



The Insurance Industry's Empathy Gap



This report found:

- 70% of consumers expect to receive an insurance quote in one day.
- 25% strongly agree it's easy to see what the difference in price gets in policy coverage.
- 26% strongly agree it's easy to check the progress of a claim .

A new Genesys report into consumers' experiences with insurance companies finds a lack of clarity throughout the purchase and claims processes that can lead to dissatisfaction and churn. We surveyed more than 3,500 consumers to understand where customer experiences are succeeding and where they're stalling.

Download it for insights, opportunities and the path forward for insurance companies wanting to empower customers with seamless experiences.