



# **BULLETIN**

## **Body Repair Division**



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### **Insurance Council of Australia Report: Findings from ICA Consumer Research on General Insurance Product Disclosures**

Dear Member,

Here is a brief snapshot of the Insurance Council of Australia's findings from their February 2017 Consumer Research on General Insurance Product Disclosures.

Findings include:

- Customers don't read/understand the PDS or exclusions to their policy, (which aren't pointed out to them at the policy purchase point).
- A policy is mainly chosen on price.
- Only those who have been burned making a claim that has been denied bother to check out policy exclusions next time around.

You may choose to bring these findings and the report to your client's attention

To download the ICA report, [please click here](#)

Sincerely

John Guest  
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Industrial Relations, Policy & Engagement