

TCS-Streitbarometer 2024

Streitverhalten in der Schweiz

In Kooperation mit Assista Rechtsschutz AG



TCS – immer an meiner Seite.

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Daten 2019

Die Auswertungen basieren auf unserem Kundenportfolio im Verkehrsrechtsschutz, Privatrechtsschutz, Gebäuderechtsschutz, Internet Schutzbrief und ETI Schutzbrief mit insgesamt rund 1'062'000 Policen.

Sie beziehen sich auf Rechtsfälle, die im Jahr 2019 eröffnet (bezüglich Frequenz) bzw. abgeschlossen (bezüglich Kosten und Dauer) wurden.

Daten 2024

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Allgemeines

In den Daten wurden Rechtsstreitigkeiten, die in Verbindung mit Grossereignissen stehen, ausgeschlossen, damit die Ergebnisse des Streitbarometers durch deren grosse Anzahl nicht beeinflusst werden.

Für den Zweck der Auswertung wurden die Rechtsfälle basierend auf den Daten zum Versicherungsnehmer

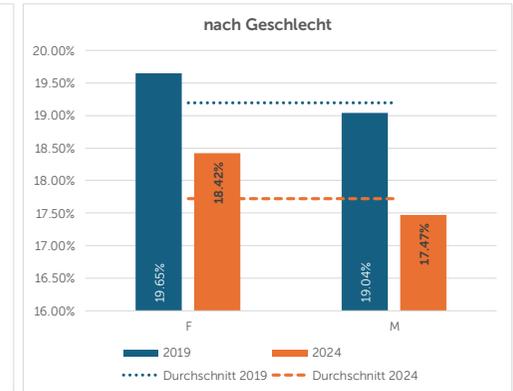
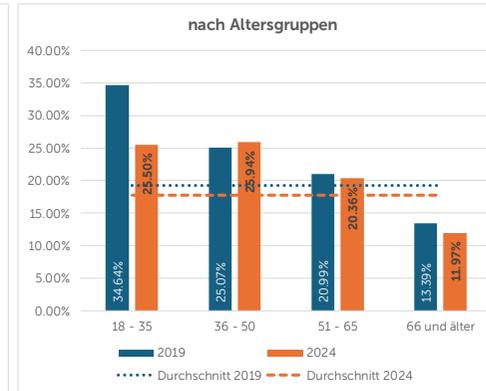
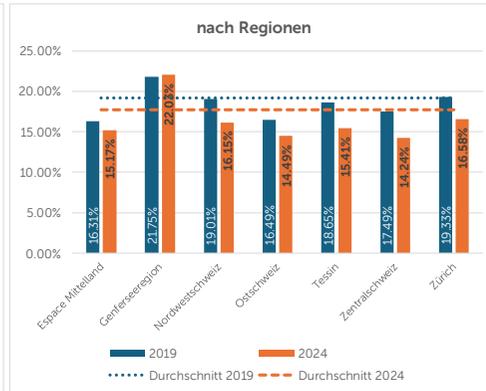
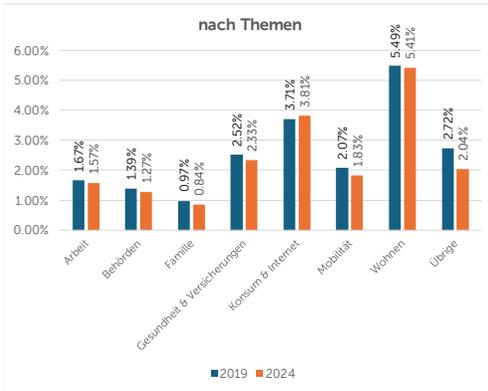
- 7 Regionen (Espace Mittelland, Genferseeregion, Nordwestschweiz, Ostschweiz, Tessin, Zentralschweiz, Zürich)
- 4 Altersklassen (18-35, 36-50, 51-65, 66 und älter)

sowie dem Geschlecht des Versicherungsnehmers zugeordnet.

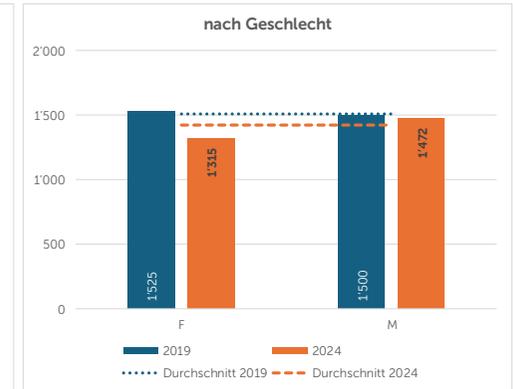
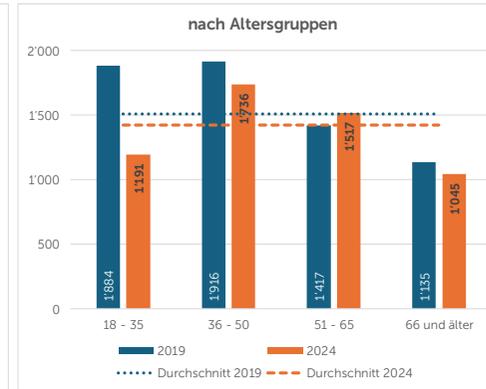
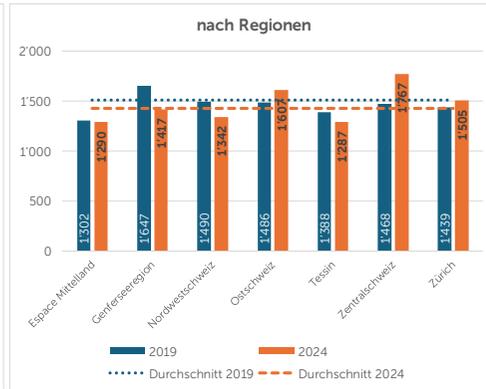
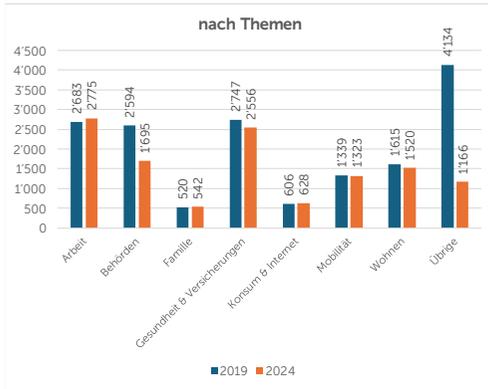
Zudem wurden die Rechtsfälle in 8 Themengebiete gruppiert (Arbeit, Behörden, Familie, Gesundheit & Versicherungen, Konsum & Internet, Mobilität, Wohnen und Übrige).

