



Premium banking benefits – value comparison

Consumer Intelligence

| 3 TEMPLE WAY, BRISTOL, BS1 6DZ - 20 ST. ANDREW STREET, LONDON, EC4A 3AY |

1. Introduction

This technical report outlines the methodology used by Consumer Intelligence Ltd to provide the value comparison insights procured by Monzo on their Premium banking benefits.

2. Context and objectives of the research

Consumer Intelligence was appointed by Monzo to conduct an in-depth desktop research to attribute a quantifiable value to the benefits packages associated with their Premium banking services, Monzo Plus and Monzo Premium. Consumer Intelligence was specifically required to source, calculate and validate the average cost benefits associated with the following three elements:

- ▶ Worldwide annual travel insurance cover
- ▶ Mobile phone insurance cover
- ▶ Airport lounge access

The aim of this research was to provide reflective benefits value of what an average consumer would spend over the course of a year if purchasing the equivalent product separately, in order to support substantiated marketing messages for the overall benefits value of the Monzo Plus & Monzo Premium products.

3. Methodology

For the purpose of this research, Monzo has provided Consumer Intelligence with material and information on the premium packages they wish to benchmark against. Consumer Intelligence has used the information provided by Monzo to establish criteria for selection and evaluation of comparable offerings in the marketplace. The following steps were followed to complete this research:

- ▶ Feasibility testing and research have been conducted over five working days in September 2020
- ▶ Subsequent analyses and reviews have been carried out to ensure accuracy and quality of outcomes
- ▶ A selection of providers has been used in this research and is not representative of the whole marketplace
- ▶ To ensure a correct and accurate interpretation of our findings, Consumer Intelligence has reviewed and validated the PR and Marketing material intended to be published by Monzo

4. Research and analysis

Consumer Intelligence conducted initial research to identify comparable available products to those offered by Monzo across the market. In order to calculate the reflective commercial value for the elements required, Consumer Intelligence's research analysts acquired real quotes via desktop research. In addition to the primary research, Consumer Intelligence logic checked the validity of the benefits value for each product in order to provide messaging for an overall benefit value calculation.

The research consisted of three phases, one for each element assessed.

Phase 1 - Worldwide annual travel insurance cover

In phase 1, Consumer Intelligence sourced comparable insurance policies from four Price Comparison Websites (GoCompare, MoneySupermarket, Confused, Compare the Market). All products quoted have been assessed individually and compared to the policy provided by Monzo in order to select equivalent products to allow like-for-like comparisons.

Amongst 60+ unique brands / products quoted across the four Price Comparison Websites tested, Consumer Intelligence identified eleven brands who offered directly comparable policies; These are:

1. Big Blue premier
2. Debenhams gold
3. Direct Travel TI platinum plus
4. Fit2Travel platinum
5. Insure & Escape finest
6. Insurefor premier
7. Leisure Guard Travel premier
8. Post Office elite
9. Puffin platinum
10. Spectrum premier
11. World First premier

To select the most comparable policies quoted on the four Price Comparison Websites assessed, Consumer Intelligence collected quotes using the following fictitious customer profile and key criteria for selection:

Profile used to get quotes on PCWs	
Age	30
Medical condition	No pre-existing or foreseeable conditions
Geographical area	Worldwide
Start Date	01 October 2020
Date of Birth	06 August 1990
Traveller	Individual
Extras	Winter Sports
Type	Annual Multi trip

Criteria used to allow 'like-for-like' comparison with Monzo's policy	
Baggage ¹	up to £3,500
Flight Cancellation / Delay	up to £5,000
Medical	up to £10,000,000

¹ Defined as sum of baggage delay, extended baggage delay, baggage and valuable maximum value covered by Monzo's policy

Based on the quotes collected, Consumer Intelligence calculated the average, lowest and highest value of comparable travel insurance policies provided by the nine brands selected across the four Price Comparison Websites tested (Compare the Market, GoCompare, Money Super Market, Confused.com)

Phase 2 - Mobile phone insurance cover

In phase 2, Consumer Intelligence sourced for comparable (cover level and exclusions) mobile phone insurance models across six mobile phone brands (Apple, Samsung, Google, Huawei, Sony, Nokia), sought from 10 providers, a total of 60 quotes.

All quotes acquired have been assessed individually and compared to the policy provided by Monzo in order to select equivalent products to allow like-for-like comparisons.

Amongst the six mobile phone brands identified, Consumer Intelligence selected the following models of mobile phones, criteria for cover selection:

Brand	Model	Selling Price (Sep. 2020)	Release Date
Apple	iPhone 11 64GB	£ 729.00	September 20, 2019
Samsung	Galaxy Note10+ 256GB	£ 999.00	August 7, 2019
Huawei	P30 Pro 128GB	£ 599.99	March 26, 2019
Google	Pixel 3a XL 64GB	£ 469.00	May 7, 2019
Sony	Xperia 1 128GB	£ 849.00	May, 2019
Nokia	9 Pureview	£ 549.00	February 8, 2019

Criteria used for cover selection
Loss
Theft
Damage
Breakdown
Unauthorised network charges
Accessories

The following 10 insurance providers were selected by Consumer Intelligence to acquire quotes for equivalent mobile phone insurance policies to that provided by Monzo:

1. CoverCloud
2. Gadget Cover
3. Loveitcoverit.com
4. Lycainsure
5. Next Gen
6. Post Office
7. Protectiyourbubble.com
8. So-sure
9. Swipeinsurance.com
10. Trusted

Based on the quotes collected, Consumer Intelligence calculated the average, lowest and highest value of mobile phone insurance policies comparable to that offered by Monzo.

