

Baromètre TCS des litiges 2024

Comportement de litiges en Suisse

En coopération avec Assista Protection juridique SA



TCS – toujours à mes côtés.

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Introduction

Données 2019

Les évaluations sont basées sur notre portefeuille de clients dans les domaines Protection juridique circulation, Protection juridique privée, Protection juridique immeuble, Livret protection internet et Livret ETI avec au total environ 1'062'000 polices.

Elles font référence aux cas juridiques ouverts (en ce qui concerne la fréquence), respectivement clos (en ce qui concerne les coûts et la durée) en 2019.

Données 2024

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Généralités

Les litiges juridiques liés aux événements majeurs ont été exclus des données, afin que leur grand nombre n'influence pas les résultats du baromètre.

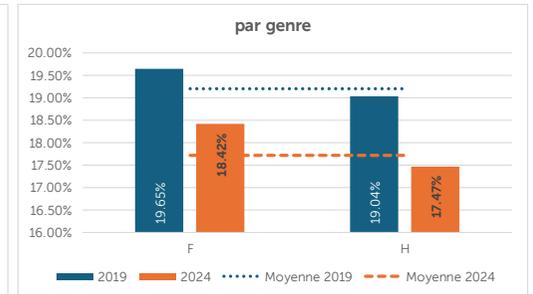
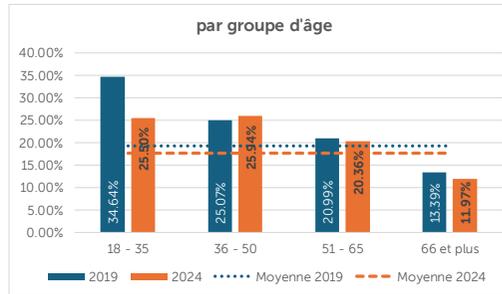
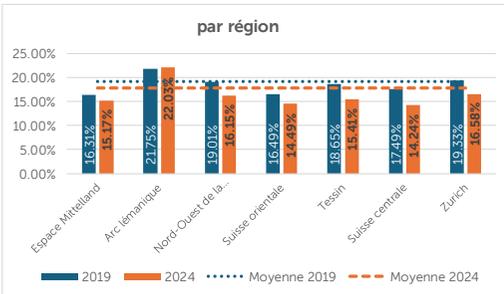
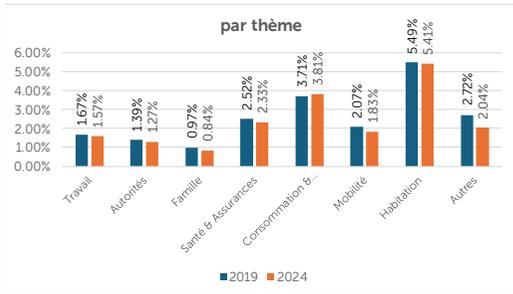
Pour les besoins de l'évaluation, les cas juridiques ont été classés en fonction des données du preneur d'assurance:

- 7 régions (Espace Mittelland, Arc lémanique, Nord-Ouest de la Suisse, Suisse orientale, Tessin, Suisse centrale, Zurich)
 - 4 tranches d'âge (18-35, 36-50, 51-65, 66 et plus)
- ainsi que le sexe du preneur d'assurance.

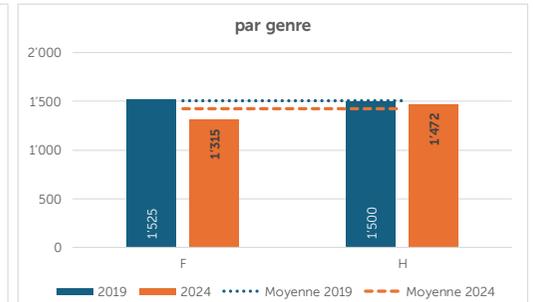
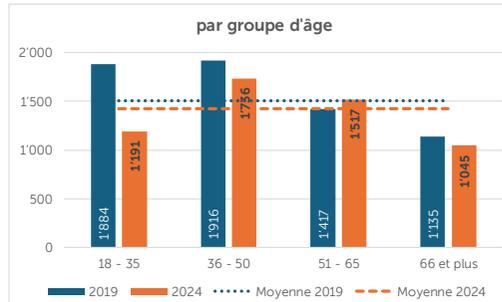
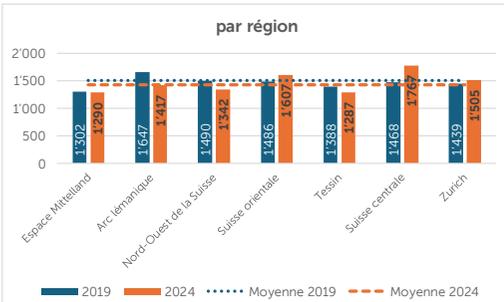
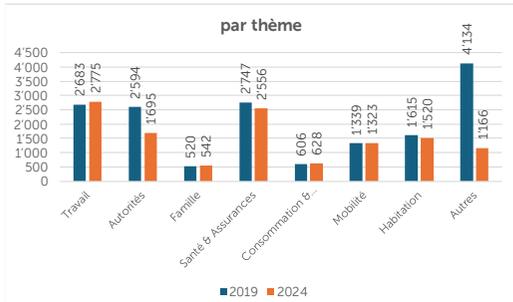
De plus, les cas juridiques ont été regroupés en 8 domaines thématiques (Travail, Autorités, Famille, Santé & Assurances, Consommation & Internet, Mobilité, Habitation et Autres).

Chapitre 1 - Litiges en général

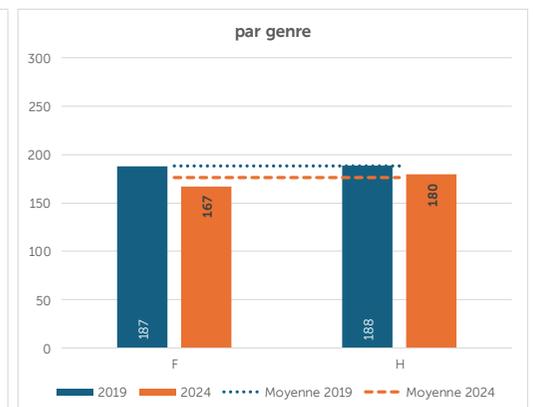
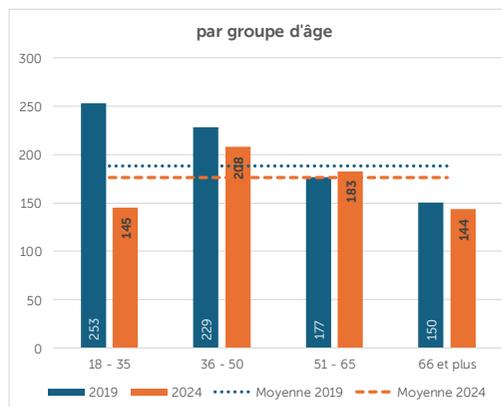
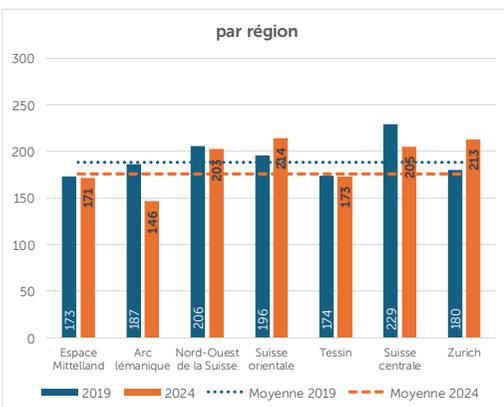
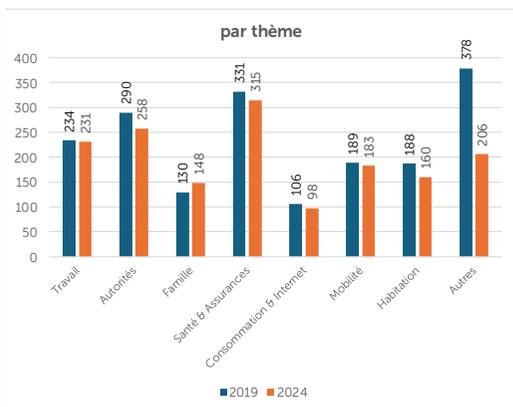
Fréquence en %



Coûts moyens (en CHF)

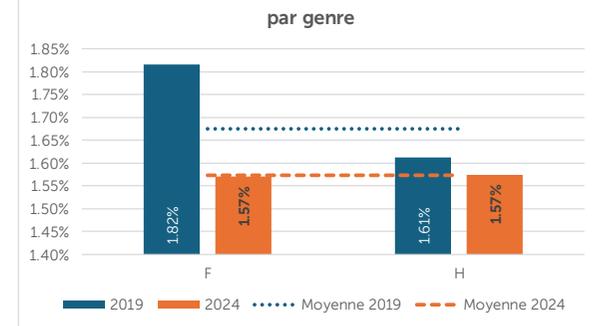
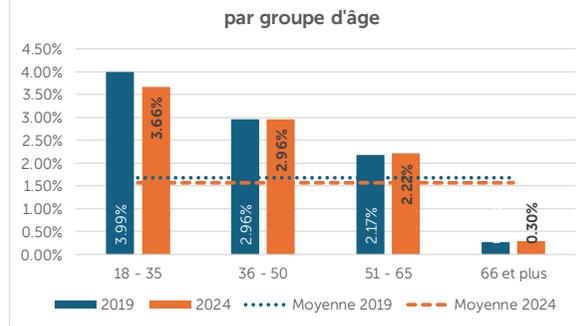
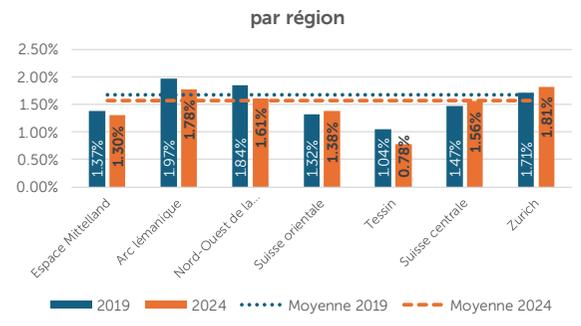