Kapitel 1 - Streitverhalten insgesamt

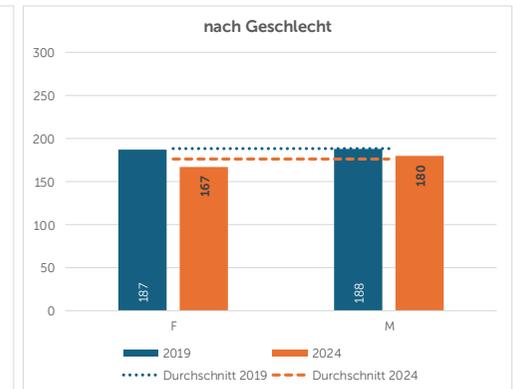
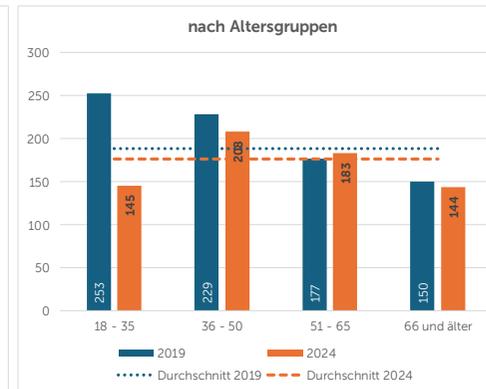
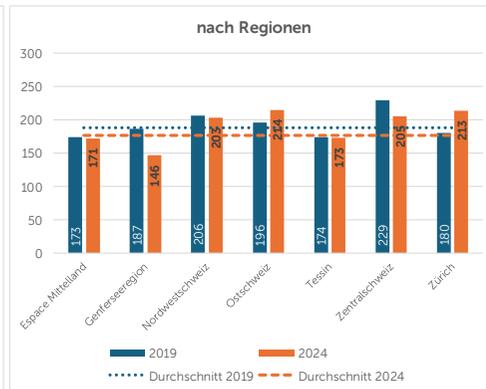
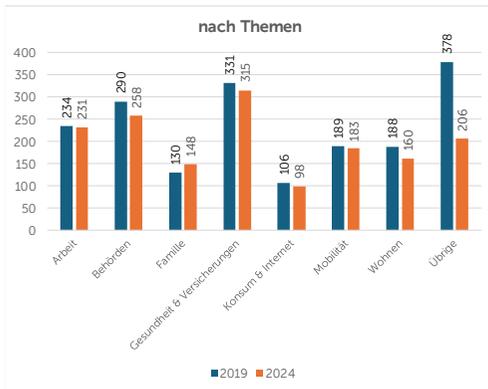
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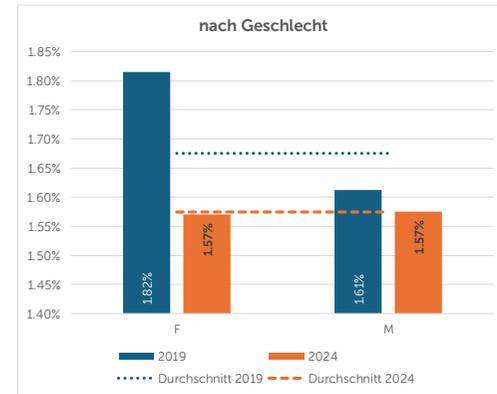
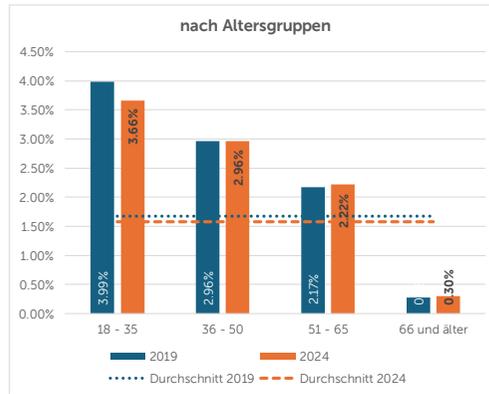
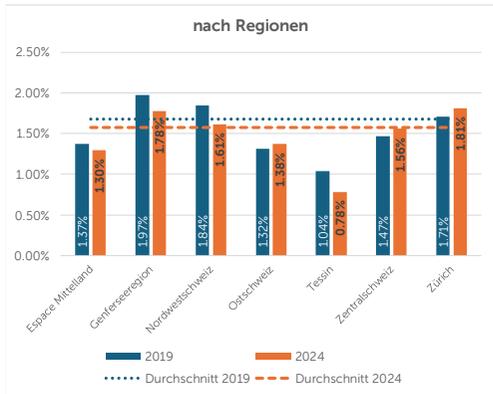
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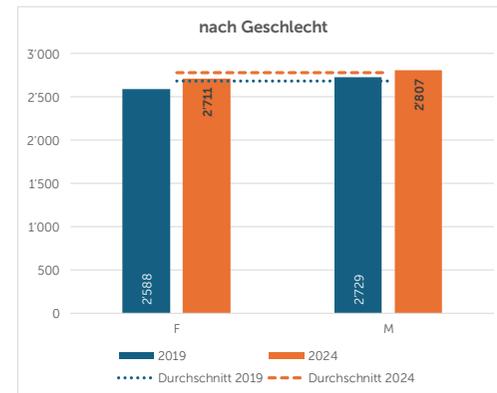
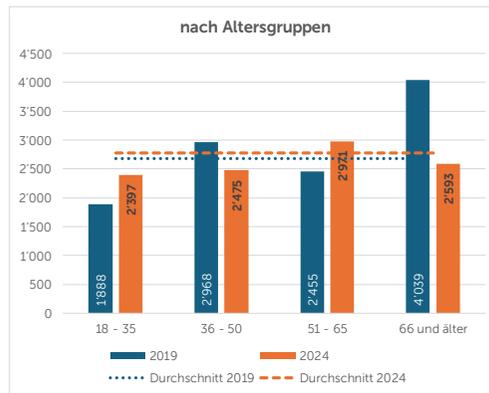
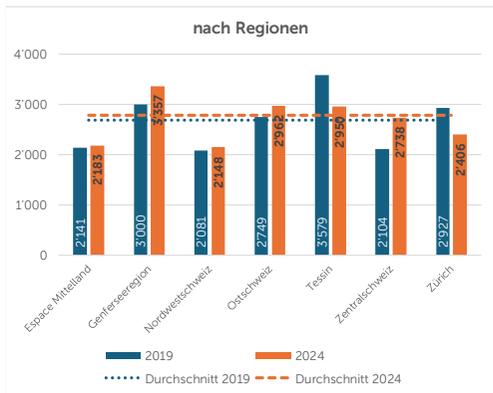