Phase 3 - Airport lounge access

In phase 3, Consumer Intelligence researched and calculated the average cost for one airport lounge visit and three airport lounge visits per year, across the five biggest airports in the UK, on a single visit purchase basis and annual membership basis. A total of 27 quotes have been collected.

All quotes acquired have been assessed individually and comparable annual membership providers / offerings have been selected to allow like-for-like comparisons.

The five biggest airports in the UK have been selected using the latest Civil Aviation Authority (CAA) data publicly available. The airports used for the purpose of this research are:

1. London Heathrow
2. London Gatwick
3. Manchester
4. London Stansted
5. London Luton

Amongst the airports used for this study, costs for lounge access on a single visit basis were calculated for the following lounges facilities.

London Heathrow	London Gatwick	Manchester	London Stansted	London Luton
Plaza Premium (T3)	Nº1 Lounge north	Escape Lounge (T1)	Escape Lounge	Clubrooms
Plaza Premium (T2 departures)	Nº1 Lounge south	1903 Lounge (T1)		Aspire
Plaza Premium (T2 arrivals)	Clubrooms north	Escape Lounge (T2)		
Plaza Premium (T4 Arrivals)	Clubrooms south	1903 Lounge (T3)		
Plaza Premium (T4 Departures)	My Lounge north	Aspire Lounge (T1)		
Plaza Premium (T5 Departures)	My Lounge south	Aspire Lounge (T2)		
Nº1 Lounge	Club Aspire south	Escape Lounge (T3)		
Aspire Lounge (T5)	Club Aspire north			
Club Aspire (T3)				

Amongst the airports used for this study, costs for lounge access on an annual membership basis were calculated across two comparable third party providers who offer annual memberships to access lounges at the five biggest airports in the UK:

- ▶ Priority Pass
- ▶ Dragon Pass

Based on the quotes collected, Consumer Intelligence calculated the average, lowest and highest prices per visit and on the basis of three visits per year.

5. Overview of Consumer Intelligence

In an uncertain world, Consumer Intelligence helps businesses in the financial sector develop strategies that meet or exceed consumer expectations using its unique proprietary data and insight.

We have a 16-year track record of developing unique consumer insights which give businesses a picture of where they fit and how they are perceived in the market, by competitors and consumers alike - a picture seen uniquely through the eyes of consumers.

This is done using a holistic approach, exercising our price benchmarking and consumer research capabilities. And it is this approach that gives our clients the confidence to make bold and informed decisions; to build better quality strategies that benefit them and their customers.

We offer concrete and compelling consumer understanding that our clients can build their business on, and our Advisory service not only scans for opportunities but puts companies on the path to capturing and executing them.

Investors, Governments and regulators publish and rely upon our data to help manage the market and the economy.

We appreciate that every business is different and understand that each requires a specifically tailored approach to create actionable insight that will lead to success. That is why we focus on working in partnership with our clients to truly understand their goals, tools and priorities.

6. Appendix

Topic	Travel insurance quotes collected across 4 PCWs
Methodology	Desktop research
Objective	Assess average, lowest and highest value of comparable travel insurance policies across 4 PCWs (Compare the Market, GoCompare, Money Super Market, Confused.com)

Profile used to get quotes on PCWs	
Age	30
Medical condition	No
Geographical area	Worldwide
Start Date	01 October 2020
Date of Birth	06 August 1990
Traveller	Individual
Extras	Winter Sports
Type	Annual Multi trip

Criteria selected to allow 'like-for-like' comparison with AXA's policy	
Baggage ¹	up to £3,500
Flight Cancellation / Delay	up to £5,000
Medical	up to £10,000,000

¹ Defined as sum of baggage delay, extended baggage delay, baggage and valuable maximum value covered by AXA's policy offered by Monzo

Annual premium, by provider and PCW				
Provider	Product	PCW	Annual premium price	Average annual premium by brand
Puffin	Platinum	Comparethemarket	£ 69.22	£ 69.22
	Platinum	GoCompare	£ 69.22	
	Platinum	Money Super Market	£ 69.22	
	Platinum	Confused.com	£ 69.22	
Big Blue	Premier	Comparethemarket	£ 72.71	£ 73.97
	Premier	GoCompare	£ 72.71	
	Premier	Money Super Market	£ 77.74	
	Premier	Confused.com	£ 72.71	
Post Office	Elite	Comparethemarket	£ 103.33	£ 109.70
	Elite	GoCompare	£ 111.82	
	Elite	Money Super Market	£ 111.82	
	Elite	Confused.com	£ 111.82	
Leisure Guard Travel	-	Comparethemarket	-	£ 113.00
	-	GoCompare	-	
	Premier	Money Super Market	£ 113.00	
	-	Confused.com	-	
Insurefor	Premier	Comparethemarket	£ 120.86	£ 122.15
	Premier	GoCompare	£ 120.86	
	Premier	Money Super Market	£ 126.01	
	Premier	Confused.com	£ 120.86	
Direct Travel	TI Platinum Plus	Comparethemarket	£ 172.36	£ 172.36
	TI Platinum Plus	GoCompare	£ 172.36	
	-	Money Super Market	-	
	TI Platinum Plus	Confused.com	£ 172.36	
World First	Premier	Comparethemarket	£ 176.55	£ 176.55
	Premier	GoCompare	£ 176.55	
	Premier	Money Super Market	£ 176.55	
	Premier	Confused.com	£ 176.55	
Spectrum	Premier	Comparethemarket	£ 215.42	£ 215.42
	Premier	GoCompare	£ 215.42	
	Premier	Money Super Market	£ 215.42	
	Premier	Confused.com	£ 215.42	
Fit2Travel	Platinum	Comparethemarket	£ 216.49	£ 216.49
	Platinum	GoCompare	£ 216.49	
	-	Money Super Market	-	
	Platinum	Confused.com	£ 216.49	
Insure & Escape	-	Comparethemarket	-	£ 220.51
	-	GoCompare	-	
	Finest	Money Super Market	£ 220.51	
	-	Confused.com	-	
Debenhams	-	Comparethemarket	-	£ 254.60
	-	GoCompare	-	
	Gold	Money Super Market	£ 254.60	
	-	Confused.com	-	