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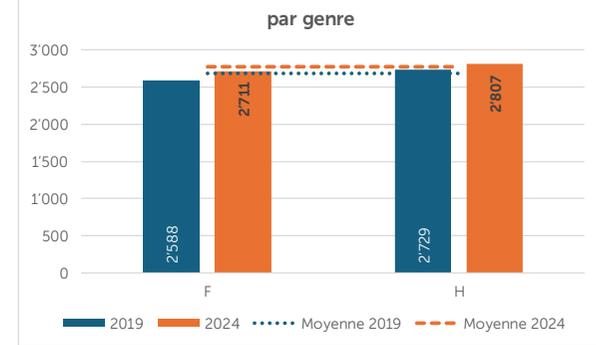
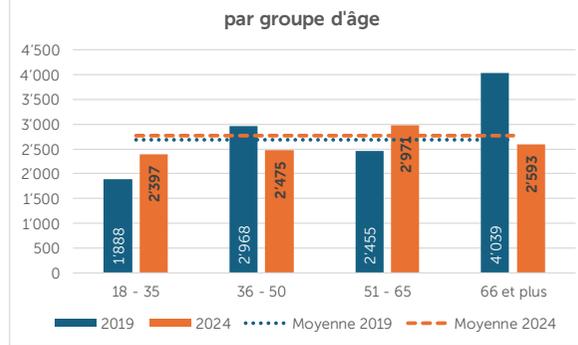
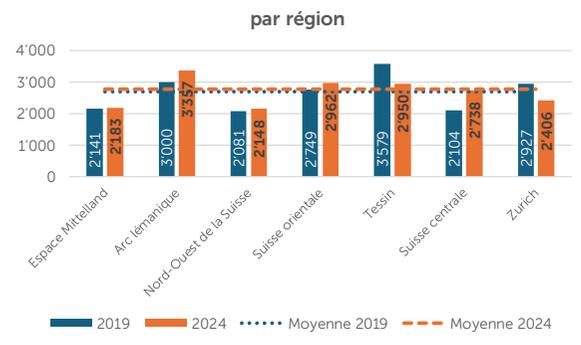


Chapitre 2 - Litiges concernant le travail

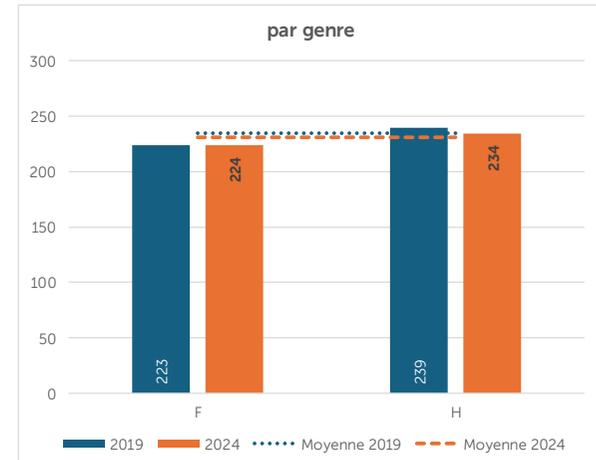
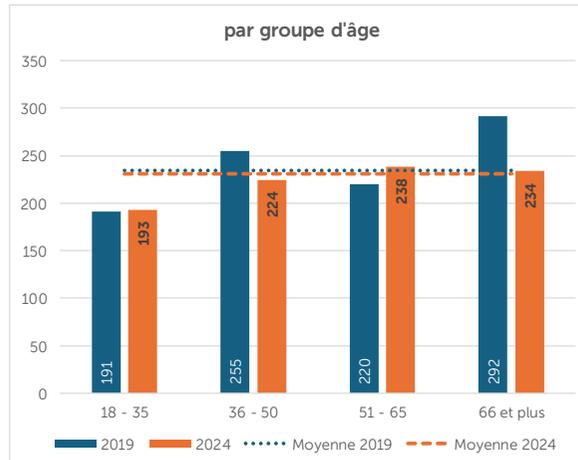
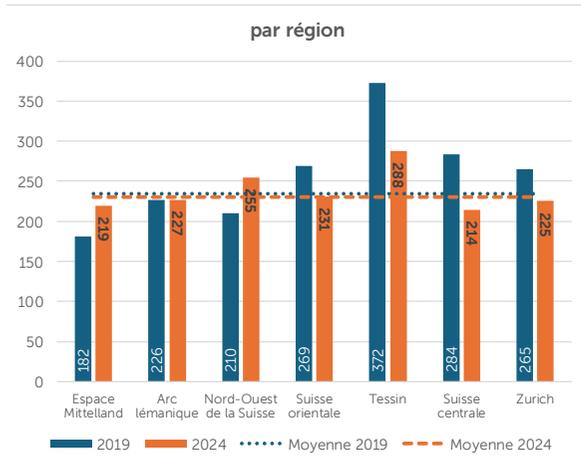
Fréquence en %



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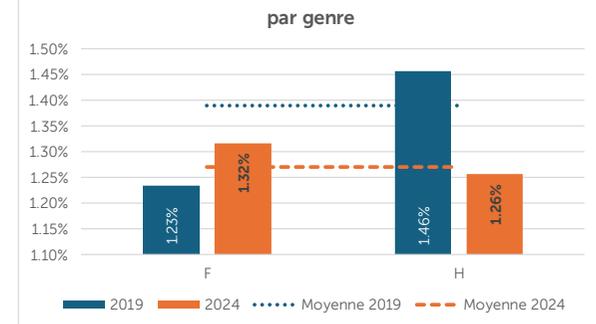
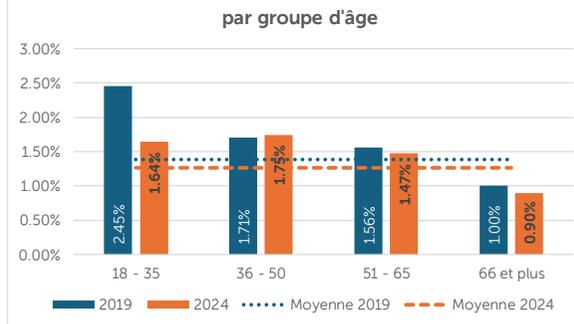
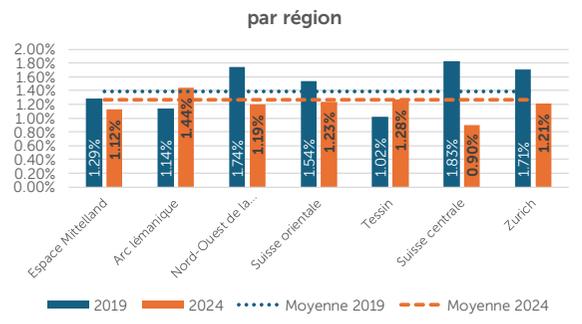


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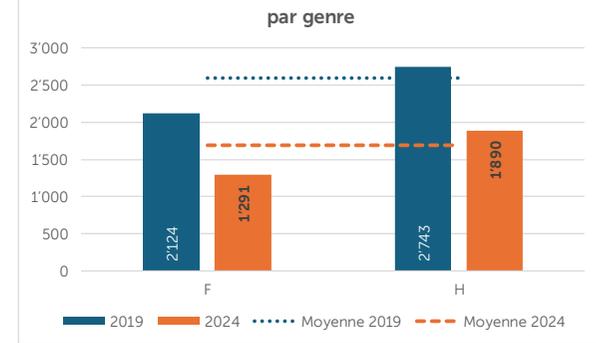
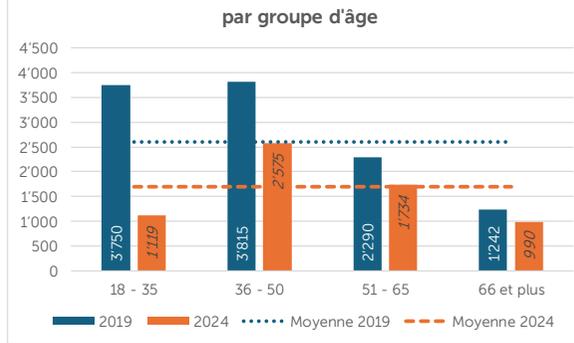
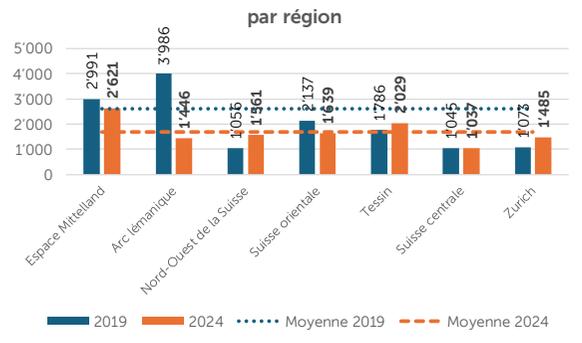


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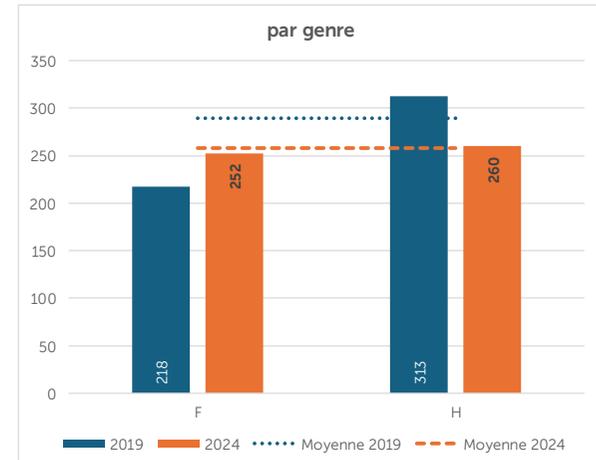
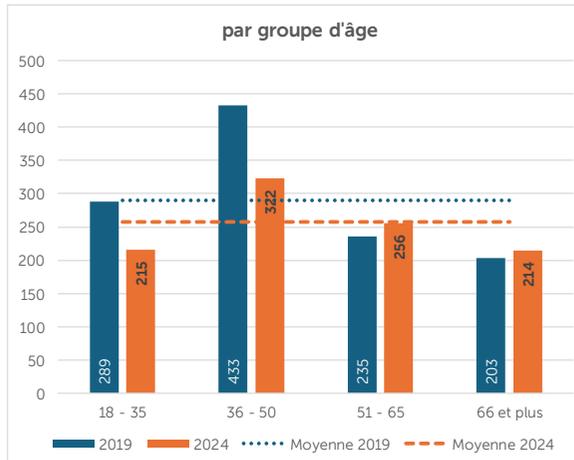
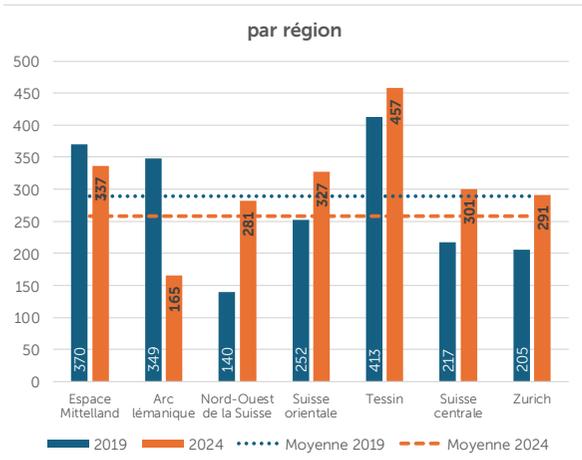
Fréquence en %