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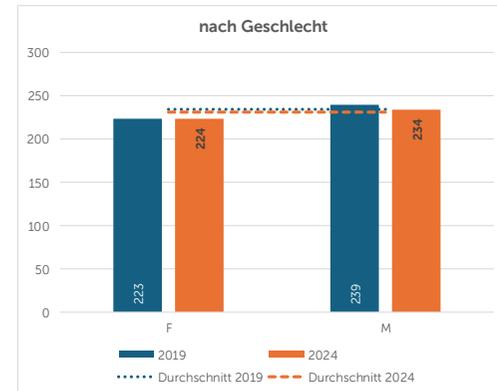
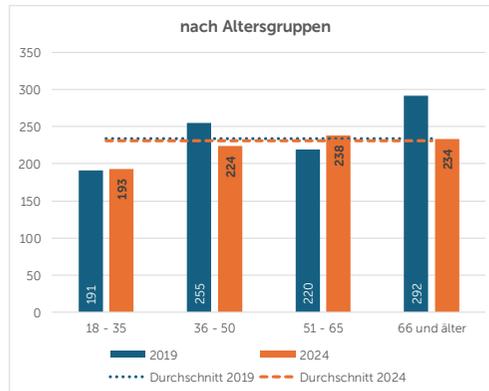
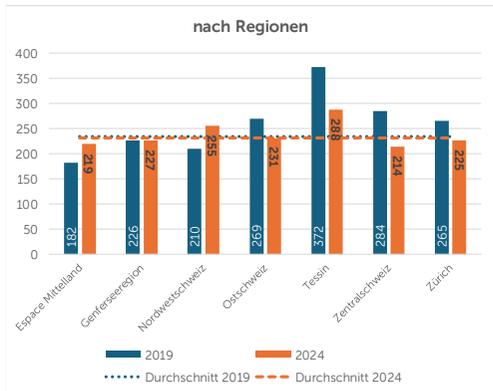
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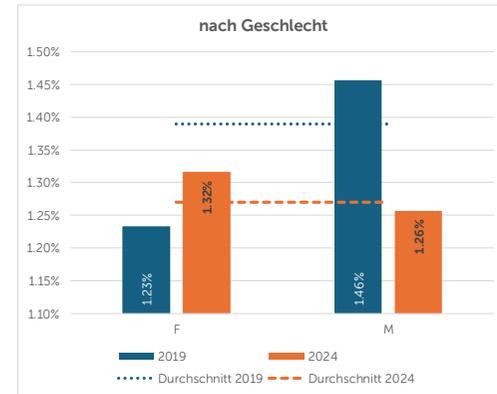
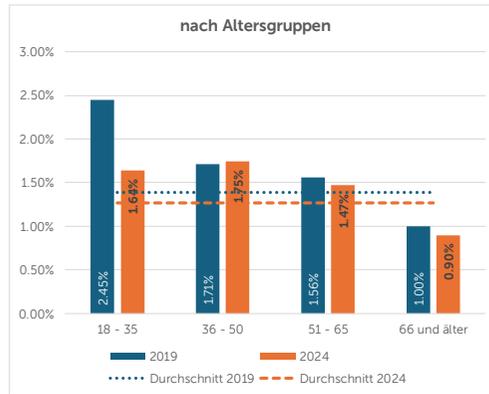
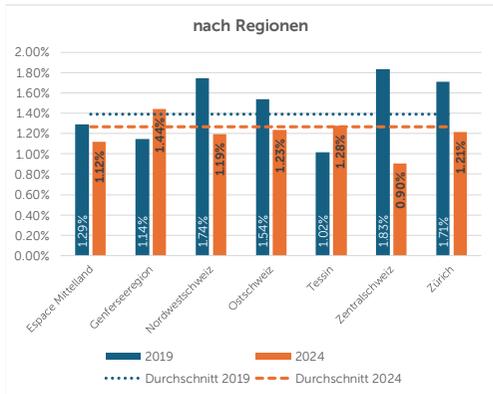
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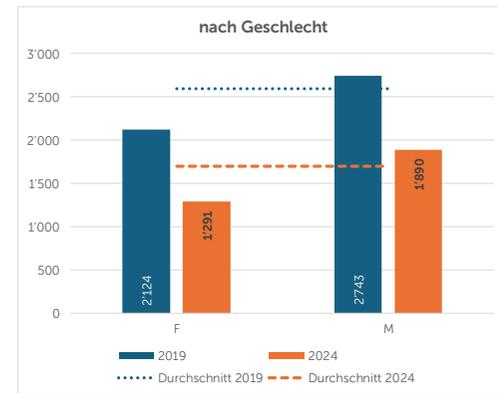
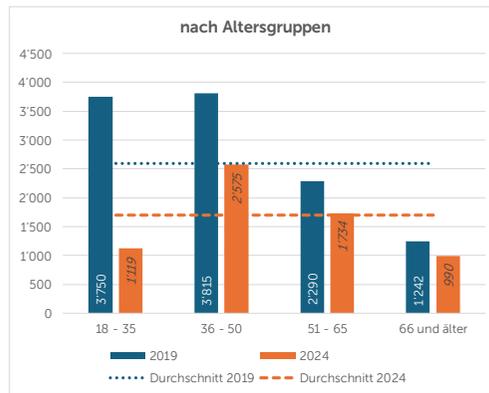
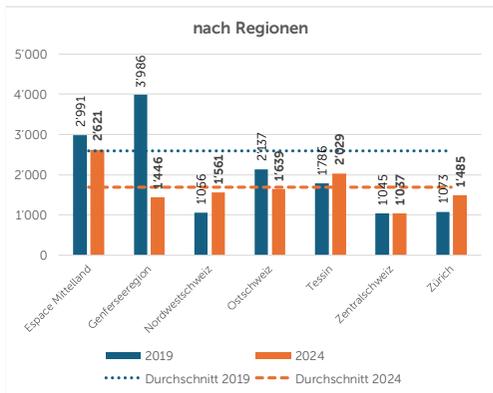
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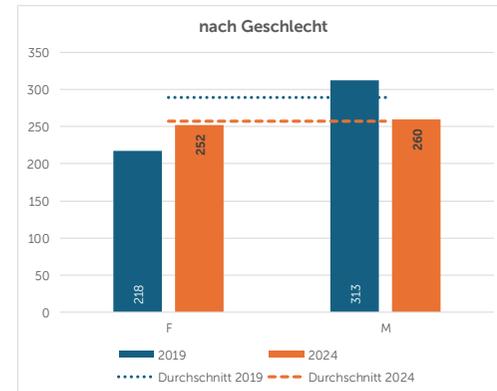