Average annual cover value across the market	Lowest annual cover value by brand	Highest annual cover value by brand
£ 158.54	£ 69.22	£ 254.60

The 4 tables below show all travel insurance quotes collected across the 4 PCWs used, broken-down by provider. All products have been assessed individually and compared to the policy provided by Monzo in order to select equivalent products and allow like-for-like comparison.

1.

Comparethemarket				
Provider / product	Annual Cover price	Medical	Baggage	Cancellation
multitrip.com (Essential)	£ 41.05	£20 million	1100	1000
AnnualTravelInsurance (Economy)	£ 49.61	£20 million	1100	1000
Coverwise (Standard)	£ 49.95	£20 million	1000	1000
Puffin (Silver)	£ 51.49	£10 million	1500	1500
Coverwise (Bronze)	£ 54.95	£20 million	1500	1500
Post Office (Lite)	£ 55.68	£2 million	1000	1000
TripSure (Bronze)	£ 56.86	£10 million	1000	1000
Puffin (Gold)	£ 57.43	£10 million	2000	3000
Holiday Extras (Basic)	£ 57.88	£10 million	1000	750
StartTravel (Essential)	£ 61.81	£10 million	1000	1000
multitrip.com (Premier)	£ 62.60	£20 million	1500	3000
Admiral	£ 63.00	£10 million	1000	1000
Big Blue (Economy)	£ 64.34	£10 million	1500	2000
Sainsbury's Bank (Essential)	£ 65.00	£10 million	1000	1500
TripSure (Silver)	£ 65.27	£10 million	1000	1250
AllSafe (Standard)	£ 65.41	£5 million	1000	1500
Switched On Insurance (One)	£ 66.63	£10 million	1000	1500
Big Blue (Standard)	£ 67.57	£10 million	2000	3000
StartTravel (Classic)	£ 68.78	£10 million	2000	2000
Puffin (Platinum)	£ 69.22	£10 million	2500	5000
Post Office (Prime)	£ 69.25	£5 million	1500	3000
RAC (Orange Essential)	£ 69.77	£10 million	1000	1500
Viva (Silver)	£ 70.00	£5 million	1000	1000
multitrip.com (Premier Plus)	£ 70.92	£20 million	3000	5000
Big Blue (Premier)	£ 72.71	£10 million	2500	5000
Holiday Extras (Standard)	£ 75.44	£10 million	1500	1500
Sainsbury's Bank (Standard)	£ 79.49	£12.5 million	1500	3000
Coverwise (Silver)	£ 79.95	£20 million	1500	2000
TopDog (Economy)	£ 80.16	£10 million	1000	1000
Switched On Insurance (Two)	£ 82.23	£12.5 million	1500	2500
AnnualTravelInsurance (Super Plus)	£ 85.44	£50 million	2600	2500
AnnualTravelInsurance (Super)	£ 88.14	£40 million	1500	1500
Flexicover (Economy)	£ 88.20	£10 million	750	1000
Holiday Extras (Premium)	£ 88.76	£10 million	2000	3000
World First (Economy)	£ 89.40	£10 million	500	750
TopDog (Standard)	£ 89.50	£10 million	1000	1500
Viva (Gold)	£ 90.43	£7.5 million	1500	2000
StartTravel (Premier)	£ 92.68	£15 million	2500	4000
RAC (Silver Essential)	£ 98.13	£12.5 million	1500	3000
AllSafe (Standard Plus)	£ 98.69	£7.5 million	1500	3000
Flexicover (Standard)	£ 100.68	£10 million	1500	1000
Admiral (Gold)	£ 100.79	£15 million	1500	2500