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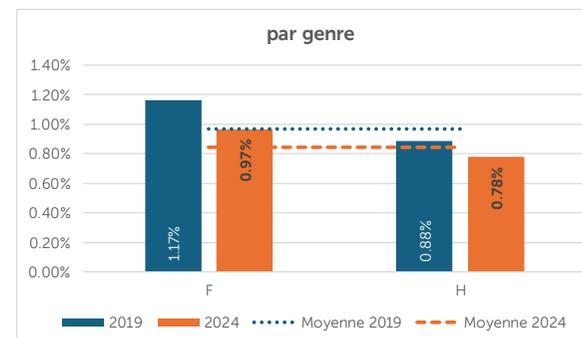
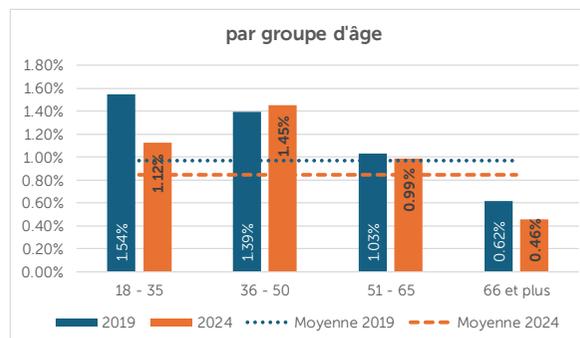
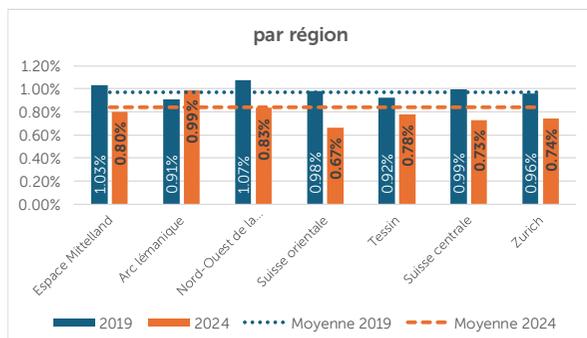


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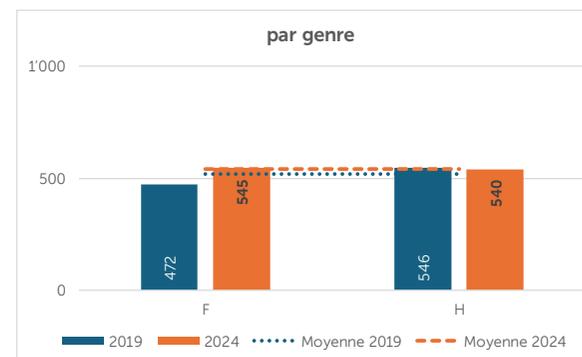
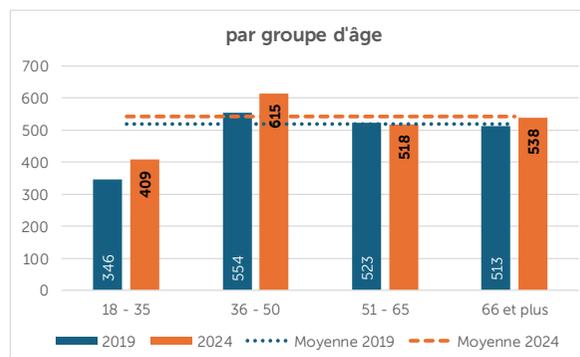
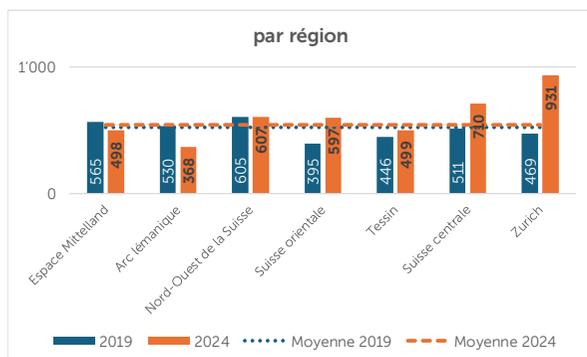


Chapitre 4 - Litiges concernant la famille

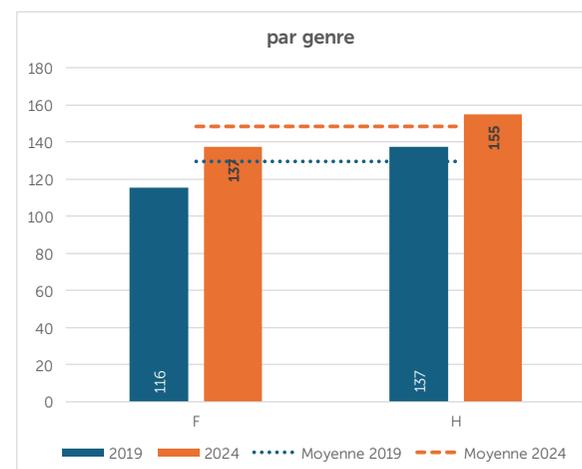
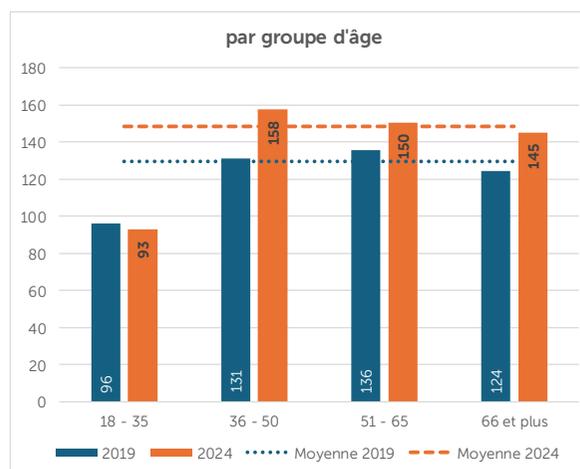
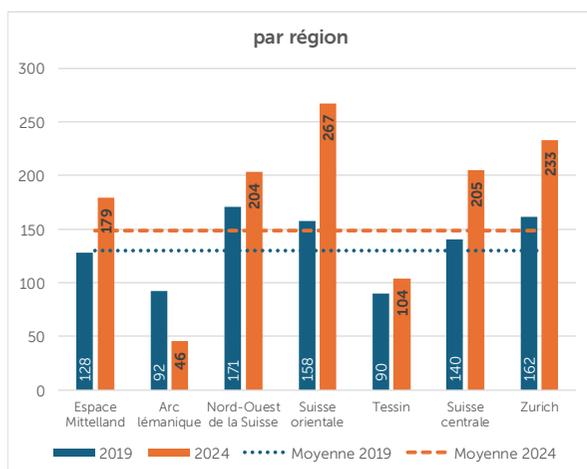
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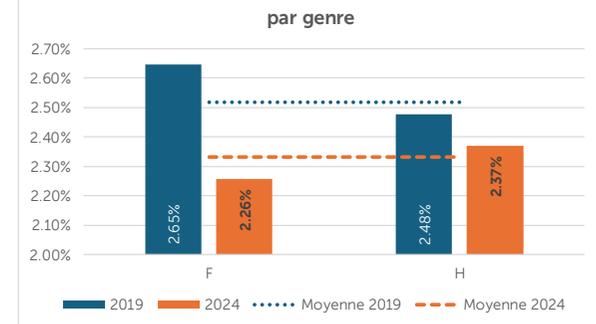
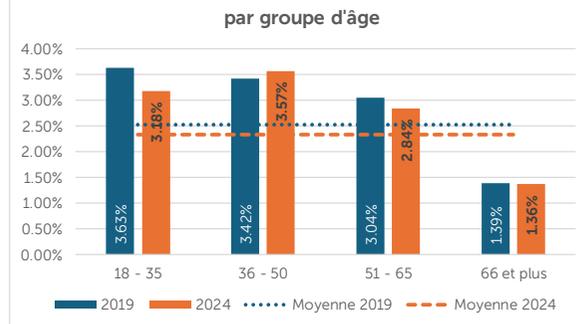
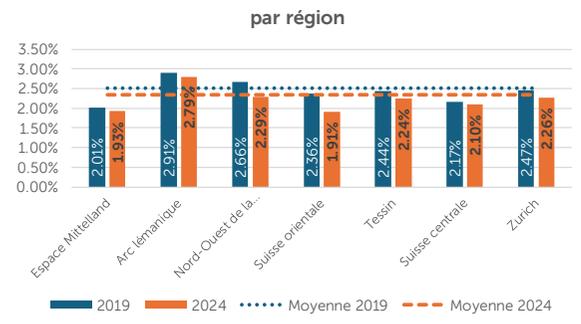


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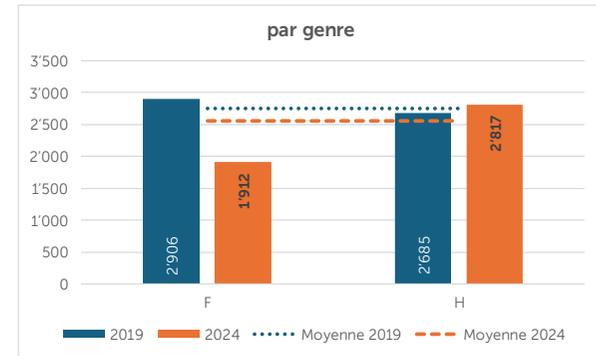
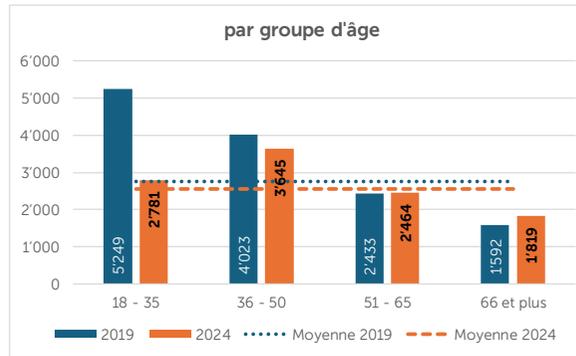
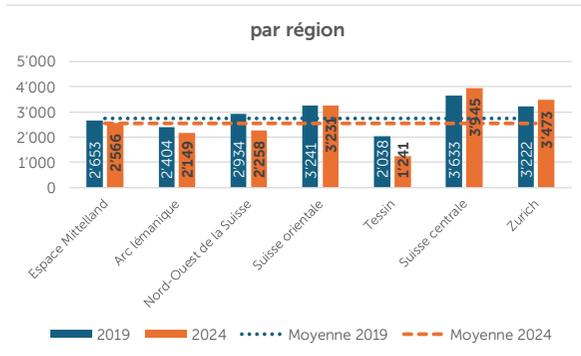


