

PAYMENT PROTECTION INSURANCE

Extract from the Market Study 2015 - Consumer and Vehicle Financing

GfK Financial Market Research

conducted on behalf of the Bankenfachverband e.V.
(German Association of Credit Banks)



Agenda

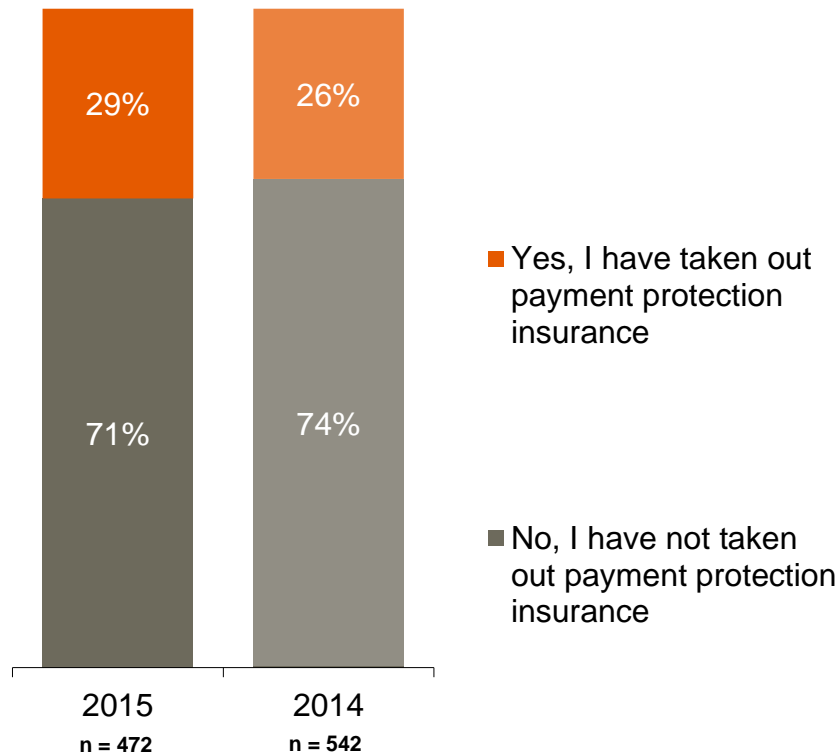
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1. Arrangement of payment protection insurance

Instalment loan users

29% of all instalment loan users have taken out payment protection insurance.



Q11: Have you taken out payment protection insurance for your most recent instalment loan?

Basis: excl. no response

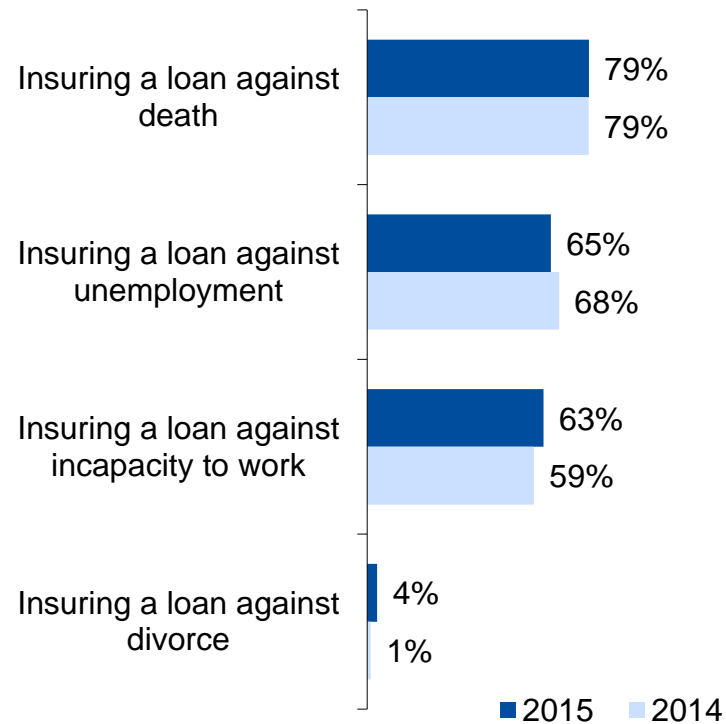
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2. Covered risks I

Instalment loan users with payment protection insurance

**Covered risks
in total**
n = 136



Insuring a loan against death is the most frequently covered risk.