Post Office (Elite)	£ 103.33	£10 million	2000	5000
World First (Classic)	£ 104.04	£10 million	1000	2000
TripSure (Gold)	£ 106.64	£10 million	1250	1500
Spectrum (Standard)	£ 108.24	£10 million	1600	3000
Insurefor (Economy)	£ 110.39	£10 million	2000	2500
Insurefor (Standard)	£ 115.91	£10 million	2500	3000
Sainsbury's Bank (Premier)	£ 116.36	£15 million	2000	5000
Admiral (Platinum)	£ 118.99	£20 million	2500	5000
Fit2Travel (Silver)	£ 120.25	£10 million	1000	1000
Switched On Insurance (Three)	£ 120.58	£15 million	2000	5000
Insurefor (Premier)	£ 120.86	£10 million	3500	5000
Flexicover (Premier)	£ 123.92	£10 million	2000	2000
TopDog (Premier)	£ 125.36	£10 million	1500	2000
Direct Travel (TI Gold)	£ 125.48	£7.5 million	1500	2000
AllSafe (Premier)	£ 131.59	£10 million	2000	4000
Boots (Silver)	£ 131.88	£5 million	1500	3000
Viva (Platinum)	£ 135.22	£10 million	2000	3000
Direct Travel (TI Platinum)	£ 142.01	£10 million	2000	3000
Fit2Travel (Gold)	£ 144.32	£10 million	2000	2500
RAC (Black Essential)	£ 144.45	£15 million	2000	5000
Direct Travel (TI Platinum Plus)	£ 172.36	£10 million	3000	5000
World First (Premier)	£ 176.55	£10 million	2000	5000
Spectrum (Premier)	£ 215.42	£10 million	3000	5000
Fit2Travel (Platinum)	£ 216.49	£10 million	3000	5000
Spectrum (Prestige)	£ 268.40	£10 million	4000	7500
Boots (Platinum)	£ 325.98	£10 million	3500	7500

2.

GoCompare

Provider / product	Annual Cover price	Medical	Baggage	Cancellation
multitrip.com (Essential)	£ 41.05	£20 million	1100	1000
AnnualTravelInsurance (Economy)	£ 49.61	£20 million	1100	1000
Coverwise (Standard)	£ 49.95	£20 million	1000	1000
Puffin (Silver)	£ 51.49	£10 million	1500	1500
Coverwise (Bronze)	£ 54.95	£20 million	1500	1500
TripSure (Bronze)	£ 56.86	£10 million	1000	1000
Puffin (Gold)	£ 57.43	£10 million	2000	3000
Holiday Extras (Basic)	£ 57.88	£10 million	1000	750
Post Office (Lite)	£ 60.40	£2 million	1000	1000
StartTravel (Essential)	£ 61.81	£10 million	1000	1000
multitrip.com (Premier)	£ 62.60	£20 million	1500	3000
Admiral	£ 63.00	£10 million	1000	1000
Big Blue (Economy)	£ 64.34	£10 million	1500	2000
Sainsbury's Bank (Essential)	£ 65.00	£10 million	1000	1500
TripSure (Silver)	£ 65.27	£10 million	1000	1250
AllSafe (Standard)	£ 65.41	£5 million	1000	1500
Switched On Insurance (One)	£ 66.63	£10 million	1000	1500
Insurance republic (Essentials)	£ 66.78	£10 million	1250	1250
Big Blue (Standard)	£ 67.57	£10 million	2000	3000

StartTravel (Classic)	£	68.78	£10 million	2000	2000
Puffin (Platinum)	£	69.22	£10 million	2500	5000
RAC (Orange Essential)	£	69.77	£10 million	1000	1500
Viva (Silver)	£	70.00	£5 million	1000	1000
multitrip.com (Premier Plus)	£	70.92	£20 million	3000	5000
Insurance republic (Gold)	£	72.54	£10 million	1600	1500
Big Blue (Premier)	£	72.71	£10 million	2500	5000
Post Office (Prime)	£	75.02	£5 million	1500	3000
Holiday Extras (Standard)	£	75.44	£10 million	1500	1500
Sainsbury's Bank (Standard)	£	79.49	£12.5 million	1500	3000
Coverwise (Silver)	£	79.95	£20 million	1500	2000
TopDog (Economy)	£	80.16	£10 million	1000	1000
Switched On Insurance (Two)	£	82.23	£12.5 million	1500	2500
AnnualTravelInsurance (Super Plus)	£	85.44	£50 million	2600	2500
AnnualTravelInsurance (Super)	£	88.14	£40 million	1500	1500
Flexicover (Economy)	£	88.20	£10 million	750	1000
Holiday Extras (Premium)	£	88.76	£10 million	2000	3000
World First (Economy)	£	89.40	£10 million	500	750
TopDog (Standard)	£	89.50	£10 million	1000	1500
Viva (Gold)	£	90.43	£7.5 million	1500	2000
StartTravel (Premier)	£	92.68	£15 million	2500	4000
Insurance republic (Premier)	£	96.69	£10 million	2000	2000
RAC (Silver Essential)	£	98.13	£12.5 million	1500	3000
AllSafe (Standard Plus)	£	98.69	£7.5 million	1500	3000
Flexicover (Standard)	£	100.68	£10 million	1500	1000
Admiral (Gold)	£	100.79	£15 million	1500	2500
World First (Classic)	£	104.04	£10 million	1000	2000
TripSure (Gold)	£	106.64	£10 million	1250	1500
Spectrum (Standard)	£	108.24	£10 million	1600	3000
Insurefor (Economy)	£	110.39	£10 million	2000	2500
Post Office (Elite)	£	111.82	£10 million	2000	5000
Insurefor (Standard)	£	115.91	£10 million	2500	3000
Sainsbury's Bank (Premier)	£	116.36	£15 million	2000	5000
Admiral (Platinum)	£	118.99	£20 million	2500	5000
Fit2Travel (Silver)	£	120.25	£10 million	1000	1000
Switched On Insurance (Three)	£	120.58	£15 million	2000	5000
Insurefor (Premier)	£	120.86	£10 million	3500	5000
Flexicover (Premier)	£	123.92	£10 million	2000	2000
TopDog (Premier)	£	125.36	£10 million	1500	2000
Direct Travel (TI Gold)	£	125.48	£7.5 million	1500	2000
AllSafe (Premier)	£	131.59	£10 million	2000	4000
Boots (Silver)	£	131.88	£5 million	1500	3000
Viva (Platinum)	£	135.22	£10 million	2000	3000
Direct Travel (TI Platinum)	£	142.01	£10 million	2000	3000
Fit2Travel (Gold)	£	144.32	£10 million	2000	2500
RAC (Black Essential)	£	144.45	£15 million	2000	5000
Direct Travel (TI Platinum Plus)	£	172.36	£10 million	3000	5000
World First (Premier)	£	176.55	£10 million	2000	5000
Spectrum (Premier)	£	215.42	£10 million	3000	5000
Fit2Travel (Platinum)	£	216.49	£10 million	3000	5000
Spectrum (Prestige)	£	268.40	£10 million	4000	7500
Boots (Platinum)	£	325.98	£10 million	3500	7500

