



Congress 2017  
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STAYING AHEAD OF THE GAME *IN LEGAL PROTECTION INSURANCE*  
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# Survey Consumer Perception of Legal Issues and Legal Protection Insurance in France, Germany, the Netherlands, and Ireland

By Ipsos



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GAME CHANGERS



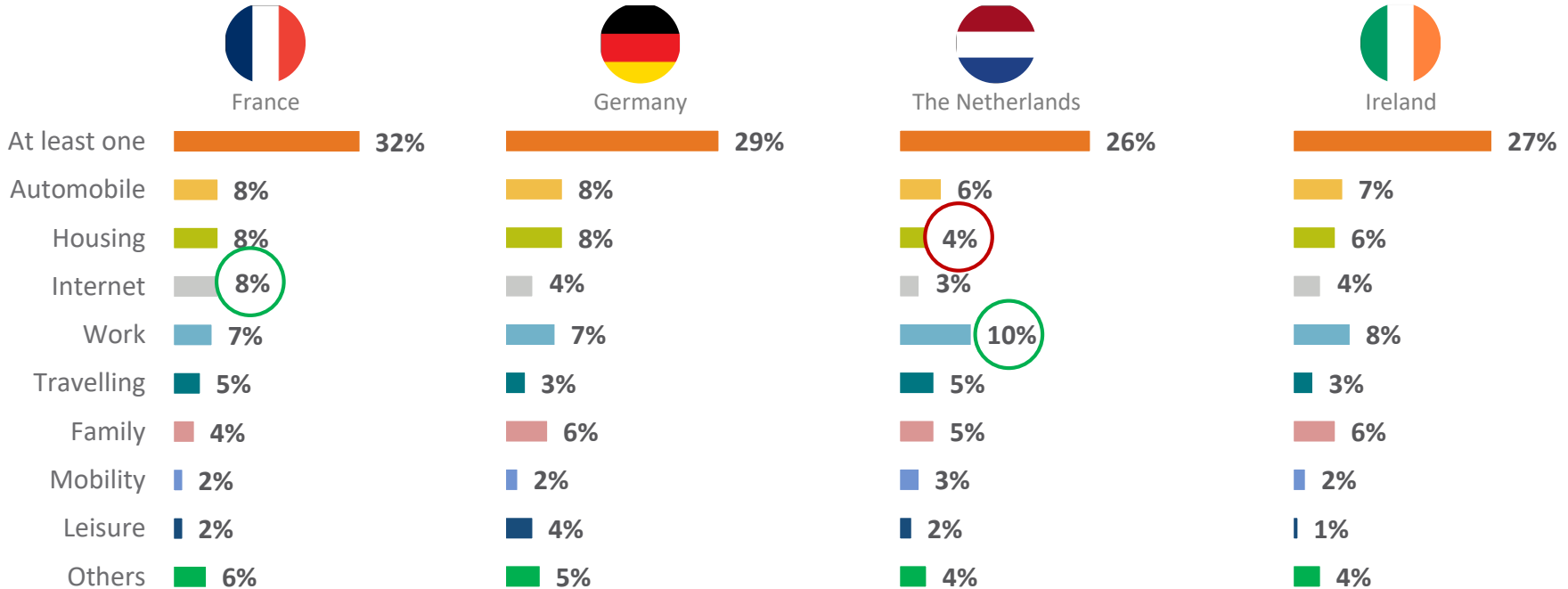
#LegalProtectionInsurance #RIAD2017 @LPInsuranceRIAD

## PREVIOUS LEGAL DISPUTE

Over a quarter of the respondents have already been involved in a legal dispute over the past 5 years in different areas of life.

Have you had a legal dispute in the past 5 years in the following areas?

