

November 2013

Home Insurance - UK

“The cost of a policy relative to the competition is the primary factor that determines whether or not a home insurance policyholder stays with their existing provider after shopping around. The good news for providers is that customers are generally willing to tolerate a slight increase in premiums. However, raising ...

Private Medical Insurance - UK

“Providers must meet the twin challenges of developing affordable propositions and managing spiralling medical costs, in order to stop the decline in the number of subscribers.”

October 2013

Life and Protection - Intermediary Focus - UK

“The next 12 months will remain challenging for intermediaries, but there are reasons to be cheerful. The recovery in both the UK economy and housing market finally appear to be gaining strength, while certain regulatory changes may also create fresh opportunities to grow protection business.”

September 2013

Pet Insurance - UK

“What pet owners deem important when choosing a pet insurance policy can have a direct effect on which channel they are likely to use when buying it. Understanding this can give product providers a major edge over their competition when it comes to product design, promotional activity and of course ...

June 2013

Critical Illness Cover - UK

“Insurers need to address issues of trust in the critical illness market, but perhaps more importantly they need to convince people of the value of the product. At the moment far too many see critical illness as a nice-to-have product. This is despite dwindling state support and statistics that suggest ...

Term Assurance - UK

“Mintel’s research identifies around 3.4 million prospective life insurance customers. These are people who do not currently have a policy, but who say they might consider arranging one within the next 12 months. There is clearly good potential to expand the market by promoting simple, affordable and flexible solutions ...

May 2013

Income Protection - UK

“Consumers lack a thorough understanding of what income protection products offer, which is hampering growth in the market. Insurers need to simplify their product and work together in order to identify ways of educating people about income protection. They also need to rebuild trust that has been damaged as a ...

March 2013

Motor Insurance - UK

“Telematics insurance is the most innovative development in the motor insurance industry for years. As a result, the majority of insurers are focusing some resources on developing telematics offerings and trying to find ways to reduce upfront costs of installing the technology, such as mobile application development. However, before this ...

February 2013

Travel Insurance - UK

“Despite being an essential product for consumers, purchasing travel insurance is a minefield for consumers; with complicated small print and hundreds of different policies to choose from. The industry should use innovations to make cost savings, simplify products and engage better with consumers.”