3.

Money Super Market

Provider / product	Annual Cover price	Medical	Baggage	Cancellation
Coverwise (Standard)	£ 44.99	£20 million	1000	1000
Explorer (Gold)	£ 52.01	£2.5 million	1000	1500
Insurance republic (Essentials)	£ 54.83	£10 million	1250	1250
Coverwise (Bronze)	£ 54.95	£20 million	1500	1500
Puffin (Gold)	£ 57.43	£10 million	2000	3000
multitrip.com (Essential)	£ 58.14	£20 million	1100	1000
Explorer (Gold Plus)	£ 59.96	£5 million	1500	2500
Post Office (Lite)	£ 60.40	£2 million	1000	1000
Sainsbury's Bank (Essential)	£ 63.41	£10 million	1000	1500
TripSure (Bronze)	£ 64.53	£10 million	1000	1000
Admiral	£ 66.01	£10 million	1000	1000
Big Blue (Economy)	£ 68.78	£10 million	1500	2000
Puffin (Platinum)	£ 69.22	£10 million	2500	5000
Switched On Insurance (One)	£ 69.55	£10 million	1000	1500
Oul Direct (Gold Cover)	£ 71.58	£10 million	1000	3000
Big Blue (Standard)	£ 72.24	£10 million	2000	3000
TripSure (Silver)	£ 72.54	£10 million	1000	1250
Coverwise (Silver)	£ 74.05	£20 million	1500	2000
Post Office (Prime)	£ 75.02	£5 million	1500	3000
Insurance republic (Gold)	£ 76.14	£10 million	1600	1500
Big Blue (Premier)	£ 77.74	£10 million	2500	5000
Elect Travel Insurance (Gold)	£ 78.25	£7.5 million	1000	2000
Alpha Travel Insurance (Alpha 150 MT)	£ 79.42	£10 million	1500	1250
Sainsbury's Bank (Standard)	£ 83.75	£12.5 million	1500	3000
RAC (Orange Essential)	£ 85.35	£10 million	1000	1500
Debenhams (Bronze)	£ 85.73	£10 million	1000	1000
multitrip.com (Premier)	£ 85.80	£20 million	1500	3000
Switched On Insurance (Two)	£ 86.78	£12.5 million	1500	2500
Leisure Guard Travel (Standard)	£ 87.72	£5 million	1000	1500
Flexicover (Economy)	£ 88.20	£10 million	500	1000
World First (Economy)	£ 89.40	£10 million	500	750
Elect Travel Insurance (Platinum)	£ 92.06	£10 million	2000	3000
Alpha Travel Insurance (Alpha 175 MT)	£ 83.44	£10 million	1500	1250
TripSure (Gold)	£ 96.69	£10 million	1250	1500
multitrip.com (Premier Plus)	£ 99.10	£20 million	3000	5000
Flexicover (Standard)	£ 100.68	£10 million	1000	1000
Insure & Escape (Essential)	£ 103.50	£10 million	1000	1000
RAC (Silver)	£ 103.74	£12.5 million	1500	3000
World First (Classic)	£ 104.04	£10 million	1000	2000
Alpha Travel Insurance (Alpha 100 MT)	£ 105.11	£10 million	1500	1250
Admiral (Gold)	£ 105.61	£15 million	1500	2500
Insurance republic (Premier)	£ 106.64	£10 million	2000	2000
Insurefor (Economy)	£ 108.69	£10 million	2000	2500
StartTravel (Essential)	£ 110.15	£10 million	1000	1000
Debenhams (Silver)	£ 111.46	£10 million	2000	2000
Post Office (Elite)	£ 111.82	£10 million	2000	5000

Leisure Guard Travel (Premier)	£ 113.00	£10 million	2000	5000
Insurefor (Standard)	£ 114.12	£10 million	2500	3000
StartTravel (4 Star)	£ 121.48	£10 million	2000	2000
Flexicover (Premier)	£ 123.92	£10 million	1500	2000
Sainsbury's Bank (Premier)	£ 123.93	£15 million	2000	5000
Admiral (Platinum)	£ 124.68	£20 million	2500	5000
Insurefor (Premier)	£ 126.01	£10 million	3500	5000
Boots (Silver)	£ 131.88	£5 million	1500	3000
Switched On Insurance (Three)	£ 132.93	£15 million	2000	5000
Insure & Escape (Deluxe)	£ 138.50	£10 million	2000	2000
RAC (Black Essential)	£ 154.13	£15 million	2000	5000
StartTravel (5 Star)	£ 160.37	£15 million	2500	4000
World First (Premier)	£ 176.55	£10 million	2000	5000
ERGO (Element)	£ 177.10	£7.5 million	750	1500
ERGO (Protect)	£ 187.23	£10 million	1500	3000
Leisure Guard Travel (Premier Plus)	£ 190.51	£10 million	3000	10000
Spectrum (Premier)	£ 215.42	£10 million	3000	5000
Insure & Escape (Finest)	£ 220.51	£10 million	2500	5000
Debenhams (Gold)	£ 254.60	£10 million	3000	5000
Spectrum (Prestige)	£ 268.40	£10 million	4000	7500
Boots (Platinum)	£ 283.47	£10 million	3500	7500
ERGO (Optimum)	£ 286.11	£15 million	2500	5000

4.