Chapitre 5 - Litiges concernant la santé & les assurances

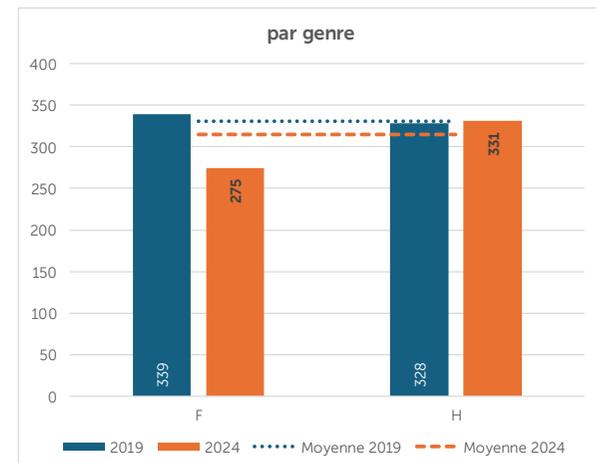
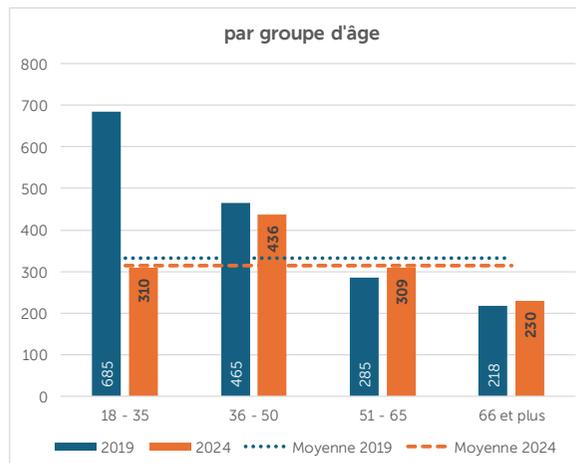
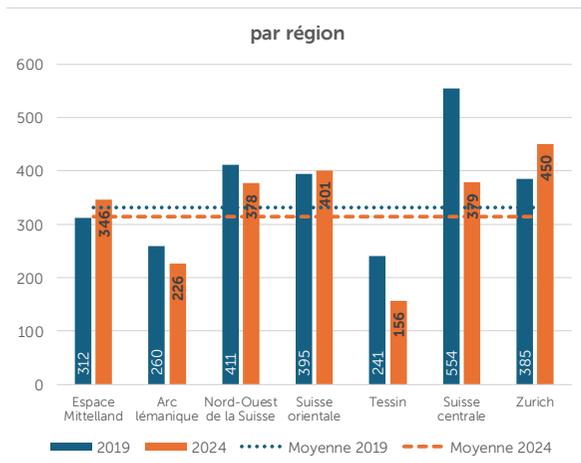
Fréquence en %



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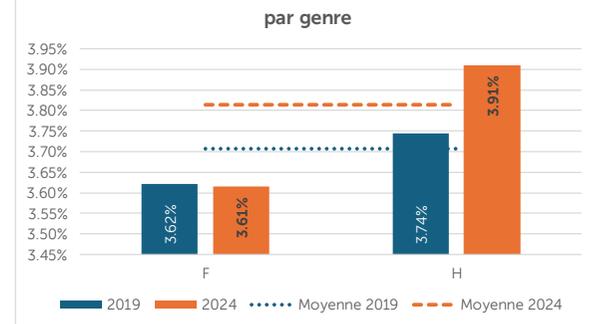
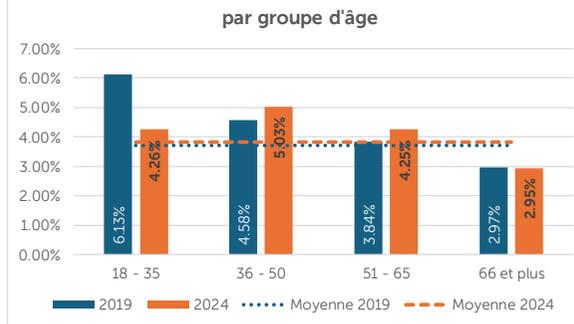
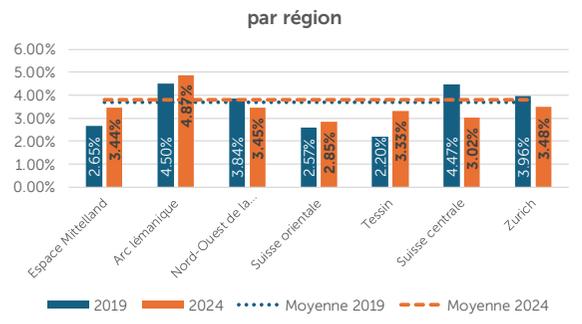


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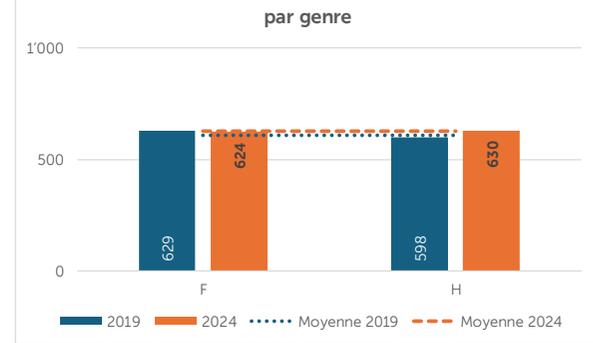
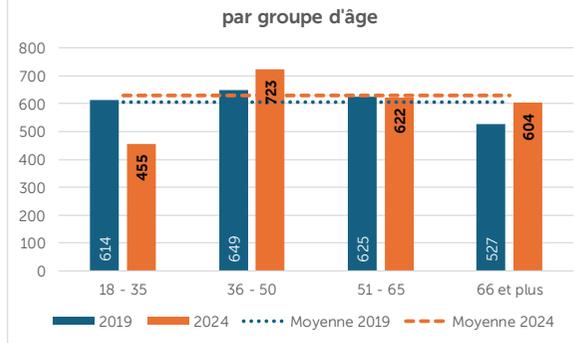
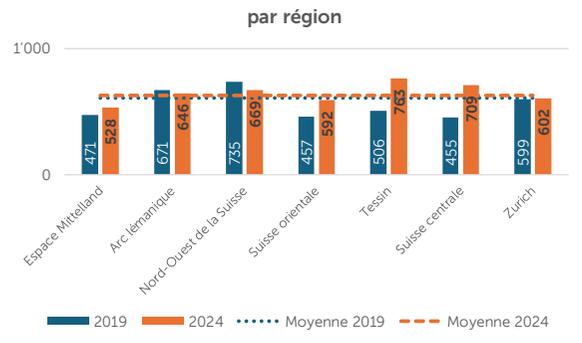


Chapitre 6 - Litiges concernant la consommation & internet

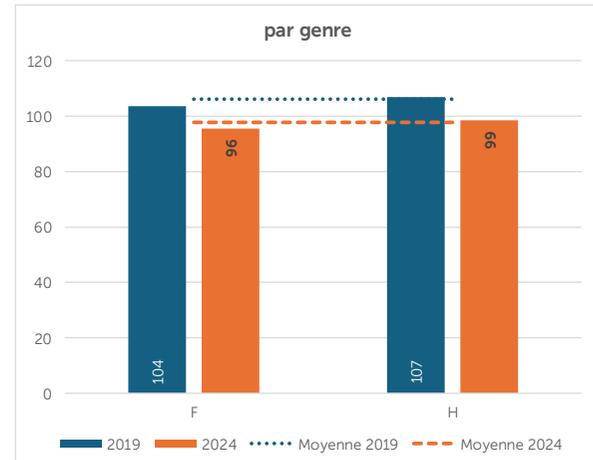
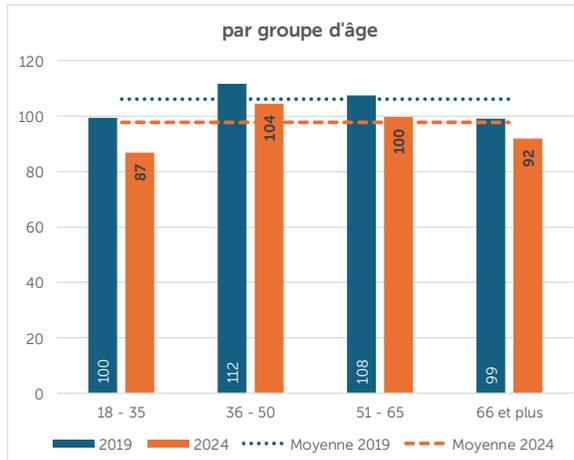
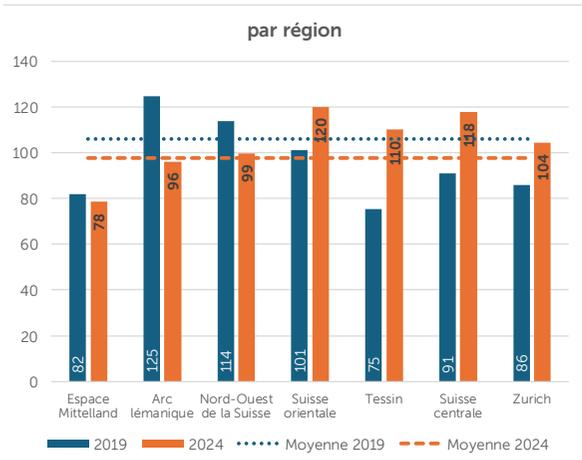
Fréquence en %