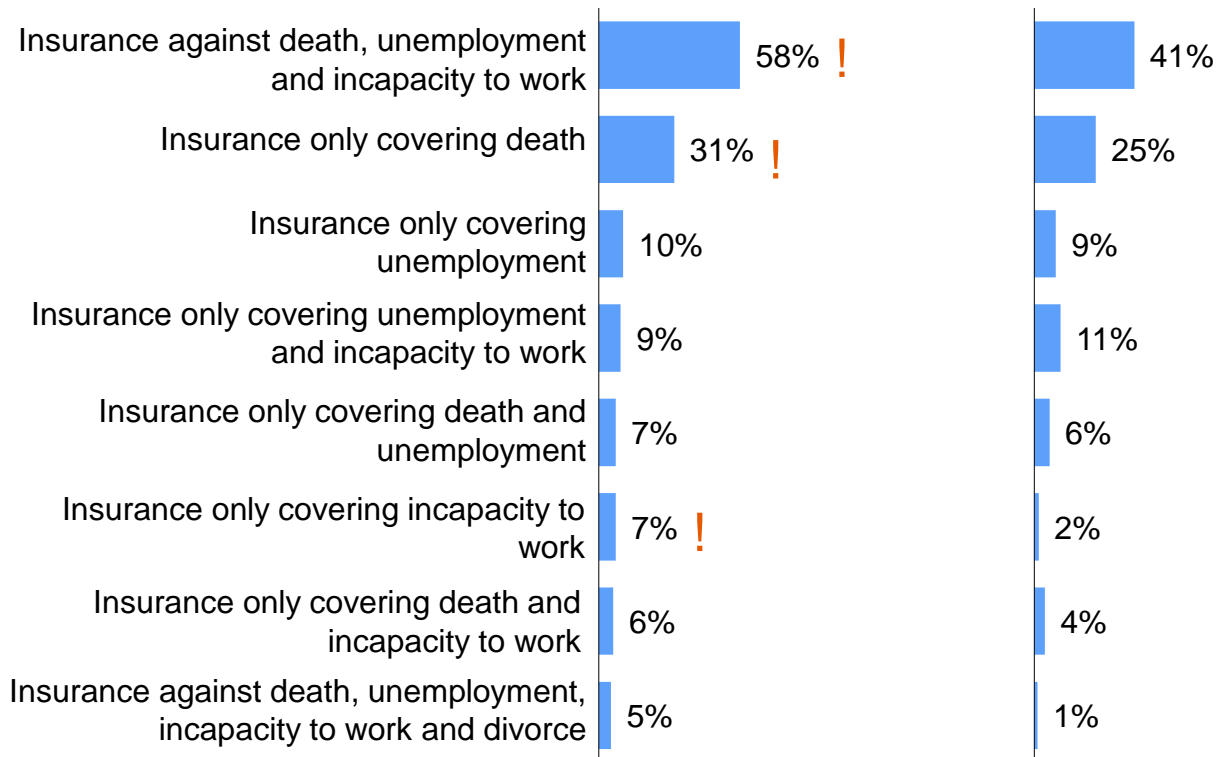


2. Covered risks II

Instalment loan users with payment protection insurance

**Covered risks
2015 in detail**
n = 136

**Covered risks
2014 in detail**
n = 158



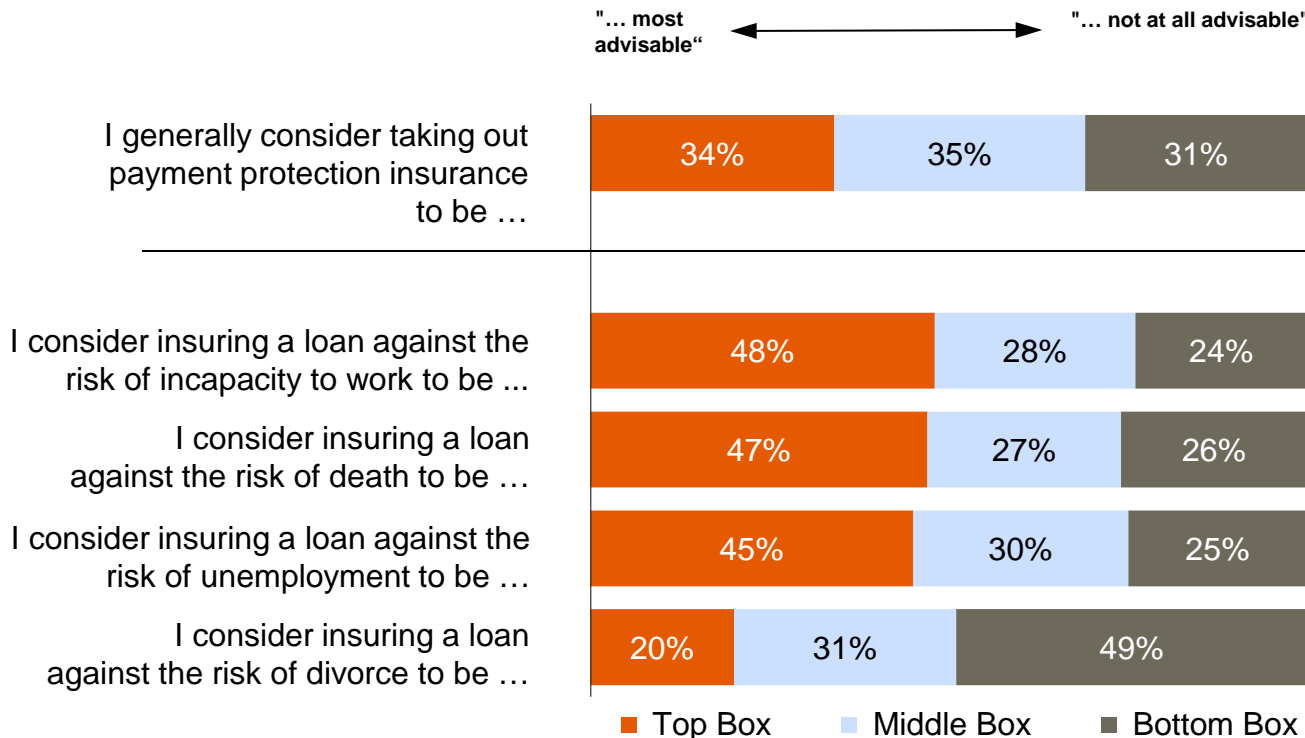
Most payment protection insurance policies contain a combination of the risks of "death, unemployment and incapacity to work".



3. Consumer attitudes Users of financing products

Statements

34% of users of financing products generally consider payment protection insurance to be advisable.