Confused.com

Provider / product	Annual Cover price	Medical	Baggage	Cancellation
multitrip.com (Essential)	£ 41.05	£20 million	1100	1000
AnnualTravelInsurance (Economy)	£ 49.61	£20 million	1100	1000
Coverwise (Standard)	£ 49.95	£20 million	1000	1000
Puffin (Silver)	£ 51.49	£10 million	1500	1500
Coverwise (Bronze)	£ 54.95	£20 million	1500	1500
TripSure (Bronze)	£ 56.86	£10 million	1000	1000
Puffin (Gold)	£ 57.43	£10 million	2000	3000
Holiday Extras (Basic)	£ 57.88	£10 million	1000	750
Post Office (Lite)	£ 60.40	£2 million	1000	1000
StartTravel (Essential)	£ 61.81	£10 million	1000	1000
multitrip.com (Premier)	£ 62.60	£20 million	1500	3000
Big Blue (Economy)	£ 64.34	£10 million	1500	2000
Sainsbury's Bank (Essential)	£ 65.00	£10 million	1000	1500
TripSure (Silver)	£ 65.27	£10 million	1000	1250
AllSafe (Standard)	£ 65.41	£5 million	1000	1500
Admiral	£ 66.00	£10 million	1000	1000
Switched On Insurance (One)	£ 66.63	£10 million	1000	1500
Insurance republic (Essentials)	£ 66.78	£10 million	1250	1250
Big Blue (Standard)	£ 67.57	£10 million	2000	3000
StartTravel (Classic)	£ 68.78	£10 million	2000	2000
Puffin (Platinum)	£ 69.22	£10 million	2500	5000
RAC (Orange Essential)	£ 69.77	£10 million	1000	1500
Viva (Silver)	£ 70.00	£5 million	1000	1000

multitrip.com (Premier Plus)	£ 70.92	£20 million	3000	5000
Insurance republic (Gold)	£ 72.54	£10 million	1600	1500
Big Blue (Premier)	£ 72.71	£10 million	2500	5000
Post Office (Prime)	£ 85.02	£5 million	1500	3000
Holiday Extras (Standard)	£ 75.44	£10 million	1500	1500
Sainsbury's Bank (Standard)	£ 79.49	£12.5 million	1500	3000
Coverwise (Silver)	£ 79.95	£20 million	1500	2000
TopDog (Economy)	£ 80.16	£10 million	1000	1000
Switched On Insurance (Two)	£ 82.23	£12.5 million	1500	2500
AnnualTravelInsurance (Super Plus)	£ 85.44	£50 million	2600	2500
AnnualTravelInsurance (Super)	£ 88.14	£40 million	1500	1500
Flexicover (Economy)	£ 88.20	£10 million	750	1000
Holiday Extras (Premium)	£ 88.76	£10 million	2000	3000
World First (Economy)	£ 89.40	£10 million	500	750
TopDog (Standard)	£ 89.50	£10 million	1000	1500
Viva (Gold)	£ 90.43	£7.5 million	1500	2000
StartTravel (Premier)	£ 92.68	£15 million	2500	4000
Insurance republic (Premier)	£ 96.69	£10 million	2000	2000
RAC (Silver Essential)	£ 98.13	£12.5 million	1500	3000
AllSafe (Standard Plus)	£ 98.69	£7.5 million	1500	3000
Flexicover (Standard)	£ 100.68	£10 million	1500	1000
World First (Classic)	£ 104.04	£10 million	1000	2000
Admiral (Gold)	£ 105.60	£15 million	1500	2500
TripSure (Gold)	£ 106.64	£10 million	1250	1500
Spectrum (Standard)	£ 108.24	£10 million	1600	3000
Insurefor (Economy)	£ 110.39	£10 million	2000	2500
Post Office (Elite)	£ 111.82	£10 million	2000	5000
Insurefor (Standard)	£ 115.91	£10 million	2500	3000
Sainsbury's Bank (Premier)	£ 116.36	£15 million	2000	5000
Fit2Travel (Silver)	£ 120.25	£10 million	1000	1000
Switched On Insurance (Three)	£ 120.58	£15 million	2000	5000
Insurefor (Premier)	£ 120.86	£10 million	3500	5000
Flexicover (Premier)	£ 123.92	£10 million	2000	2000
Admiral (Platinum)	£ 124.67	£20 million	2500	5000
TopDog (Premier)	£ 125.36	£10 million	1500	2000
Direct Travel (TI Gold)	£ 125.48	£7.5 million	1500	2000
AllSafe (Premier)	£ 131.59	£10 million	2000	4000
Boots (Silver)	£ 131.88	£5 million	1500	3000
Viva (Platinum)	£ 135.22	£10 million	2000	3000
Direct Travel (TI Platinum)	£ 142.01	£10 million	2000	3000
Fit2Travel (Gold)	£ 144.32	£10 million	2000	2500
RAC (Black Essential)	£ 144.45	£15 million	2000	5000
Direct Travel (TI Platinum Plus)	£ 172.36	£10 million	3000	5000
World First (Premier)	£ 176.55	£10 million	2000	5000
Spectrum (Premier)	£ 215.42	£10 million	3000	5000
Fit2Travel (Platinum)	£ 216.49	£10 million	3000	5000
Spectrum (Prestige)	£ 268.40	£10 million	4000	7500
Boots (Platinum)	£ 325.98	£10 million	3500	7500