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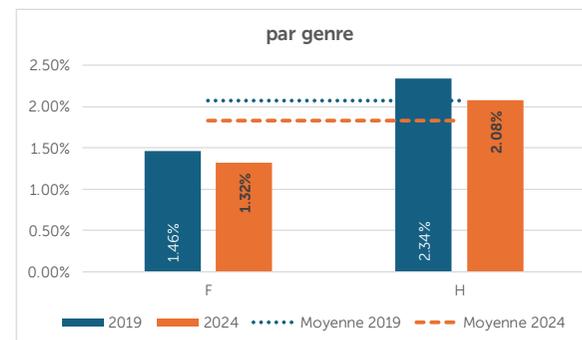
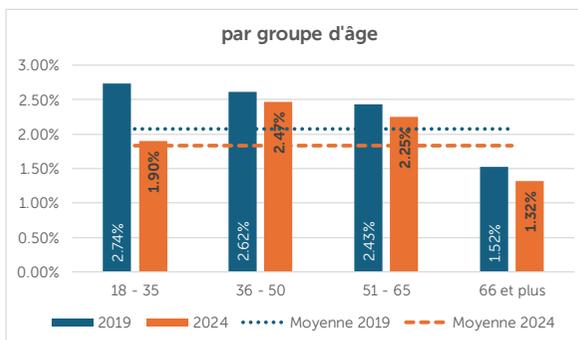
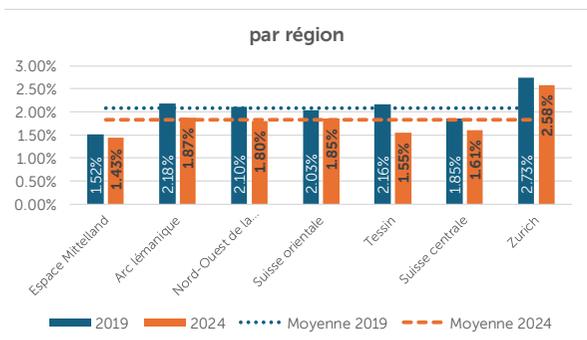


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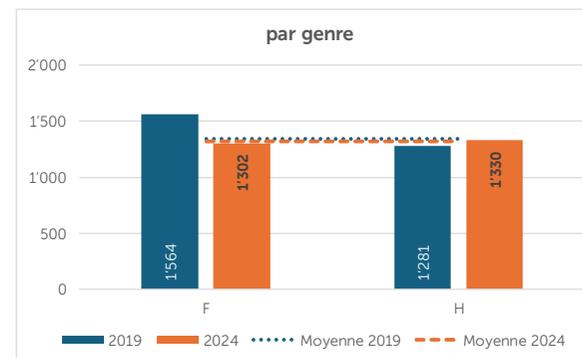
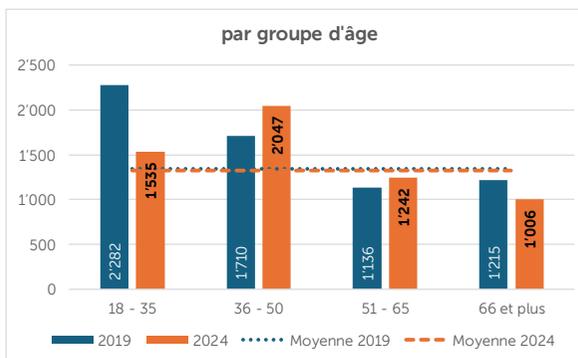
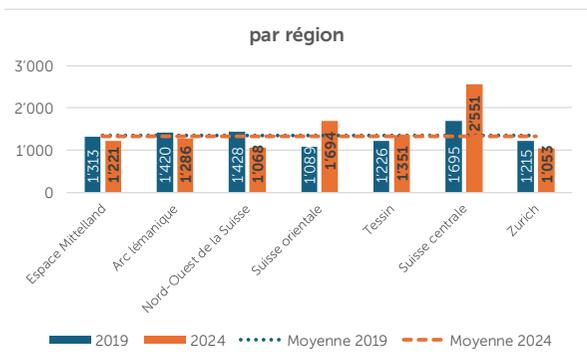


Chapitre 7 - Litiges concernant la mobilité

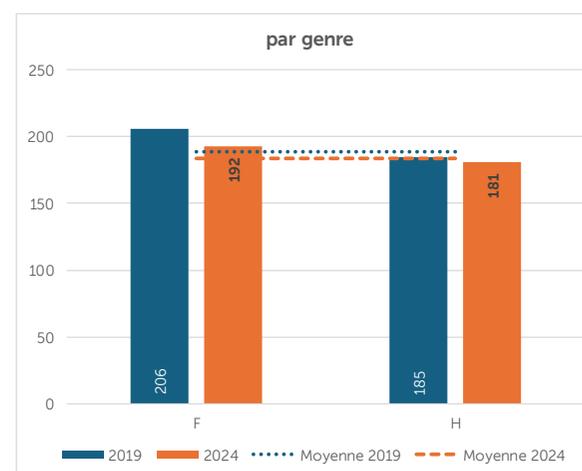
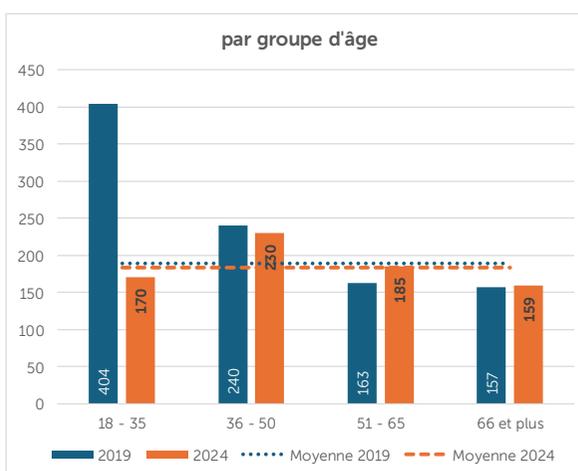
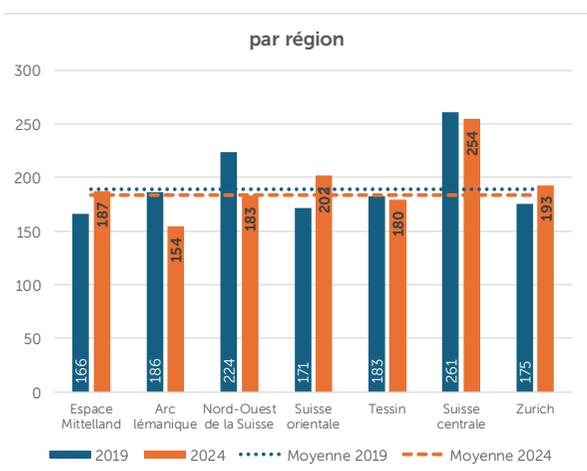
Fréquence en %



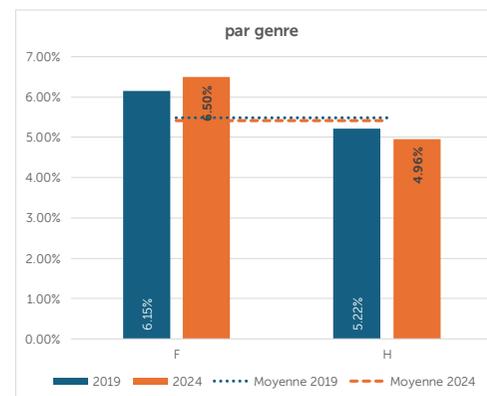
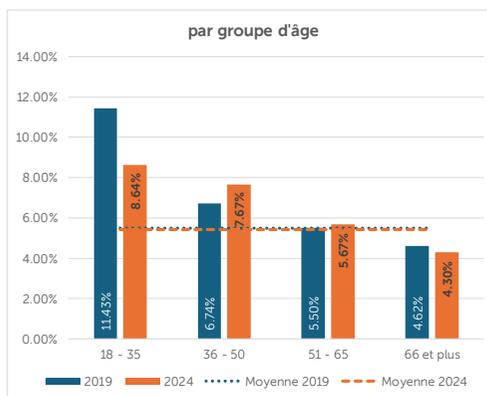
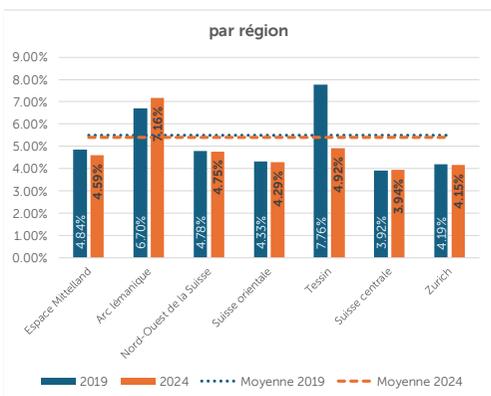
Coûts moyens (en CHF)



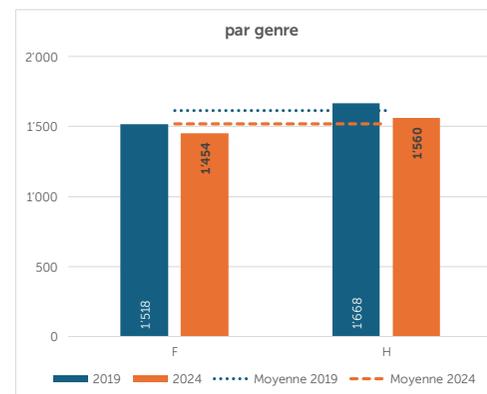
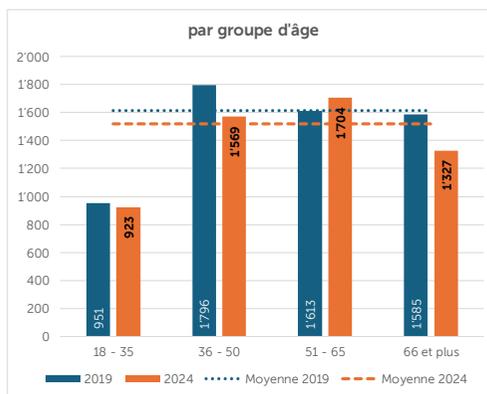
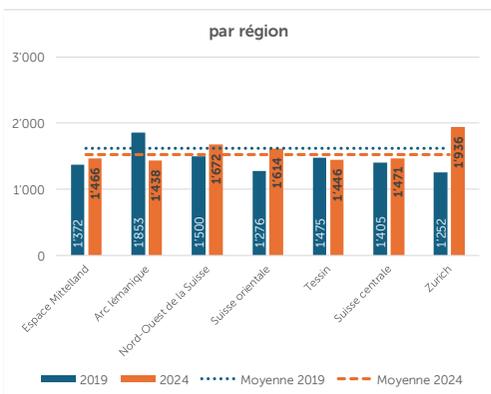
Durée moyenne (en jours)



