

## **VISITING SEMINAR SERIES**



**Thursday September 28, 2023**

**Building U7-CIVITAS, III Floor, CRIET Master Room, n. 3010T,  
Street Bicocca degli Arcimboldi, 8 – 20126 Milan  
H. 11.00 – 12.00**

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### **Determinants of consumer satisfaction with the claims settlement process.**

#### **Abstract**

The article is based on the CAWI study conducted on a representative group of 2,136 Poles. The survey covered only adults who had ever concluded an insurance contract. The questions asked were in particular related to insurance literacy, behaviors related to choosing insurance and attitudes towards modern technologies. We also examined whether dissatisfaction resulted from failure to read or understand the terms of the contract and its annexes. The results will be modeled using logistic regression.