitudes toward medicated skincare, by household income, August 2012

APPENDIX - SOCIAL MEDIA

Brand usage and awareness

Figure 125: Brand usage and awareness of ChapStick, November 2012

Figure 126: Brand usage and awareness of Abreva, November 2012

Figure 127: Brand usage and awareness of Burt's Bees, November 2012

Figure 129: Brand usage and awareness of Mederma, November 2012

Brand satisfaction

Figure 131: Satisfaction with ChapStick brand, by demographics, November 2012

Figure 132: Satisfaction with Abreva brand, by demographics, November 2012

Figure 133: Satisfaction with Burt's Bees brand, by demographics, November 2012

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100



Contents

Figure 134: Satisfaction with Aveeno brand, by demographics, November 2012

Figure 135: Satisfaction with Mederma brand, by demographics, November 2012

Figure 136: Satisfaction with Lubriderm brand, by demographics, November 2012

Interaction with brands

Figure 137: Interaction with the ChapStick brand, by demographics, November 2012

Figure 138: Interaction with the Abreva brand, by demographics, November 2012

Figure 139: Interaction with the Burt's Bees brand, by demographics, November 2012

Figure 140: Interaction with the Aveeno brand, by demographics, November 2012

Figure 141: Interaction with the Mederma brand, by demographics, November 2012

Figure 142: Interaction with the Lubriderm brand, by demographics, November 2012

Motivations for interaction

Figure 143: Reason for interaction with the ChapStick brand, by demographics, November 2012

Online conversations

Figure 144: Percentage of consumer conversation, by medicated skincare brands, Aug. 1-Nov. 1, 2012

Figure 145: Online mentions, by medicated skincare brands, by day, Aug. 1-Nov. 1, 2012

Figure 146: Online mentions, by selected medicated skincare brands, by page type, Aug. 1-Nov. 1, 2012

Figure 147: Online mentions, by selected medicated skincare brands, by type of conversation, Aug. 1-Nov. 1, 2012

Figure 148: Major areas of discussion surrounding medicated skincare brands, by day, Aug. 1-Nov. 1, 2012

Figure 149: Major areas of discussion surrounding medicated skincare brands, by type of website, Aug. 1-Nov. 1, 2012

APPENDIX - TRADE ASSOCIATIONS

VISIT: store.mintel.com

CALL: EMEA: +44 (0)207 778 7151 | Brazil: 0800 095 9094 Americas: +1 (312) 943 5250 | APAC: +61 (0)2 8284 8100