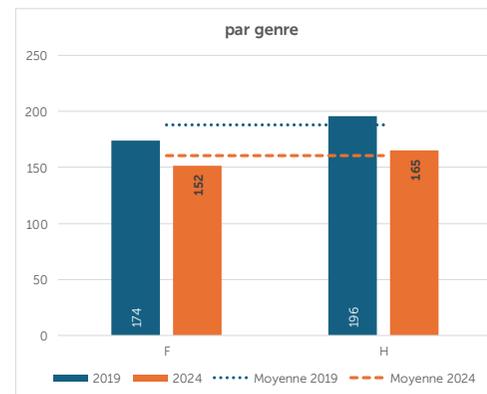
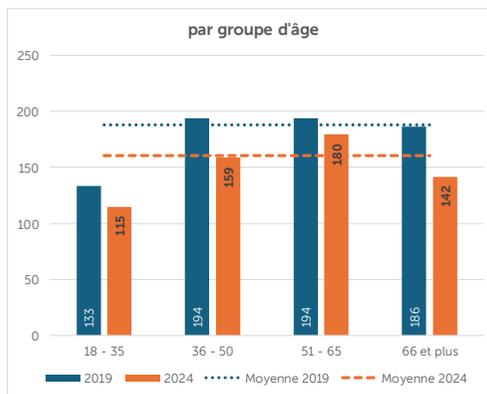
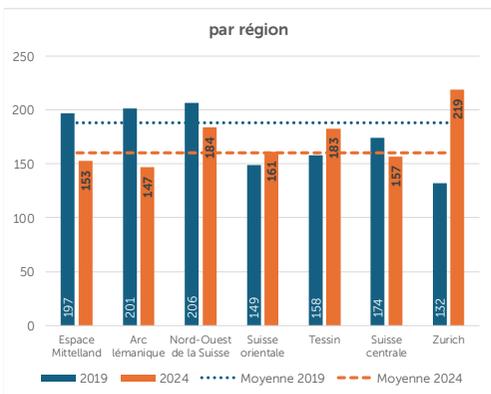
Fréquence en %



Coûts moyens (en CHF)

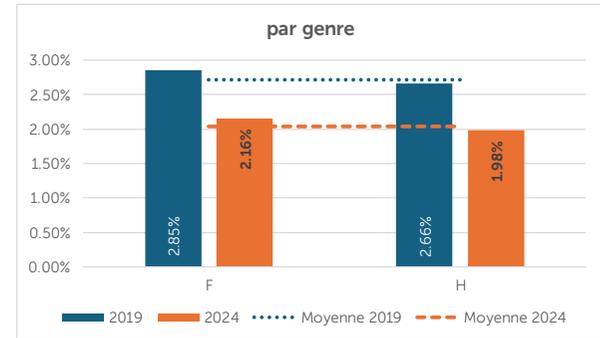
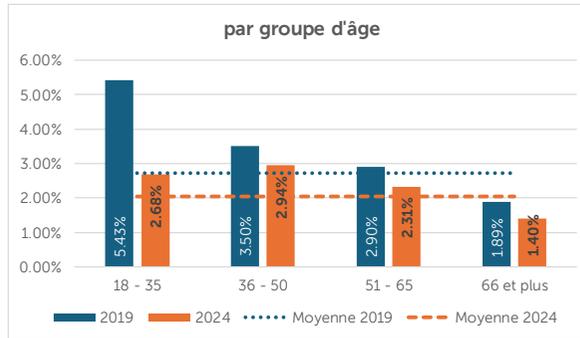
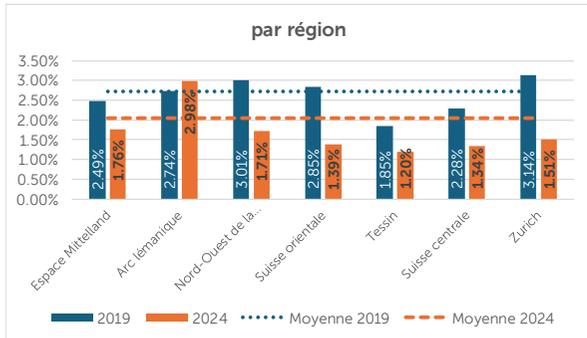


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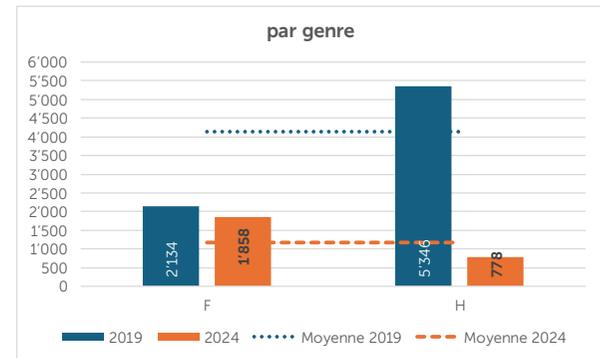
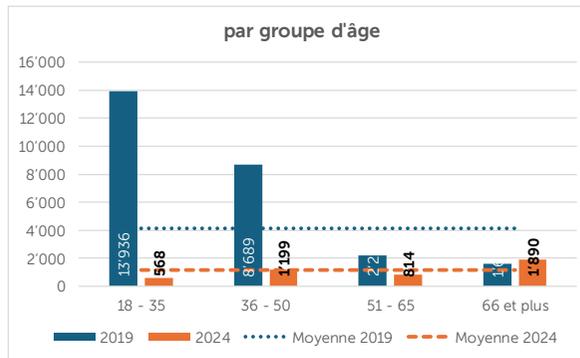
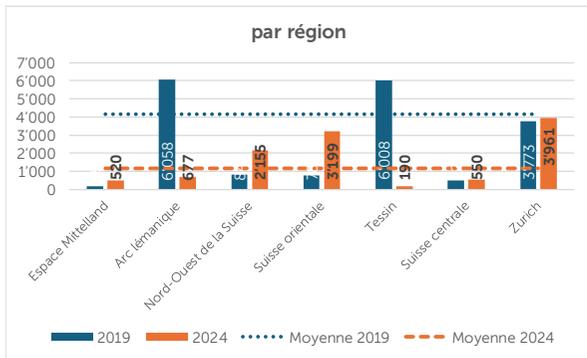


Chapitre 9 - Litiges concernant d'autres thèmes

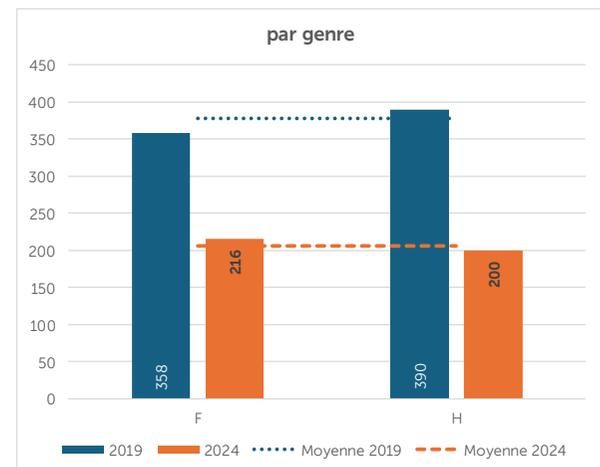
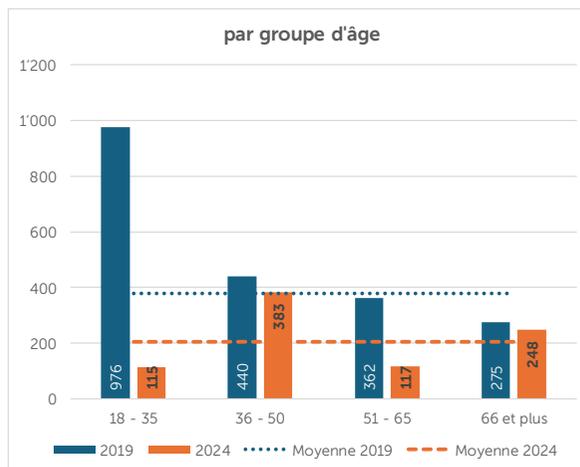
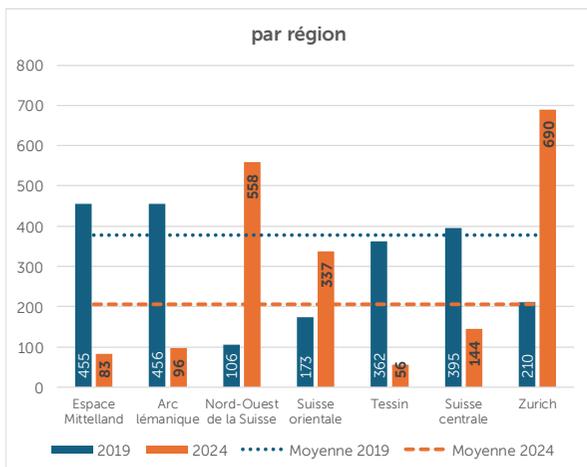
Fréquence en %



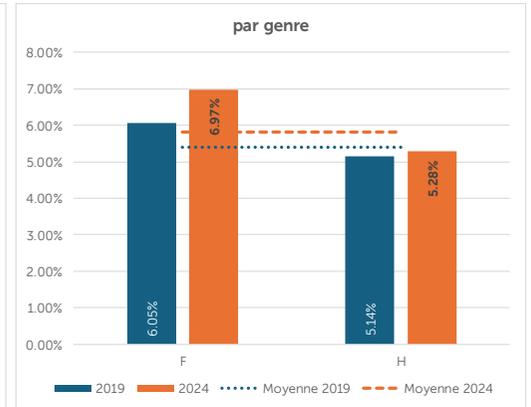
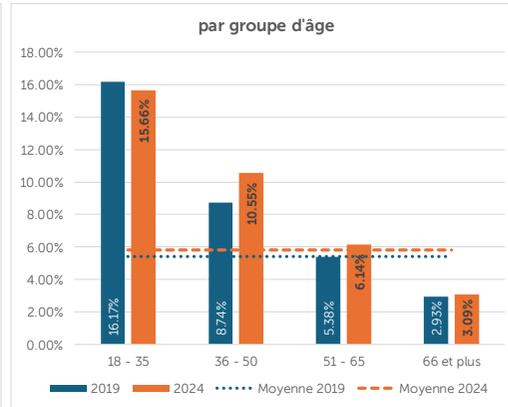
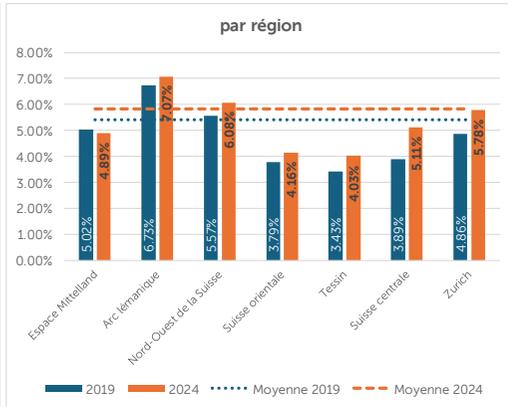
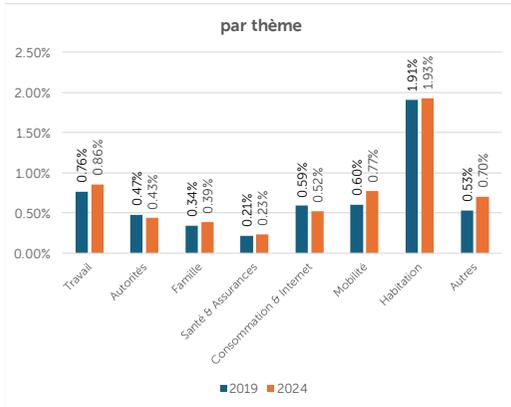
Coûts moyens (en CHF)