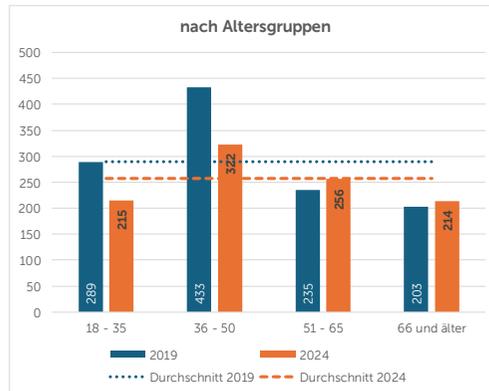
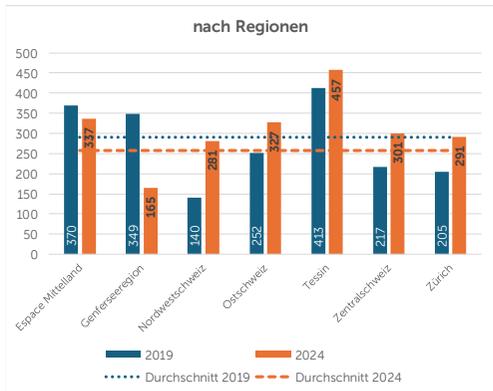
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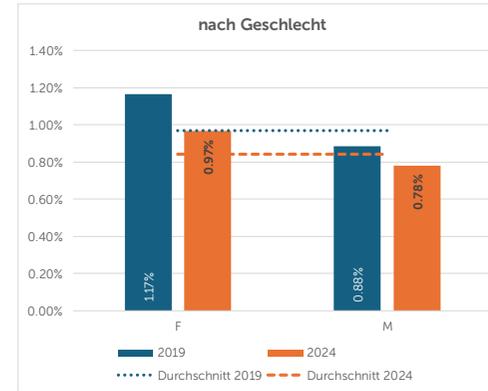
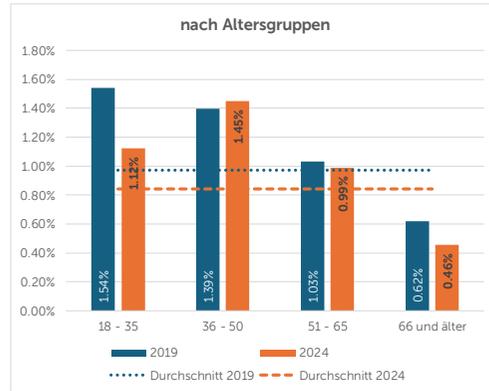
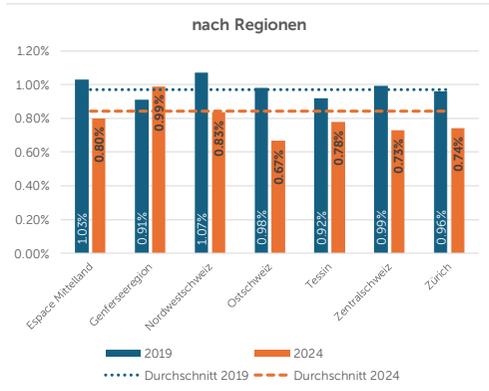
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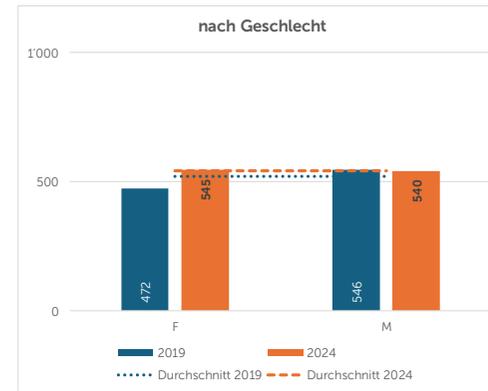
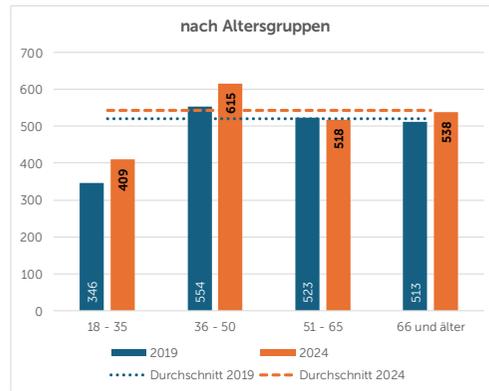
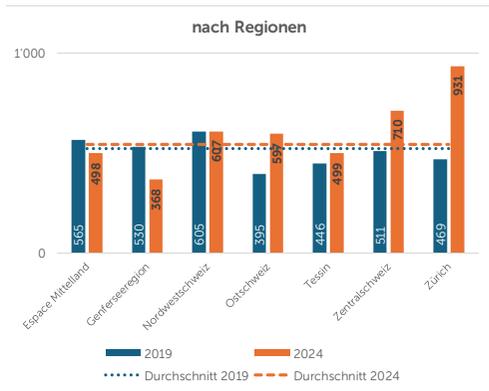
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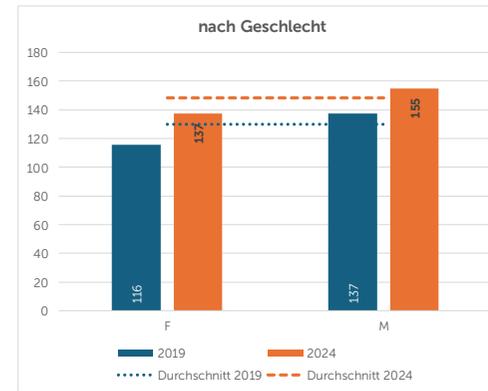
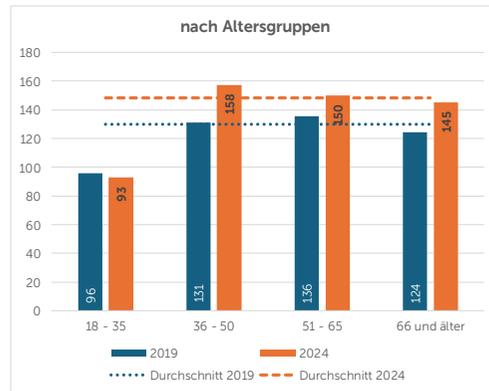
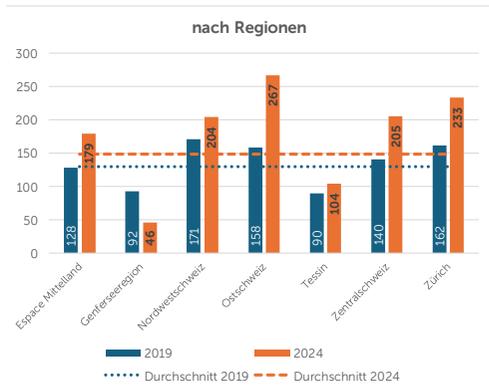