Base : All



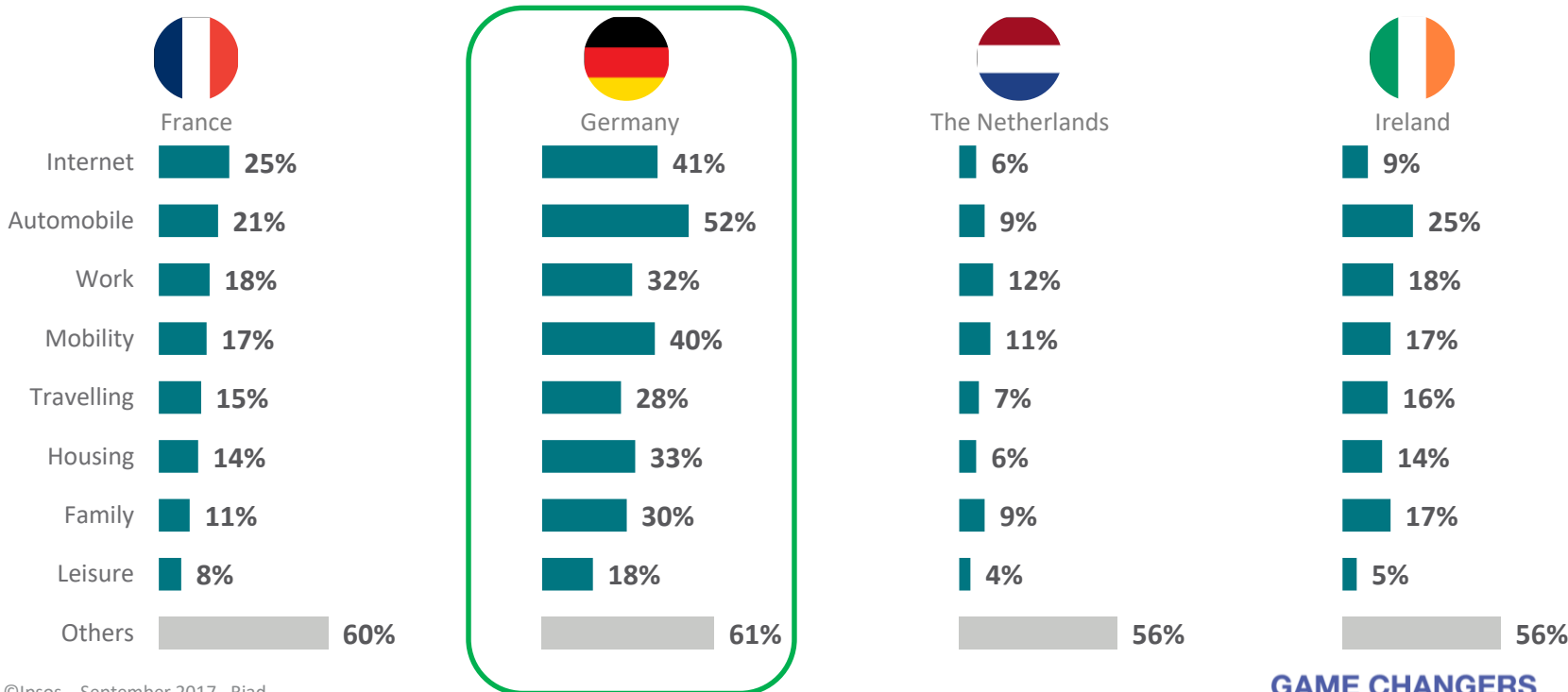
# HOW PEOPLE CONCEIVE THE RISK OF A LEGAL DISPUTE

The level of risk is globally estimated low, except in Germany. Here people perceive the risk of being involved in a legal dispute in general higher.

How would you estimate the level of risk of a legal dispute in the following areas of your life?

Base : All

Subtotal Very high risk + High risk



## MOSTLY FEARED ASPECTS OF A LEGAL DISPUTE

If the cost of the dispute is the main concern in every country, especially in Ireland, the time and energy spent (NL, FR), as well as the deprivation of rights (DE) are also feared.

In the case of a legal dispute, what do you fear the most?

