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"As many consumers are compelled by law or contract to purchase property and casualty insurance, rates of ownership are quite high, and the industry is highly competitive. While technological innovation continues to reshape the industry, consumer loyalty is yet to be significantly impacted by these developments, and most consumers make their policy choices based on price." - Chris Shadle, Financial Services Analyst

This report looks at the following areas:

- How prevalent are P&C insurance policies among the general population? Do most consumers bundle multiple policies with a single carrier? Do any noteworthy gaps in coverage exist?
- How often do consumers switch P&C insurers, and which consumers are most likely to do so? Which policy lines are they most likely to switch? What are the primary motivations to change carriers?
- What technological features are consumers most interested in seeing from their P&C insurers? How open are consumers to insurance offerings from new players in the industry?
- What are consumers' expectations regarding customer service and transparency? How likely are consumers to recommend their P&C insurer?

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DID YOU KNOW?

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



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State guidelines redefine underwriting capabilities

Parametric insurance could redefine some policy types

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Abbreviations

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