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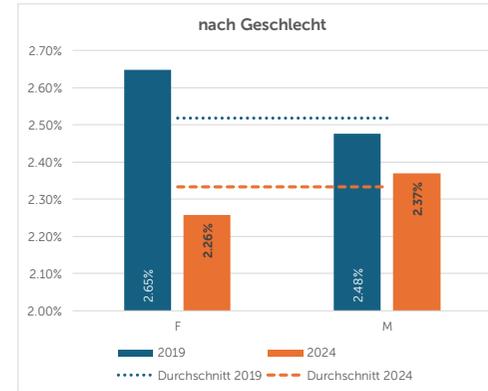
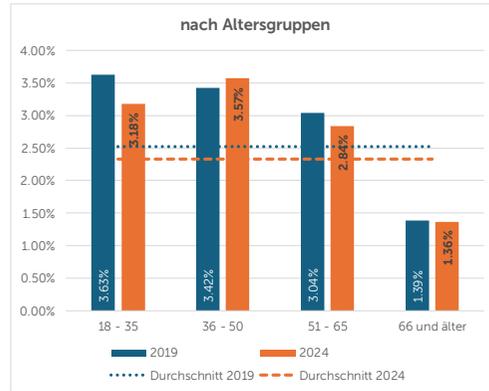
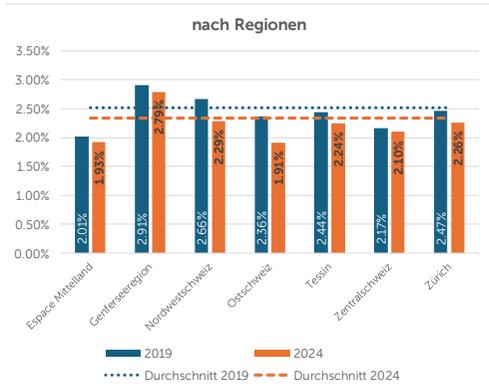
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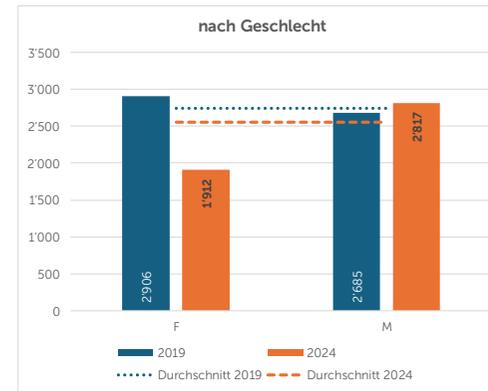
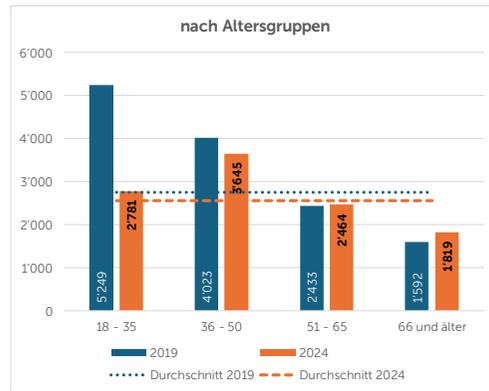
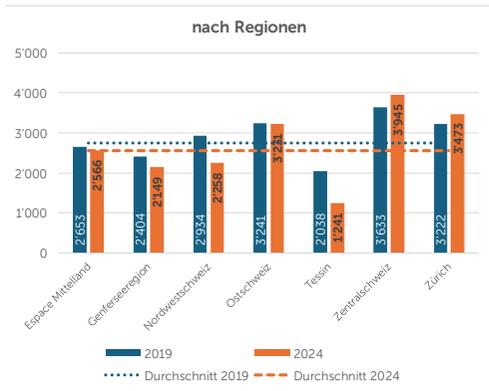
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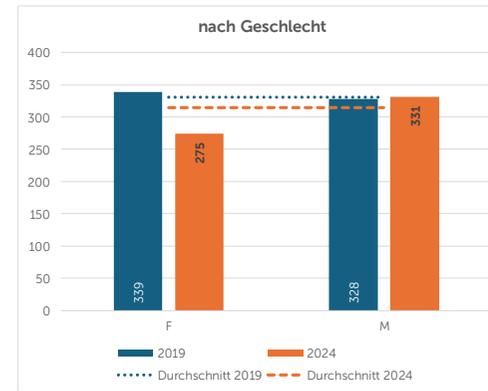
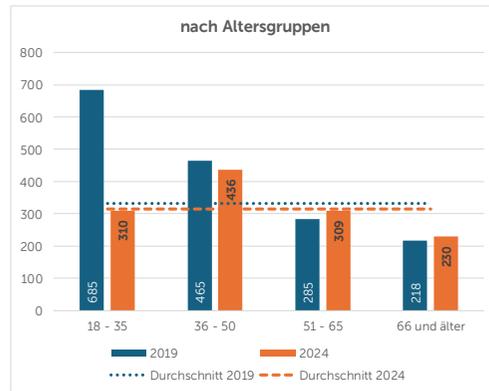
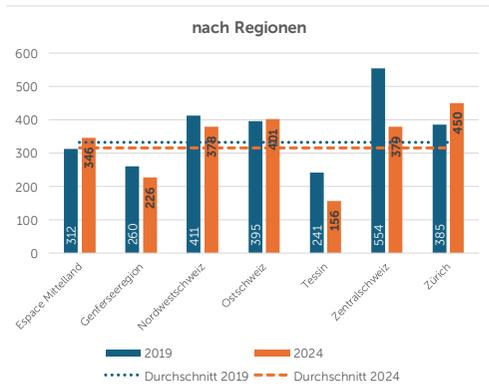
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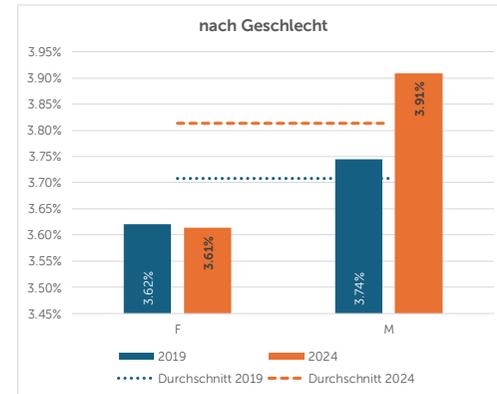
