

Short-term Insurance

2019

The latest index also differentiates between direct and intermediated (broker-driven) insurers. However, when it comes to the competitive landscape and consumer perspective, it is important to note that all short-term insurers compete for the same customers regardless of their distribution models.

Customer Satisfaction Index



Across the industry, most complaints related to:

Complaints incidence and handling indicates that the industry is on par with international standards in terms of how well issues are addressed.



Across the industry, customers who did not have a complaint, had a satisfaction score that was 17.9 points higher than customers who had a complaint. **17.9**

Do customers feel they get value for their money?