Q16a: How advisable do you think it is to take out payment protection insurance in general, and how advisable do you consider it is to cover the following specific risks with payment protection insurance? Basis: n = 713 excl. no response

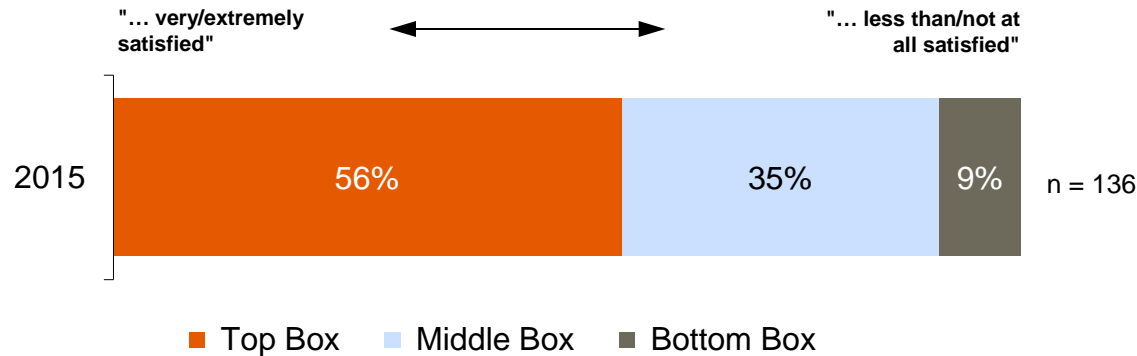


4. Satisfaction

Instalment loan users with payment protection insurance

Satisfaction

The majority of instalment loan users with payment protection insurance are (extremely) satisfied with their insurance; only 9% are dissatisfied.



Q14: How satisfied are you overall with your payment protection insurance?