Topic	Mobile phone insurance quotes for annual cover, without add-ons
Methodology	Desktop research
Objective	Assess average, lowest and highest value of comparable mobile phone insurance across 6 mobile phone brands / models

Cover criteria used for selection
Loss
Theft
Damage
Breakdown
Unauthorised network charges
Accessories

Brand	Model	Selling Price (Sep. 2020)	Release Date
Apple	iPhone 11 64GB	£ 729.00	September 20, 2019
Samsung	Galaxy Note10+ 256GB	£ 999.00	August 7, 2019
Huawei	P30 Pro 128GB	£ 699.99	March 26, 2019
Google	Pixel 3a XL 64GB	£ 469.00	May 7, 2019
Sony	Xperia 1 128GB	£ 849.00	May, 2019
Nokia	9 Pureview	£ 549.00	February 8, 2019

Premium per month, by insurance provider and mobile brand ¹

Insurance Provider	Apple	Samsung	Huawei	Google	Sony	Nokia	Average annual premium by insurance provider	Lowest annual premium by insurance provider	Highest annual premium by insurance provider	Average annual premium across the market
Loveitcoverit.com	£ 7.89	£ 12.49	£ 9.49	£ 6.99	£ 10.99	£ 6.99	£ 109.68	£ 71.78	£ 118.00	£ 97.07
uk.protectyourbubble.com	£ 9.49	£ 11.49	£ 9.49	£ 7.49	£ 10.49	£ 8.49	£ 113.88			
swipeinsurance.co.uk	£ 5.75	£ 6.50	£ 6.50	£ 5.25	£ 6.50	£ 5.75	£ 72.50			
Lycainsure	£ 7.49	£ 8.49	£ 7.49	£ 7.49	£ 7.49	£ 8.99	£ 94.88			
So-sure	£ 7.49	£ 8.99	£ 9.49	£ 6.48	£ 8.99	£ 8.99	£ 100.86			
Gadget Cover	£ 8.99	£ 9.49	£ 9.49	£ 9.49	£ 9.49	£ 7.49	£ 108.88			
CoverCloud	£ 6.57	£ 6.99	£ 4.33	£ 6.63	£ 6.63	£ 4.74	£ 71.78			
Next Gen	£ 7.00	£ 8.42	£ 7.22	£ 7.17	£ 7.22	£ 5.57	£ 85.20			
Trusted	£ 8.00	£ 10.50	£ 10.50	£ 5.25	£ 8.00	£ 5.25	£ 95.00			
Post office	£ 9.75	£ 12.00	£ 12.00	£ 7.75	£ 9.75	£ 7.75	£ 118.00			

Average annual premium by brand	£ 94.10	£ 114.43	£ 103.20	£ 83.99	£ 102.66	£ 84.01
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Lowest annual premium by brand	£ 83.99
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Highest annual premium by brand	£ 114.43
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Average annual premium across the market	£ 97.07
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¹ Quotes collected via insurance providers' Direct channels. All quotes refer to market prices as of September 2020 and are for mobile phones in 'new' conditions

*Can be options for promo/discount/referral codes

* From 1st February 2020, TRICE no longer offers insurance to new business customers" <https://www.triceinsurance.com/>. Switched out with CoverCloud

* uk.protectyourbubble.com and Gadget Cover includes loss as an add-on

* uk.protectyourbubble.com does not include accessories

* Default excess values applied. Exceptions:

- For Post Office the highest excess "economy" policy was selected

- For CoverCloud the highest excess £150 was selected, along with the "Elite" policy as this includes loss, theft and unauthorised calls

* Gadget Cover "**1st month free applies in first year only for customers paying by monthly instalments." Potentially similar for other sites

Topic	Airport Lounge Access across the 5 biggest outbound airports in the UK
Methodology	Desktop research
Objective	Assess average, lowest and highest cost for 3 visits per year on a single visit purchase basis and annual membership basis

Cost for 3 visits per year for customers who pay on a single visit basis - purchasable directly at the airport lounge:

Average cost per visit	£ 30.33
Lowest cost per visit	£ 22.30
Highest cost per visit	£ 40.00

Average cost for 3 visits	£ 91.00
Lowest cost for 3 visits	£ 66.90
Highest cost for 3 visits	£ 120.00

Cost for 3 visits per year for customers who hold annual memberships, by provider and type of membership:

	Priority Pass			Dragon Pass		
	Standard	Standard Plus	Prestige	Classic	Preferential	Prestige
Annual membership fee	£ 69.00	£ 189.00	£ 339.00	£ 68.00	£ 128.00	£ 268.00
Number of free visits	0	10	Unlimited	1	8	Unlimited
Number of visits to pay	3	0	0	2	0	0
Cost per visit for members	£ 20.00	£ 20.00	£ -	£ 19.50	£ 19.50	£ -
Total cost for 3 visits	£ 129.00	£ 189.00	£ 339.00	£ 107.00	£ 128.00	£ 268.00

Average cost for 3 visits (standard / classic only)	£ 118.00
Lowest cost for 3 visits (standard / classic only)	£ 107.00
Highest cost for 3 visits (standard / classic only)	£ 129.00

¹ Some lounges are currently closed – please see comments below for further information

The tables below show the 5 biggest outbound airports in the UK and the related lounge facilities available. The tables show findings for cost for lounge access on a single visit basis, as well as on an annual basis. Comparable annual membership providers / offerings have been selected to allow like-for-like comparison.