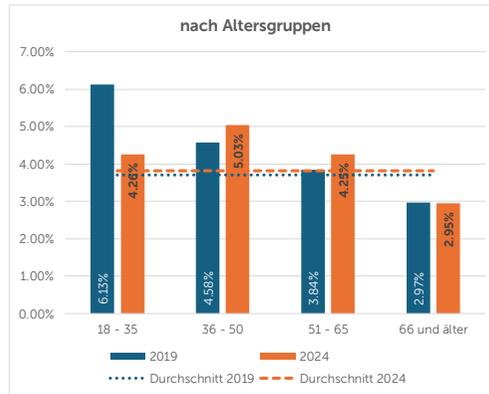
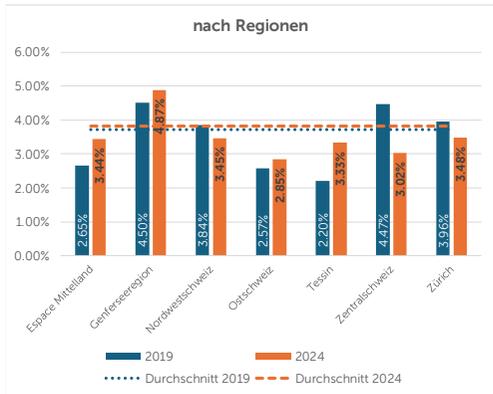
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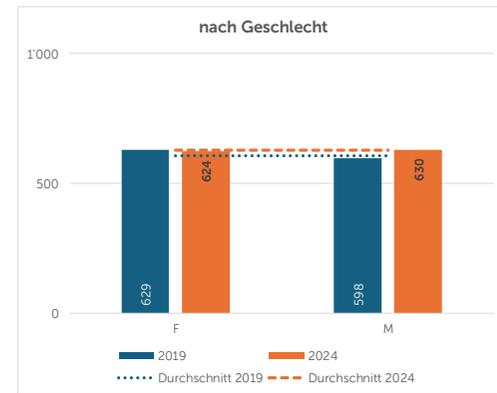
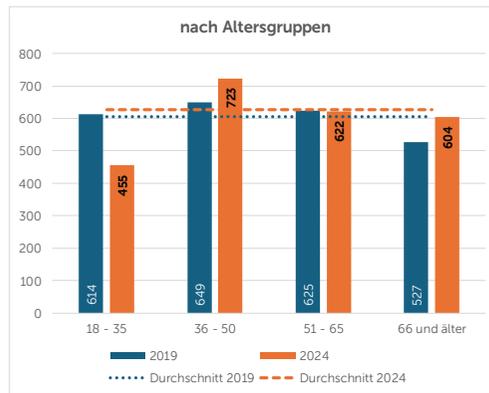
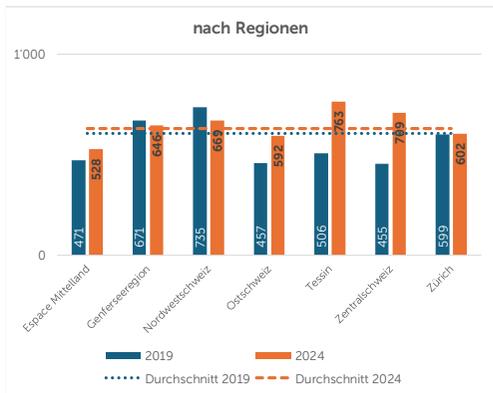
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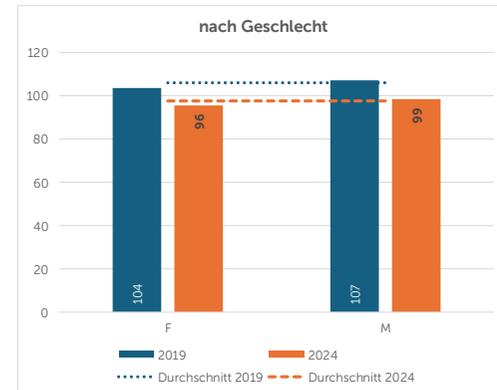
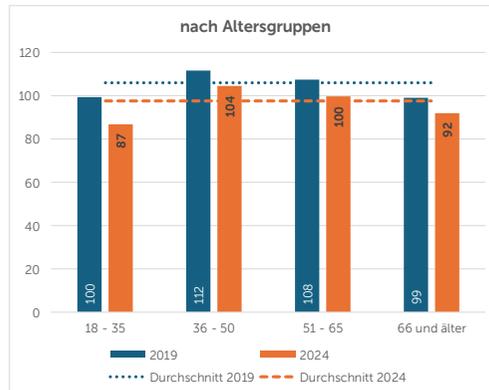
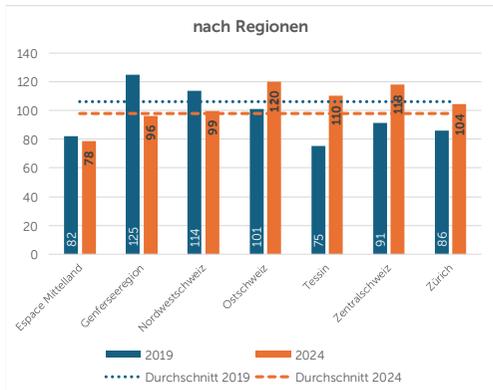
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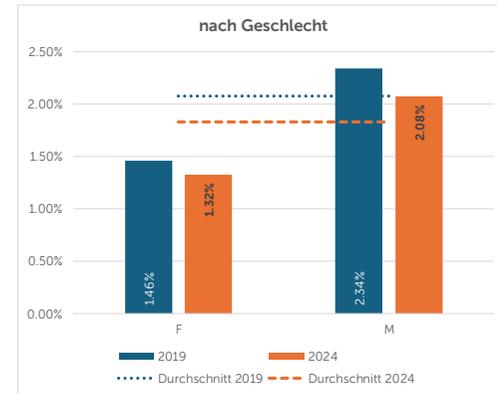
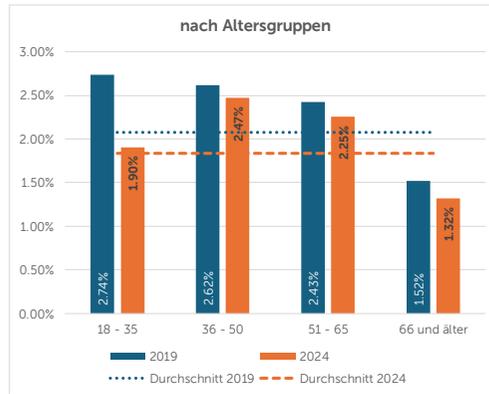
