

# Kaus

Insurance interview #1

Female - 39 years old

Time 15-20 minutes

**What types of insurance do you currently have?**

*A: Home & Auto (Geico) and life insurance through work (Lincoln Financial)*

**When did you first purchase that insurance?**

*A: When we bought our house*

**Is your home and auto bundled?**

*A: Not sure*

**How did you get your insurance?**

*A: I started by getting a quote online and then spoke to an agent*

**Did you compare 2 or more prices?**

*A: Yes, because we wanted to shop for the best deal and understand the coverage details*

**How do you assess risk when it comes to insurance?**

*It depends, right now I have a family and a house. I need to protect them. Back in the day, it was just me so my situation was different.*

**You have life insurance, why did you get that?**

*A: I got it when I was younger because my Dad (who worked in insurance) recommended it because there is no forgiveness on student loan debt. Student loan debt can't be transferred. In the event of my death, the insurance will pay for my student loans.*

**What do you like about your insurance company?**

*Allstate told me the rate was cheaper and coverage was better with Geico. I appreciated their honesty*

**Have you ever used the website or app to log in?**

*A: Yes, to print up cards and look up coverage.*

**When have you used the app or website?**

*A: It depends, when in my car (on-the-go) I used the app. I used the websites, when at home and I have access to my computer*

**Have you ever changed insurance?**

*A: Yes, when we bought the house we switched.*