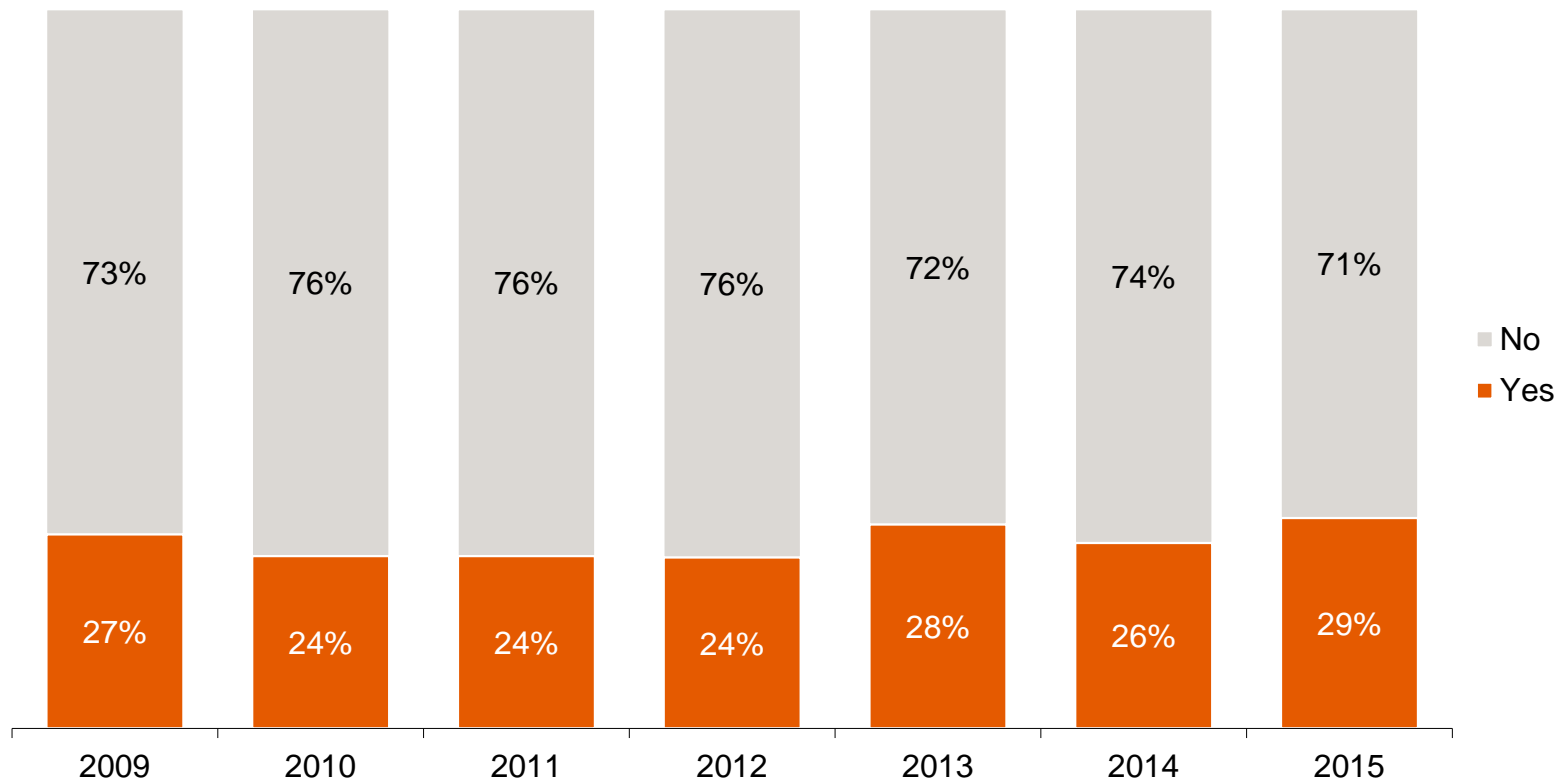
Basis: excl. no response

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5. Conclusion of a payment protection insurance over time

Instalment loan users



Q11: Have you taken out payment protection insurance for your most recent instalment loan?