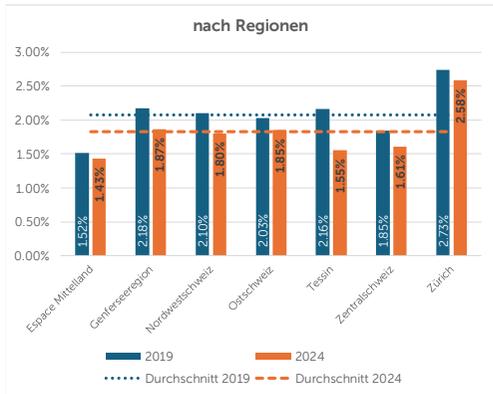
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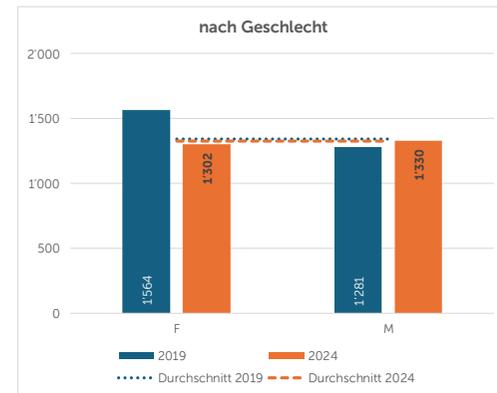
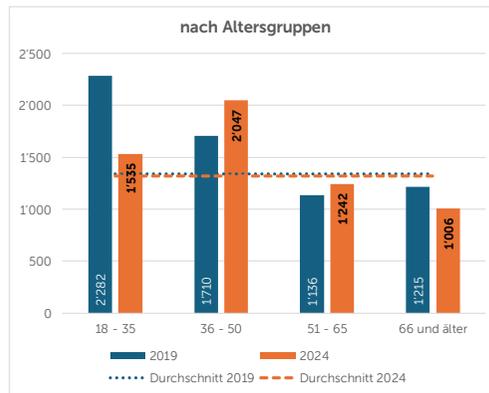
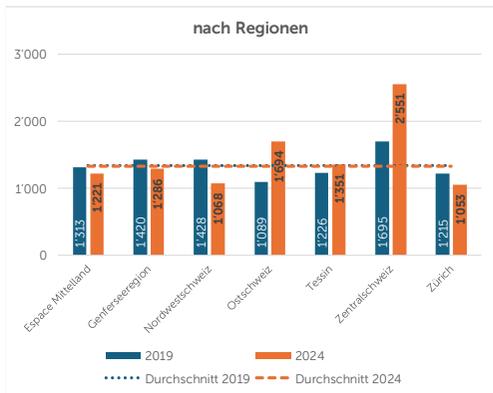
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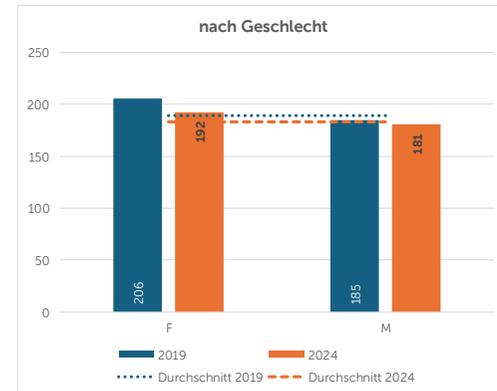
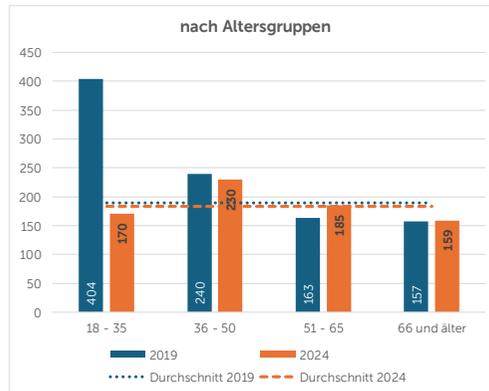
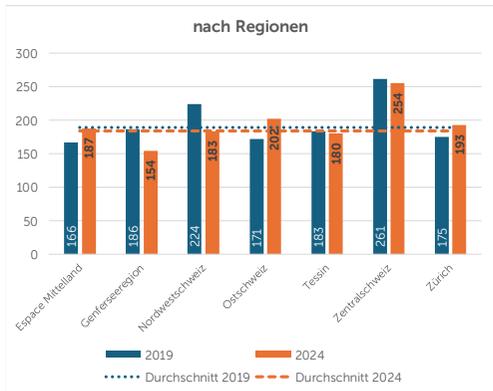
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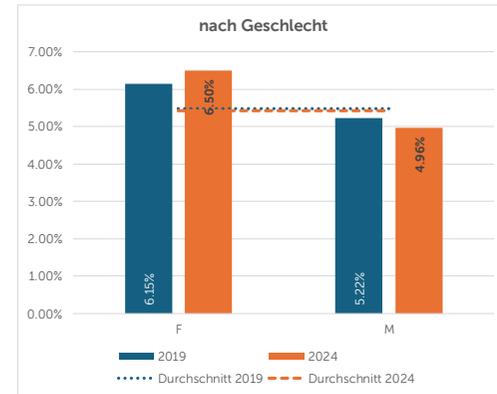
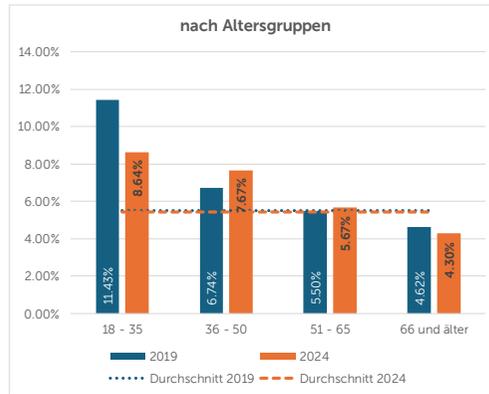
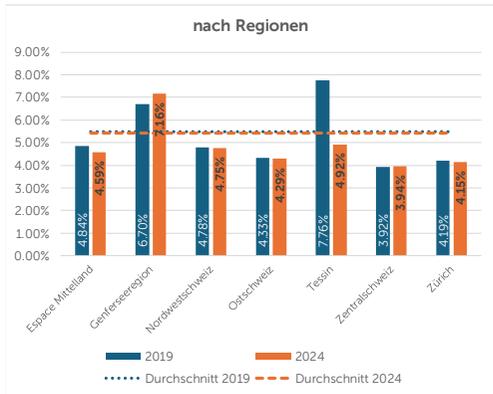
