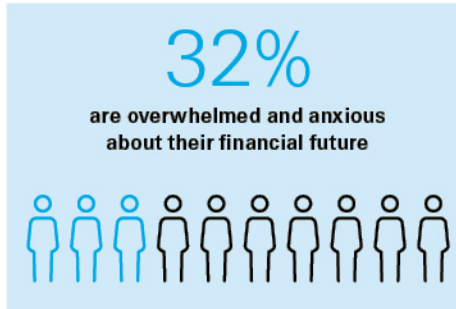
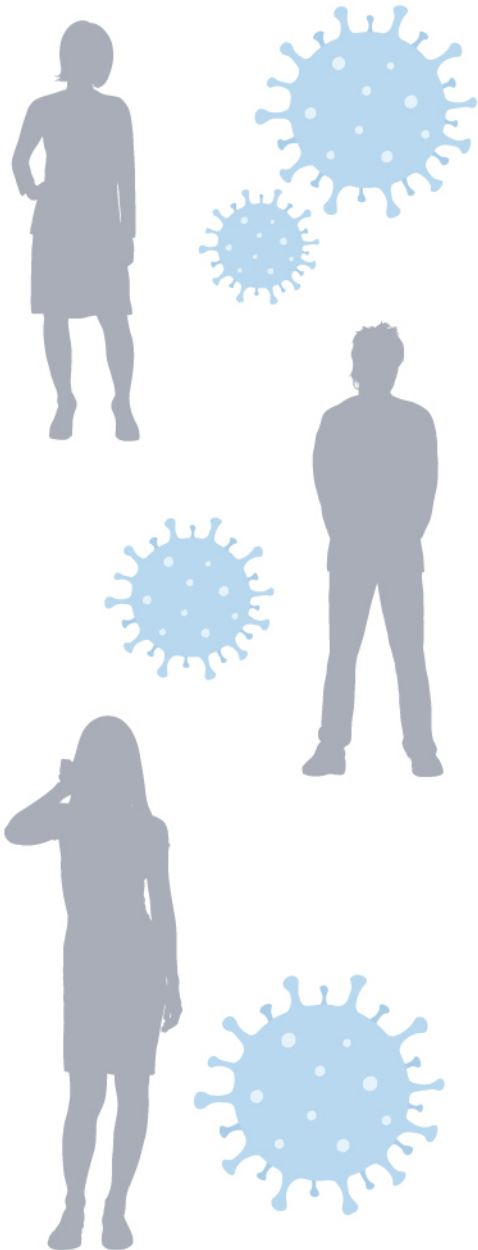


COVID-19 Consumer Survey India

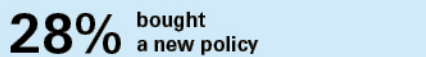
Swiss Re conducted a survey in India* to understand how the COVID-19 outbreak has impacted consumer sentiment towards their financial situation, overall health, and future insurance purchases.



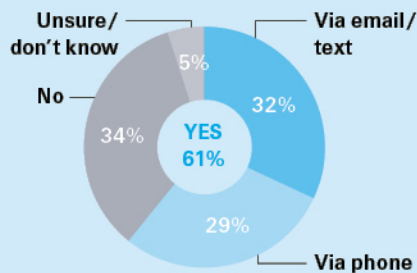
If consumers need to cut expenses...



Demand for insurance has gone up

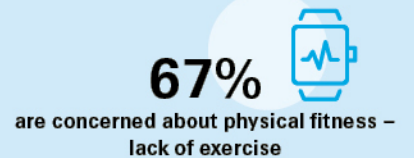


Insurers actively reach out to customers



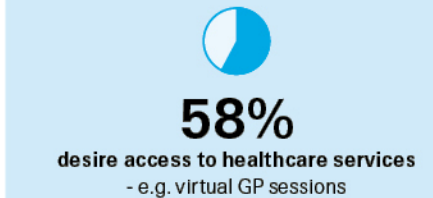
65% of customers who were contacted by insurers showed intention to buy insurance

Primary health concerns

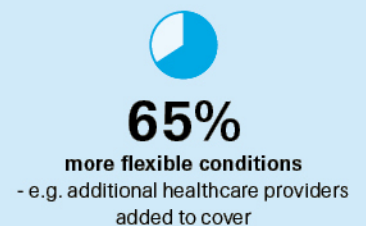


Opportunities for insurers

Value-add features appealing to consumers



What consumers look for in future



51% think processing policies online from start to finish is a top consideration for selecting an insurer

* Swiss Re commissioned Ipsos to survey 1 000 residents in the Indian cities of Mumbai and Bangalore in the last week of May 2020. The data was collected via smartphone, laptop or tablet devices.