Base : All



France



Germany



The Netherlands



Ireland

Cost of the dispute

29%

38%

30%

50%

Time & energy spent

28%

19%

33%

17%

Not knowing who to turn to

16%

5%

8%

10%

Deprivation of right

10%

27%

8%

18%

Nothing

7%

7%

11%

2%


Don't Know

10%

4%

10%

3%

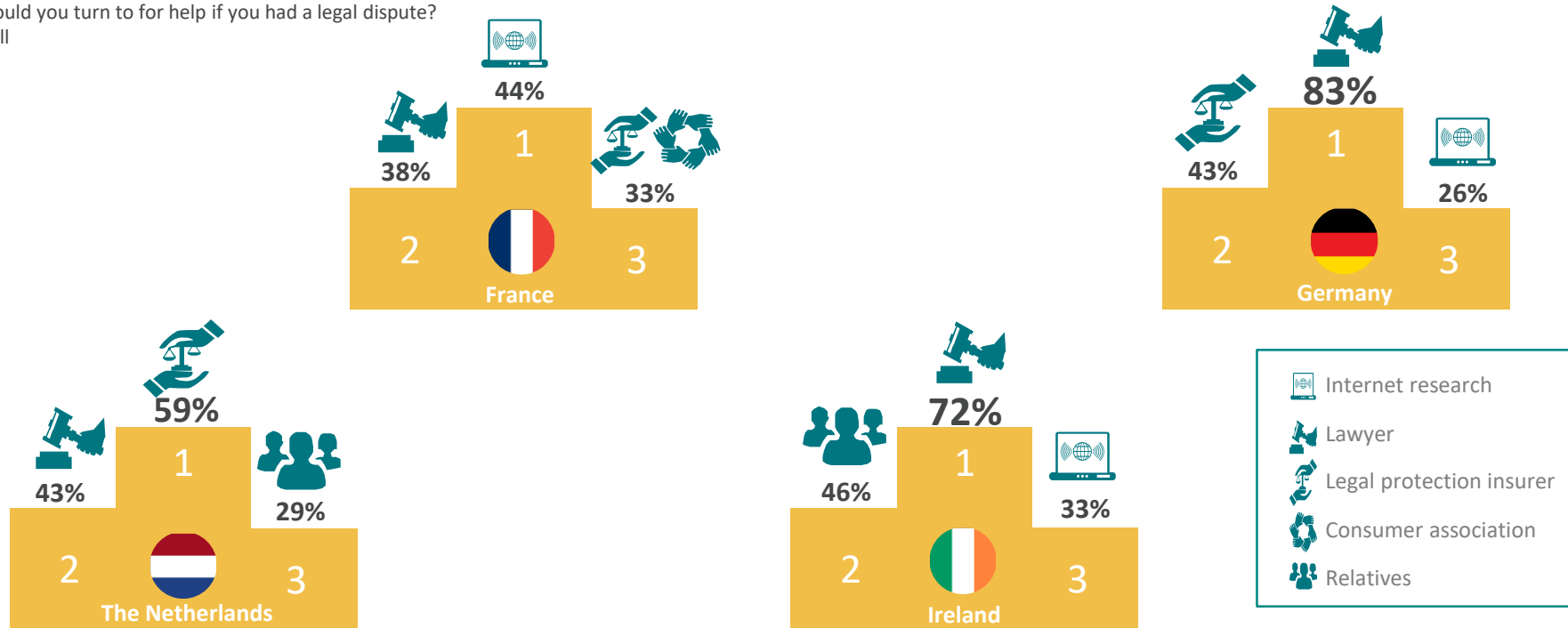
 Significantly higher than the other countries

## REFERENCE IN CASE OF A LEGAL DISPUTE

When needing help concerning a legal dispute, the Irish and the Germans turn primarily to lawyers, whereas the Dutch favor legal protection insurers. The French refer first to the internet.

Who would you turn to for help if you had a legal dispute?

