

## Consumers and General Insurance - UK - December 2019

Report Price: £2195.00 | \$2963.91 | €2470.25

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"Change is coming to the general insurance market, driven by the impact of new technology and innovative new businesses entering the sector, as well as by pressure from consumer groups and the FCA, unhappy at the way the market operates, particularly with regards to how long-standing customers are treated."

- **Thomas Slide, Senior Financial Services Analyst**

This report looks at the following areas:

- Open finance regulation could transform the sector
- Shifting focus to consumers in a bid to rebuild trust
- Flexibility and speed of claims to target younger people

54% of people think insurance companies will always try to get out of paying a claim and more than half of under-35s feel unfairly penalised by the sector. There is clearly a long way to go to convince consumers that this is an industry that truly works in their best interests.

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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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The implications  
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Direct Line rolls out Darwin Insurance  
 HSBC launches 'switchable' subscription product  
 Brolly launches 'simplest' contents insurance  
 Short term motor insurance brand Jaunt launched by BGL Group  
 MORE TH>N launches fitness trackers for pet insurance  
 Taking action to deal with the loyalty penalty  
 Saga finds success with three-year fix  
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Nielsen Ad Intel coverage

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