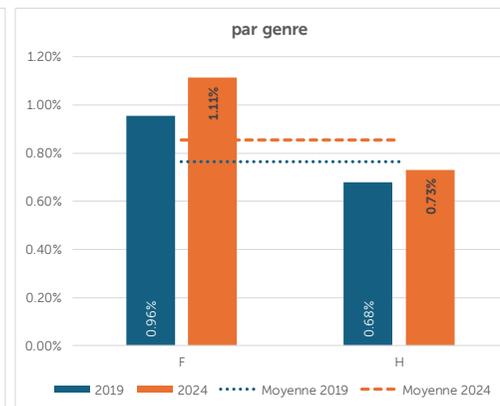
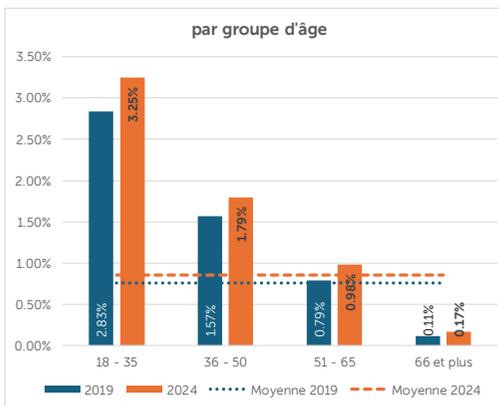
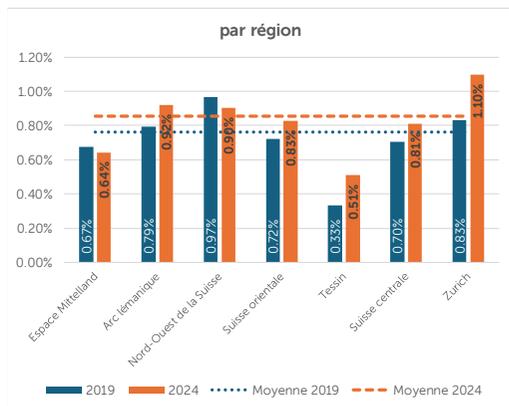
Durée moyenne (en jours)



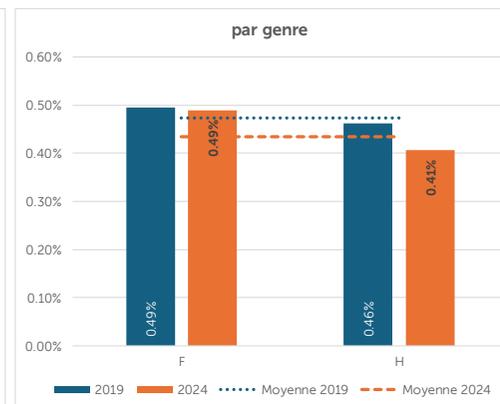
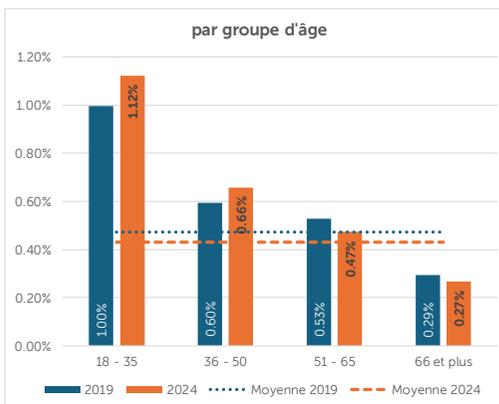
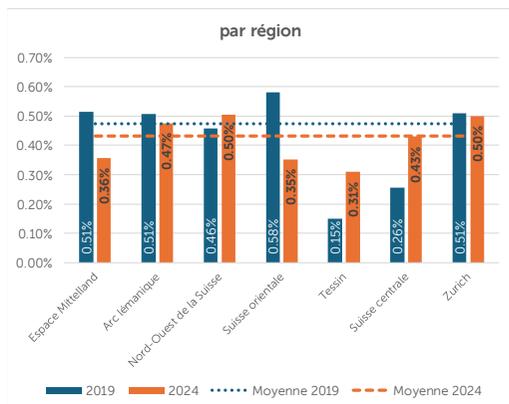
Renseignements juridiques en général



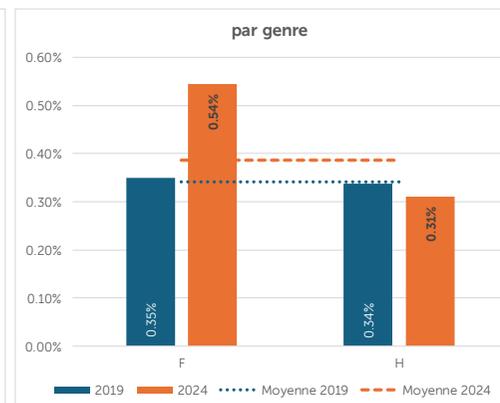
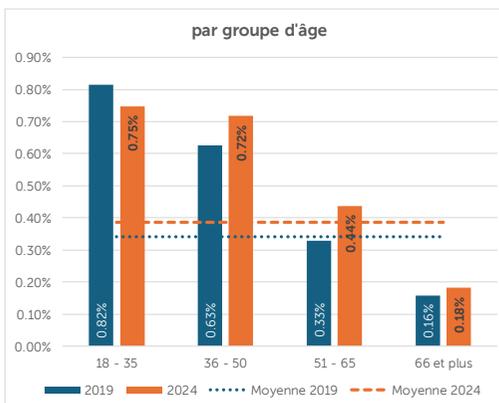
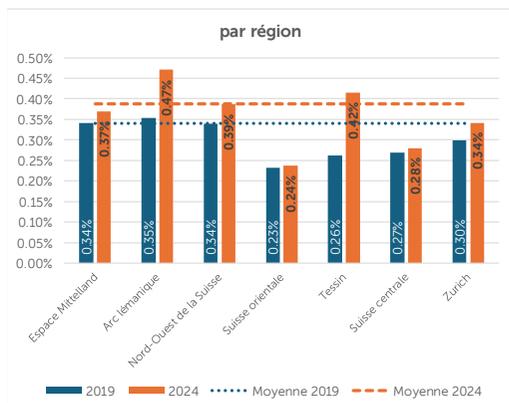
Travail



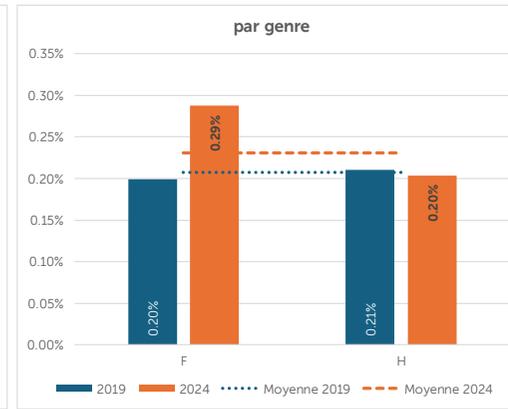
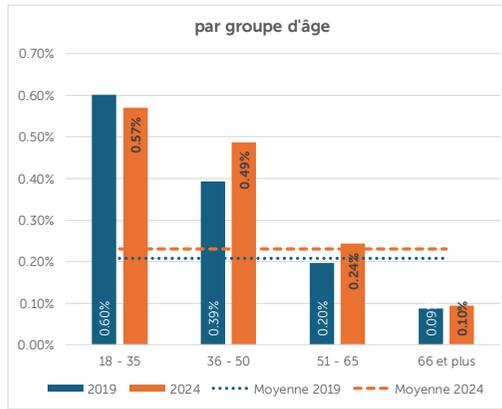
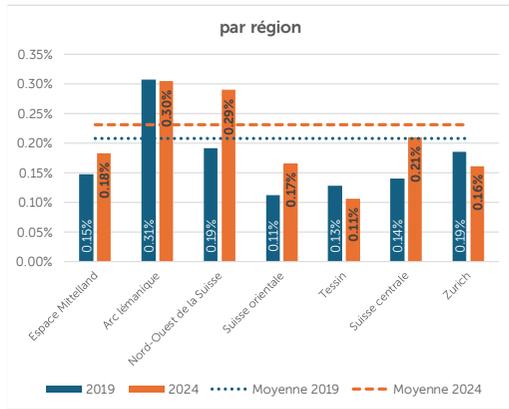
Autorités



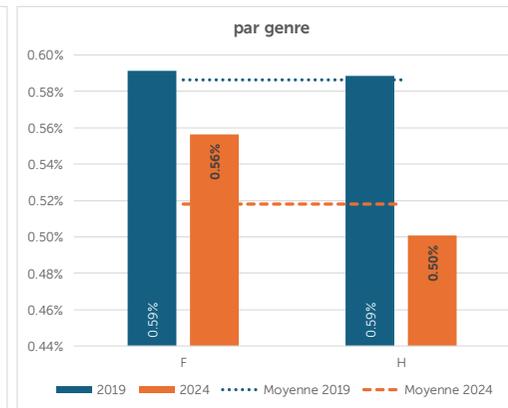
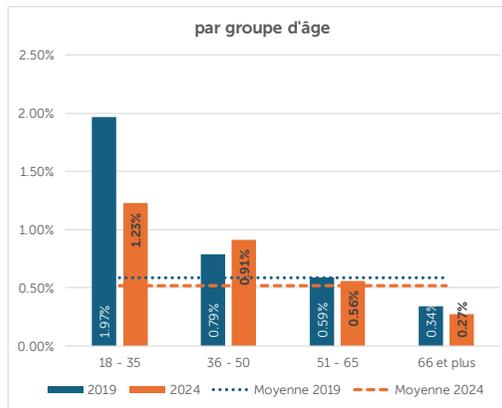
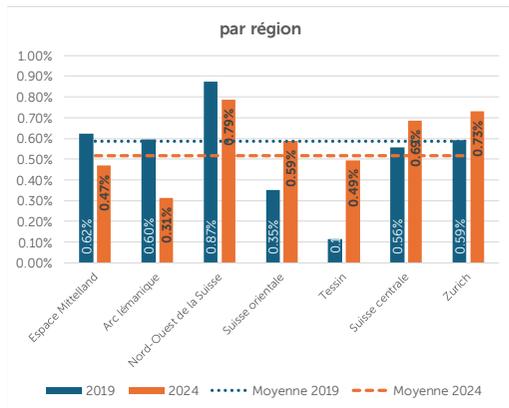
Famille