Basis: excl. no response

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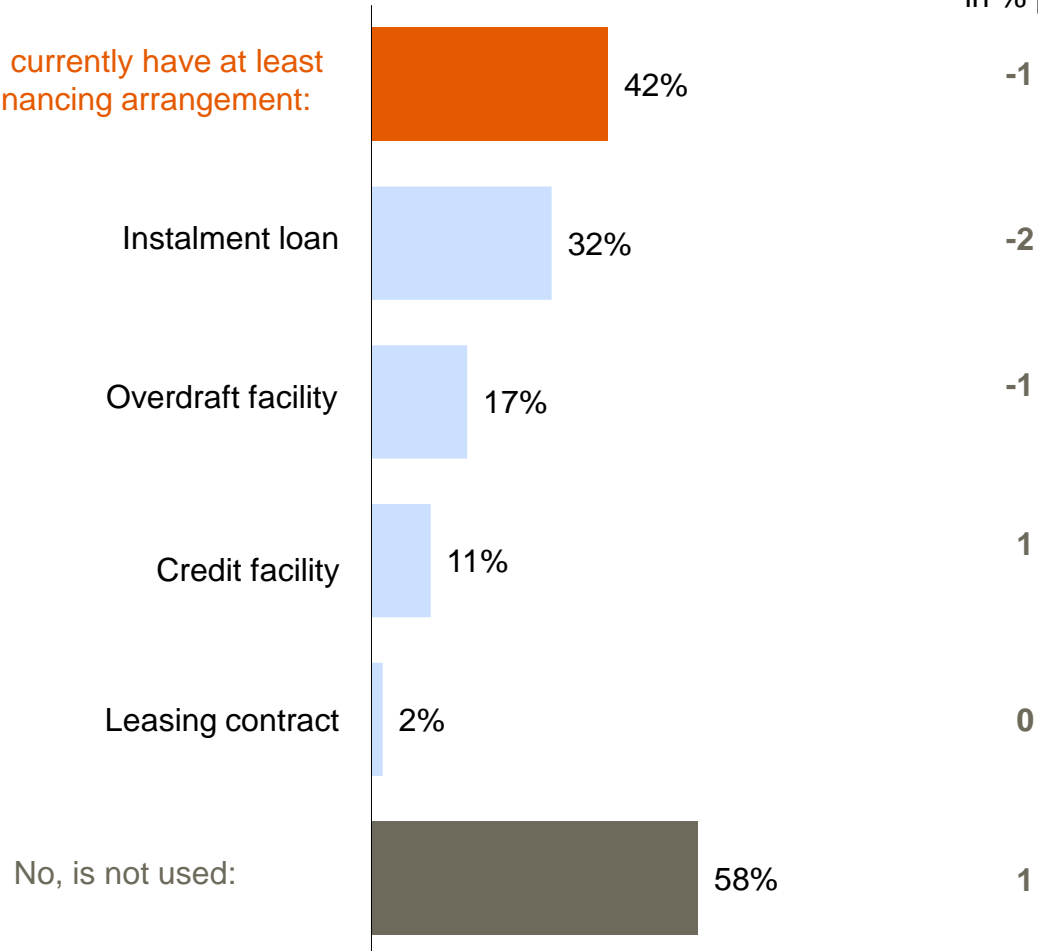


6. Use of financing

All respondents

Change compared
to 2014
in % pts

Yes, I currently have at least
one financing arrangement:



The use of instalment loans reached 32% in 2015 – there are no further detectable increases compared to the previous year.

7. Summary

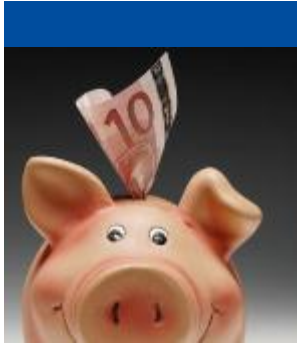


- 42% of all respondents currently have a financing arrangement. 32% of respondents currently have instalment loans. Overall, their use has remained stable compared to the previous year (page 9).
- 29% of instalment loan users have taken out payment protection insurance alongside their loans (page 3).
- Most payment protection insurance policies contain a combination of the risks of "death, incapacity to work and unemployment" (page 4/5).
- 34% of users of financing products generally consider payment protection insurance to be advisable. Approximately every second user of financing products considers it advisable to insure a loan against the individual risks of "incapacity to work, unemployment and death" (page 6).
- The majority of holders of payment protection insurance are satisfied with their insurance. Only 9% are less than satisfied, and almost one third are neutral (page 7).



8. Study design

Sample



Survey method

Written survey, supporting study: GfK financial market panel

Target group

Representative sample of German households, up to 75 years old

Surveyed area

Federal Republic of Germany



Sample

n = 1,835 interviews, the results were subsequently weighted

Survey period

3 July 2015 to 31 July 2015

Publication

October 2015



9. Contact



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