



How to balance consumer protection and consumer responsibility in insurance?



The better the question. The better the answer. The better the world works.

Introduction



How far should regulation protect consumers ?

STRATEGY

Can consumers take responsibility in some cases ?

How can firms and consumer associations help regulators ?

Major principles to ensure consumer protection

1

No aggressive business practices

2

Non misleading information about the product, including advertising

3

Advice provided

4

Remuneration that does not go against the clients' interest

5

Distributors receive adequate training

6

Embed measures to prevent risks of misconduct in the product design

A new way of elaborating regulation ?



Regulation for financial institutions

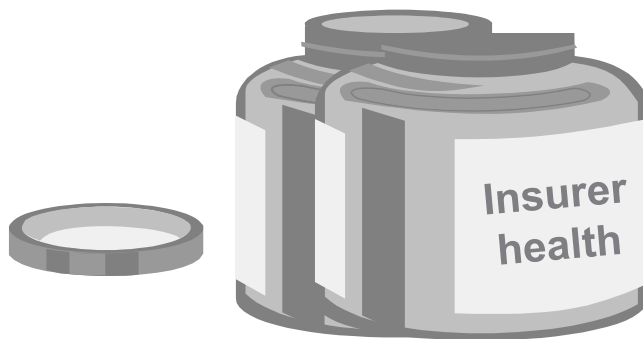
MiFID 2

PRIIPS

IDD

GDPR

SOLVENCY 2



Capturing industry and consumer associations views



EY | Assurance | Tax | Transactions | Advisory

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization and may refer to one or more of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit www.ey.com.

© 2017 Ernst & Young et Associés

All Rights Reserved.