Price per single visit at the 5 biggest outbound airports in the UK, by airport and lounge

Rank	Airport	Lounge	Price per visit ¹	Comments
1	London Heathrow	Plaza Premium (T3)	N/A	Temporarily closed
		Plaza Premium (T2 departures)	£ 40.00	-
		Plaza Premium (T2 arrivals)	N/A	Temporarily closed
		Plaza Premium (T4 Arrivals)	N/A	Temporarily closed
		Plaza Premium (T4 Departures)	N/A	Temporarily closed
		Plaza Premium (T5 Departures)	£ 40.00	-
		Nº1 Lounge	£ 34.00	*option for promo code, had to go direct. Conflicting messages online if closed or open
		Aspire Lounge (T5)	£ 34.99	-
		Club Aspire (T3)	N/A	Temporarily closed
2	London Gatwick	Nº1 Lounge north	£ 32.00	Not available. managed to obtain price
		Nº1 Lounge south	£ 30.00	Not available. managed to obtain price
		Clubrooms north	£ 38.00	Not available. managed to obtain price
		Clubrooms south	£ 38.00	Not available. managed to obtain price
		My Lounge north	£ 24.00	Not available. managed to obtain price
		My Lounge south	£ 24.00	Not available. managed to obtain price
		Club Aspire south	£ 27.50	Not available. managed to obtain price
		Club Aspire north	£ 27.50	-
3	Manchester	Escape Lounge (T1)	£ 24.60	Express option used, premium also available.
		1903 Lounge (T1)	N/A	Closed
		Escape Lounge (T2)	N/A	Closed
		1903 Lounge (T3)	N/A	Closed
		Aspire Lounge (T1)	£ 28.99	*had to go via https://www.executivelounges.com/
		Aspire Lounge (T2)	N/A	Temporarily closed *had to go via https://www.executivelounges.com/
		Escape Lounge (T3)	£ 22.30	Express option used, premium also available.
4	London Stansted	Escape Lounge	£ 22.80	Express option used, premium also available.
5	London Luton	Clubrooms	N/A	Temporarily closed
		Aspire	£ 26.99	*option for promo code

Cost for 3 visits per year for customer with no annual membership

Average cost per visit	£ 30.33
Lowest cost per visit	£ 22.30
Highest cost per visit	£ 40.00
Average cost for 3 visits	£ 91.00
Lowest cost for 3 visits	£ 66.90
Highest cost for 3 visits	£ 120.00

Rank	Airport	Lounge	Lounges available with Priority Pass ¹	Lounges available with Dragon Pass ¹
1	London Heathrow	Plaza Premium (T3)	✓	✓
		Plaza Premium (T2 departures)	✓	✓
		Plaza Premium (T2 arrivals)	✓	✓
		Plaza Premium (T4 Arrivals)	✓	✓
		Plaza Premium (T4 Departures)	✓	✓
		Plaza Premium (T5 Departures)	x	✓
		N=1 Lounge	✓	✓
		Aspire Lounge (T5)	✓	x
		Club Aspire (T3)	✓	✓
2	London Gatwick	N=1 Lounge north	✓	✓
		N=1 Lounge south	✓	✓
		Clubrooms north	x	✓
		Clubrooms south	x	✓
		My Lounge north	✓	✓
		My Lounge south	x	✓
		Club Aspire south	✓	✓
		Club Aspire north	✓	✓
3	Manchester	Escape Lounge (T1)	✓	✓
		1903 Lounge (T1)	x	x
		Escape Lounge (T2)	✓	✓
		1903 Lounge (T3)	x	x
		Aspire Lounge (T1)	✓	✓
		Aspire Lounge (T2)	✓	✓
		Escape Lounge (T3)	✓	✓
4	London Stansted	Escape Lounge	✓	✓
5	London Luton	Clubrooms	✓	✓
		Aspire	✓	✓

*additional charges apply
*additional charges apply

*additional charges apply

¹ Comparable third party providers who offer annual memberships to access lounges at the 5 biggest outbound airports in the UK

✓= lounge access provided

* Cheaper at weekend, weekday used for quotes

	Priority Pass		
	Standard	Standard Plus	Prestige
Annual membership fee	£ 69.00	£ 189.00	£ 339.00
Number of free visits	0	10	Unlimited
Number of visits to pay	3	0	0
Cost per visit for members	£ 20.00	£ 20.00	£ -
Total cost for 3 visits	£ 129.00	£ 189.00	£ 339.00

	Dragon Pass		
	Classic	Preferential	Prestige
Annual membership fee	£ 68.00	£ 128.00	£ 268.00
Number of free visits	1	8	Unlimited
Number of visits to pay	2	0	0
Cost per visit for members	£ 19.50	£ 19.50	£ -
Total cost for 3 visits	£ 107.00	£ 128.00	£ 268.00