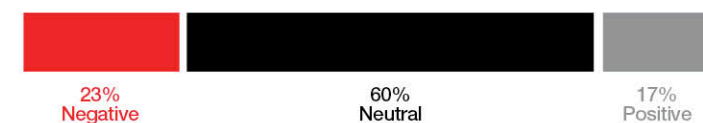
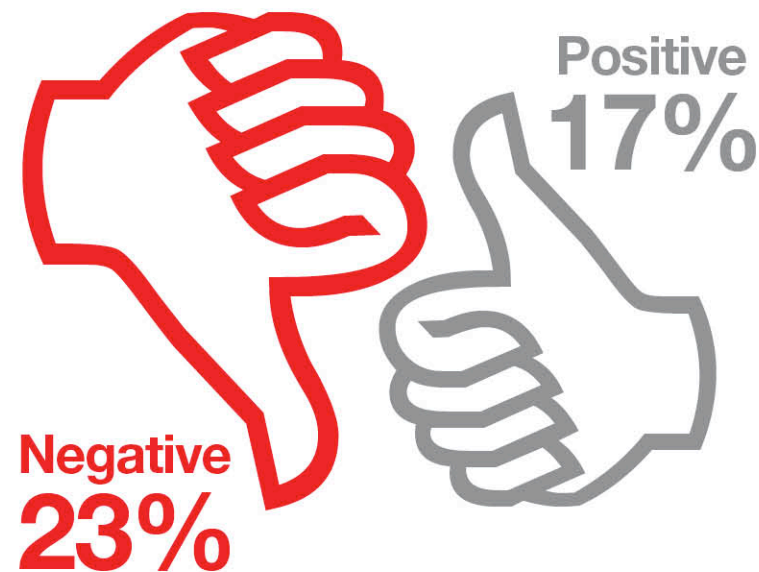
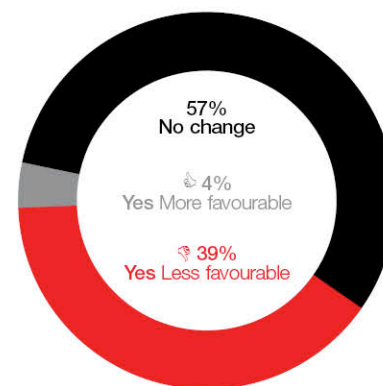


Insurance Times Investigates Motor's damaged reputation

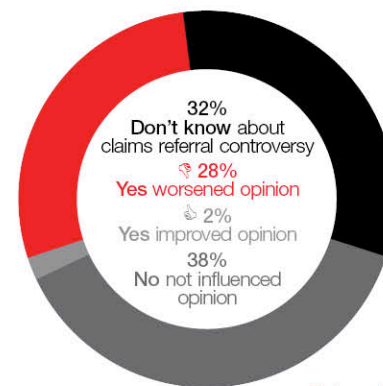
How would you describe your experience of the general insurance industry?



MOTOR INSURANCE
Has your opinion of the motor insurance industry changed over the past 12 months?



REFERRAL FEES
Has your opinion of the motor insurance industry been influenced by the controversy over claims referral fees?



DATA: CONSUMER INTELLIGENCE FOR INSURANCE TIMES

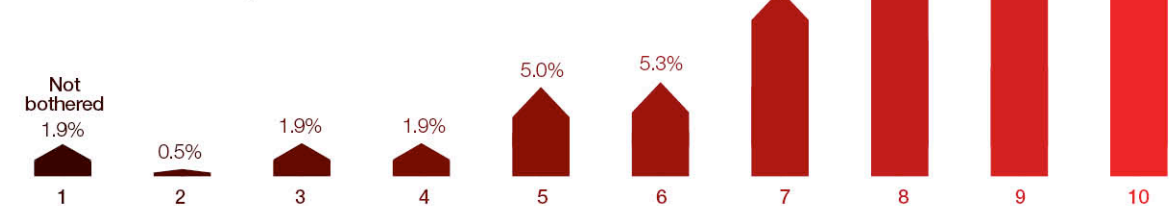
Have you ever received any spam texts or phone calls from claims management companies?