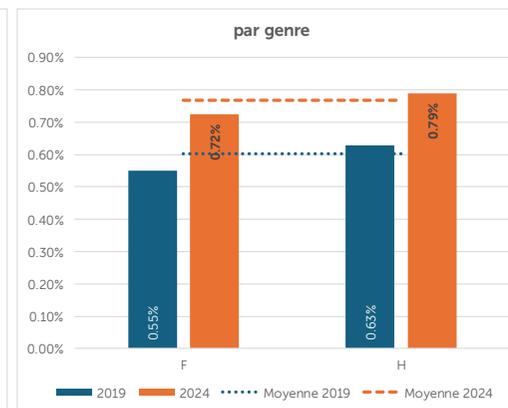
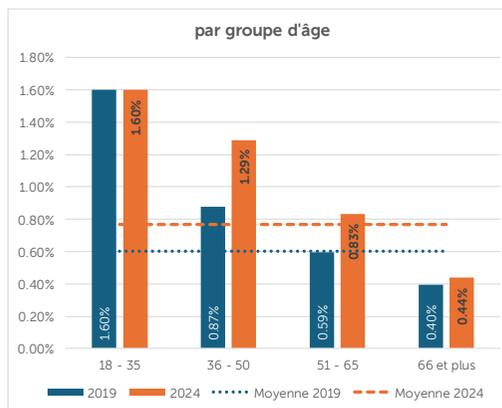
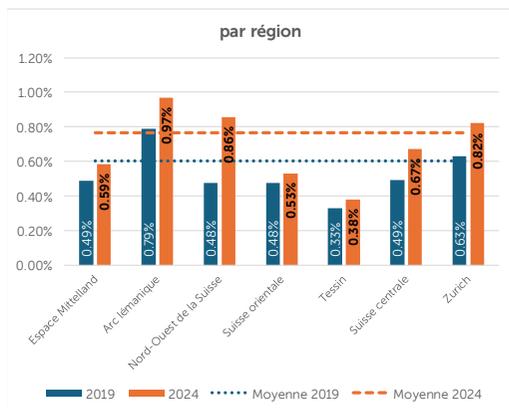
Santé & Assurances



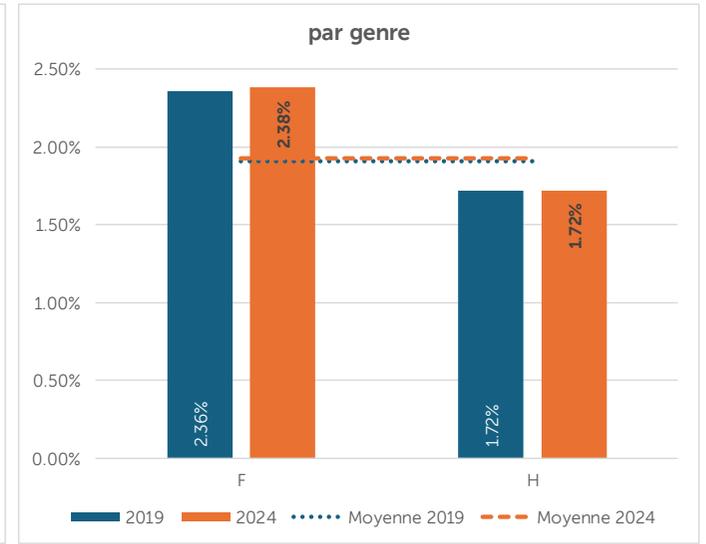
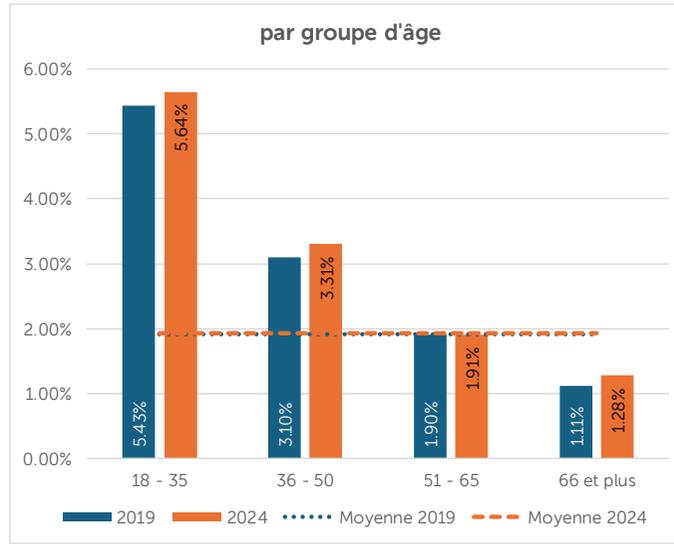
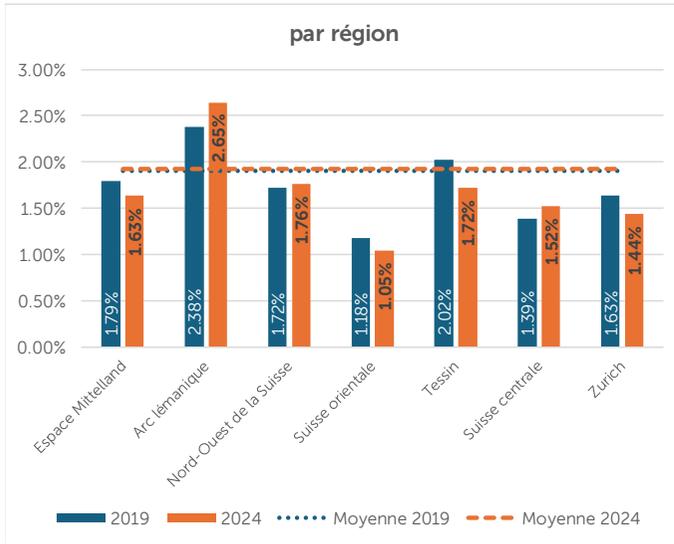
Consommation & Internet



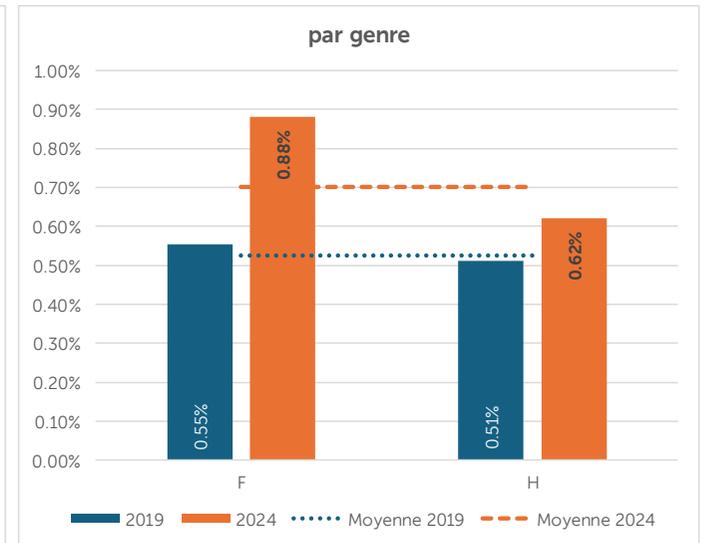
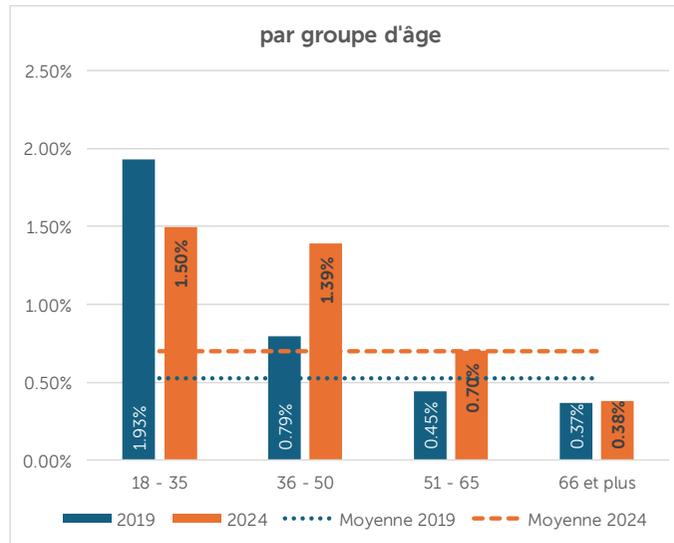
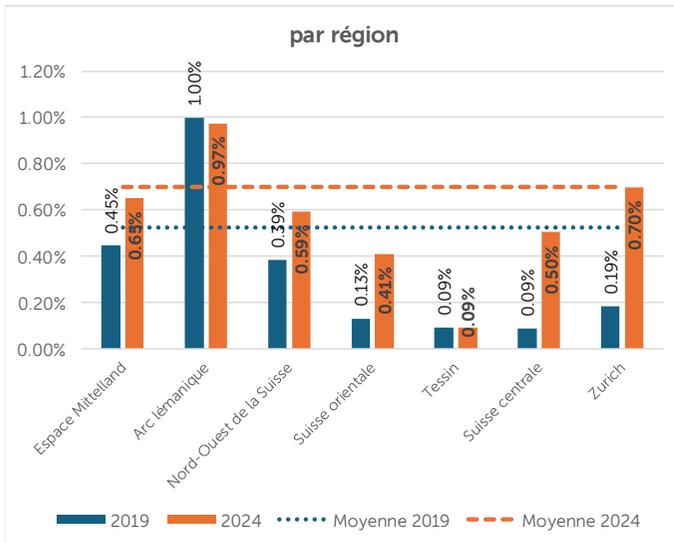
Mobilité



Habitation



Autres



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