Base : All



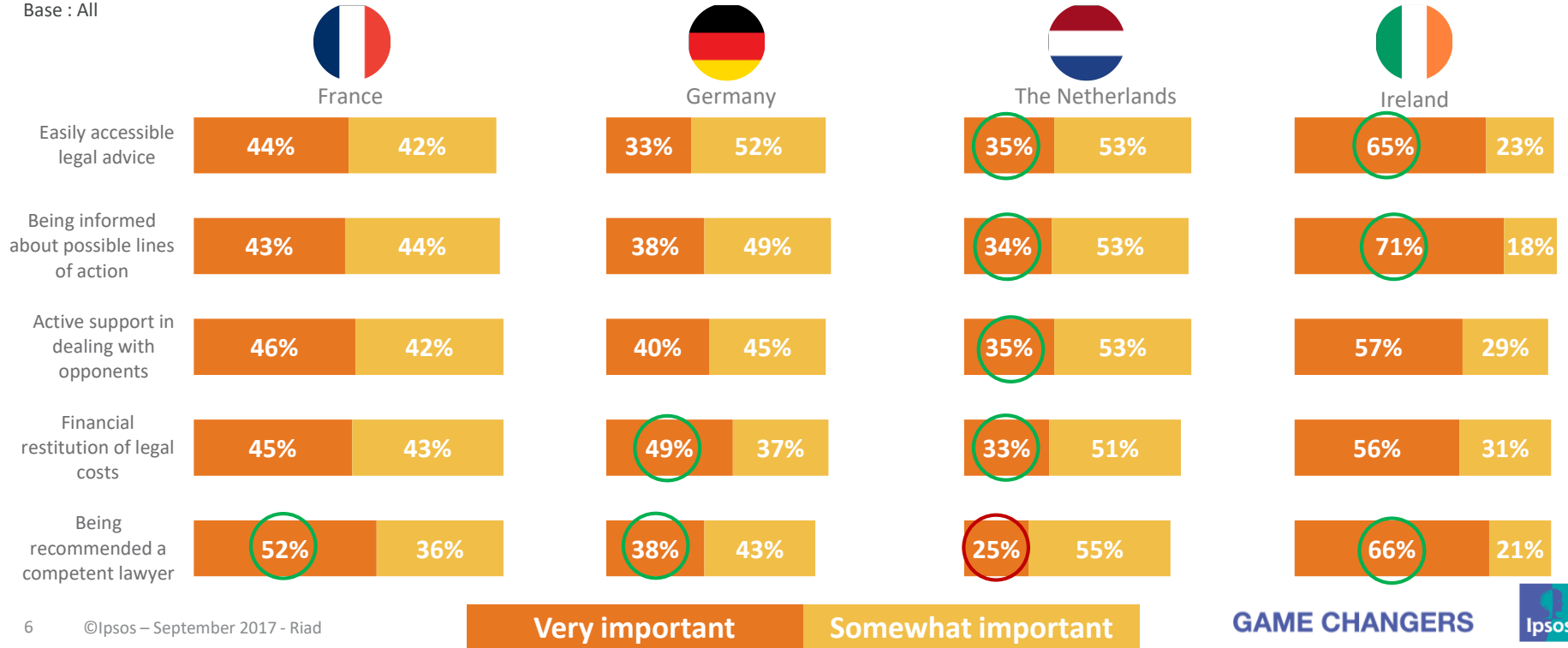
# IMPORTANT FEATURES OF LEGAL PROTECTION INSURER



Ireland attaches more importance to the accessibility, the quality of the information and the recommendation, while in the Netherlands the importance of the recommendation of a lawyer is rather low.

If dealing with a legal protection insurer, how important are the following elements to you?

Base : All



Very important      Somewhat important



# PREFERRED MEANS OF INTERACTION WITH A LEGAL PROTECTION INSURER

## In all countries age groups share the preference for vocal interaction.



How would you prefer to interact with a legal protection insurer?

Base : All