36% No I haven't received any spam texts or phone calls

64% Yes I have received a spam text or phone call

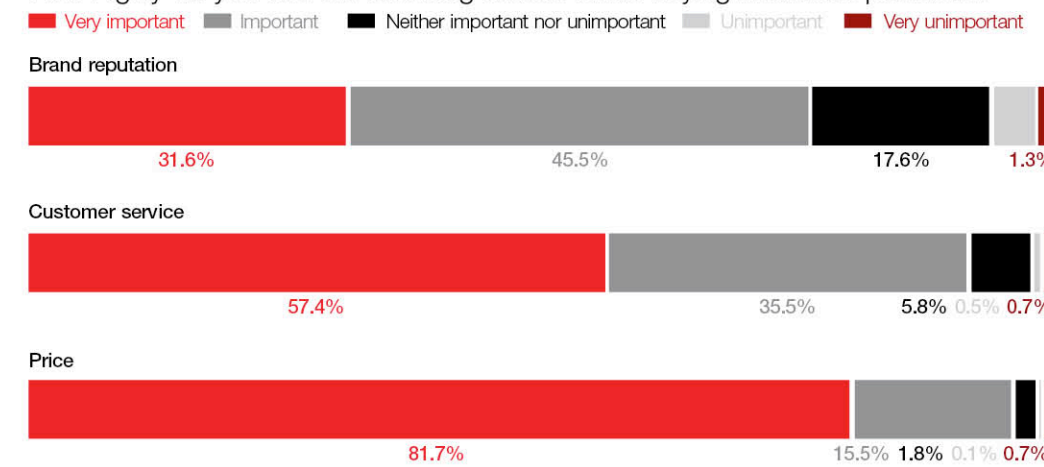
44.6% respondents found spam texts and phone calls extremely irritating

IRRITATION
On a scale of 1 to 10, to what extent were you irritated by these communications? Where 1 = not bothered and 10 = extremely irritated



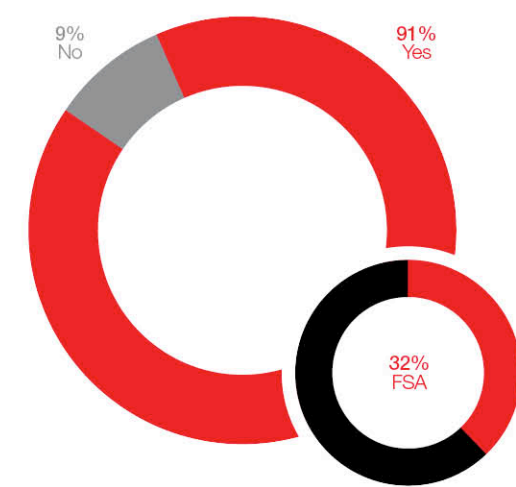
PURCHASE FACTORS

How highly do you rate the following factors when buying insurance products?



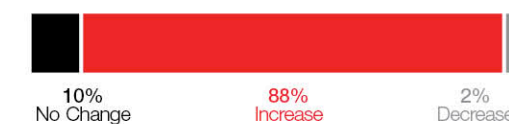
MOTOR COSTS

Do you think that current motor insurance premiums are too expensive?



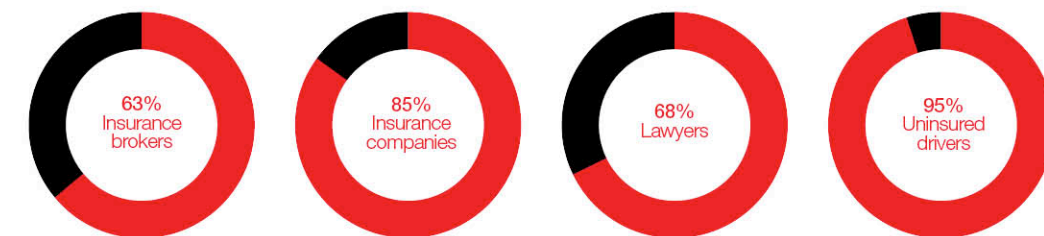
LOOKING FORWARD

What do you expect to happen to the cost of motor insurance premiums this year (2012)?



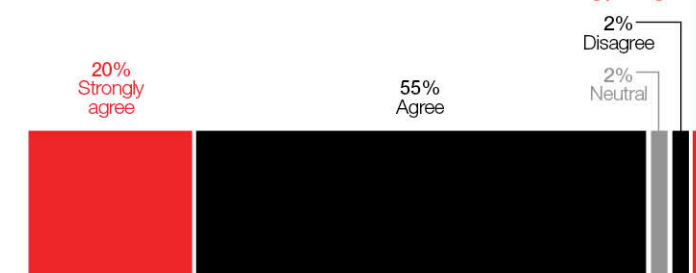
WHO'S TO BLAME?

Who do you think is mainly to blame for the high cost of motor insurance? Please select 'agree' or 'disagree' for each answer



A QUESTION OF TRUST

Do you trust your insurer?



7.58

SATISFACTION

On a scale of one to 10, how satisfied are you with your insurer?

DATA: CONSUMER INTELLIGENCE FOR INSURANCE TIMES