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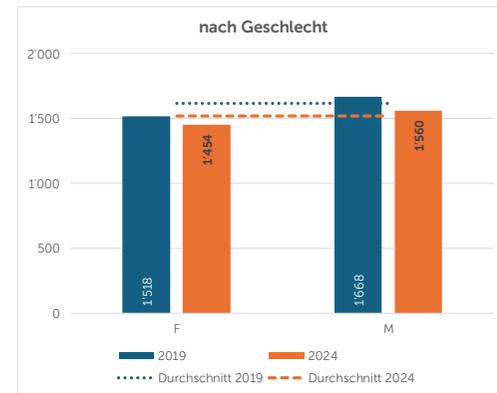
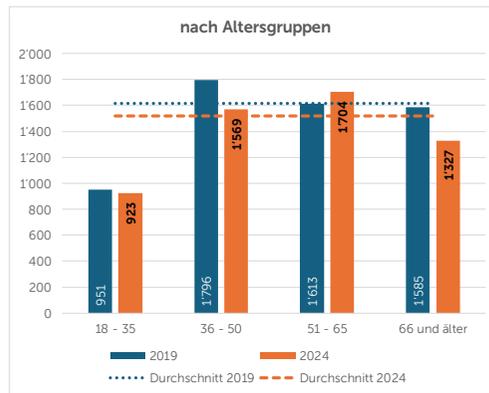
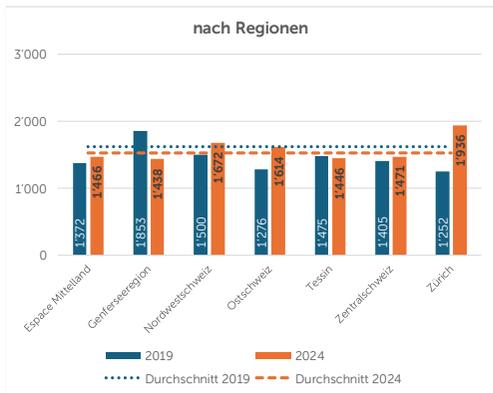
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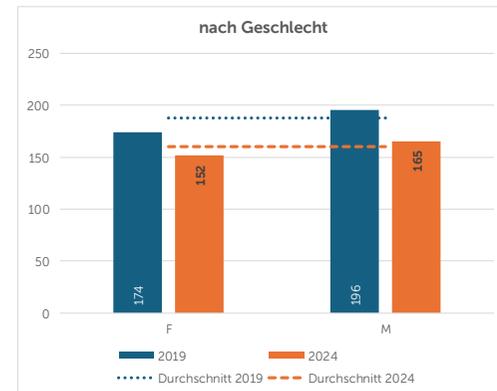
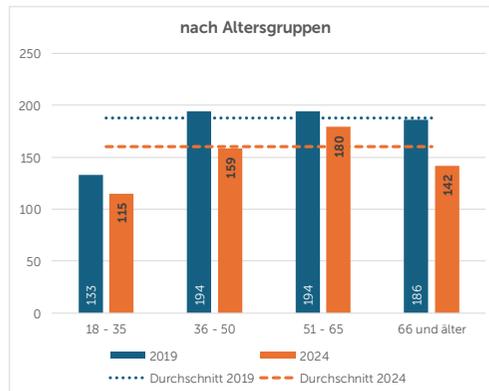
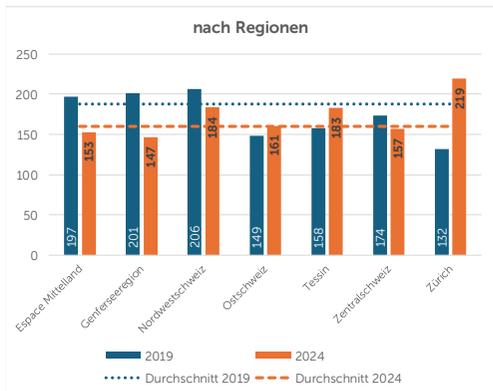
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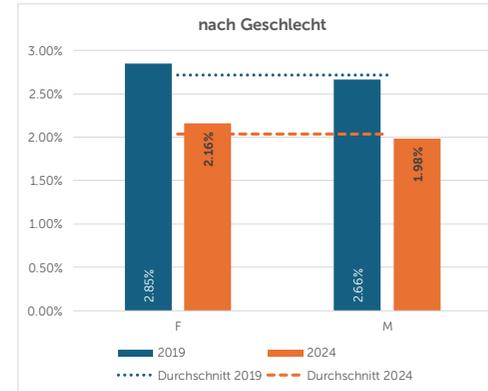
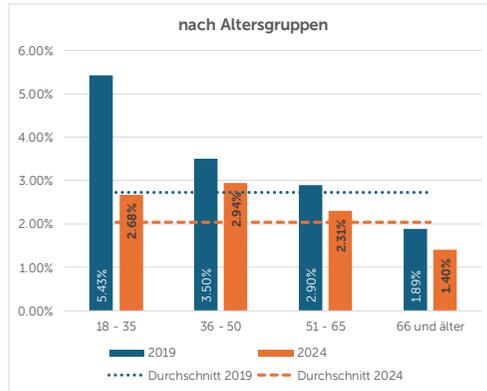
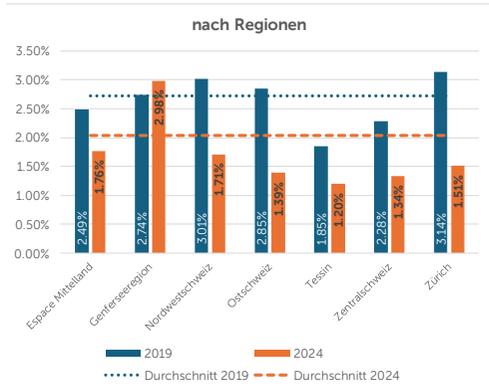
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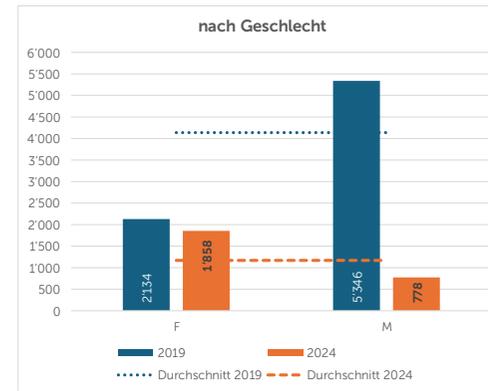
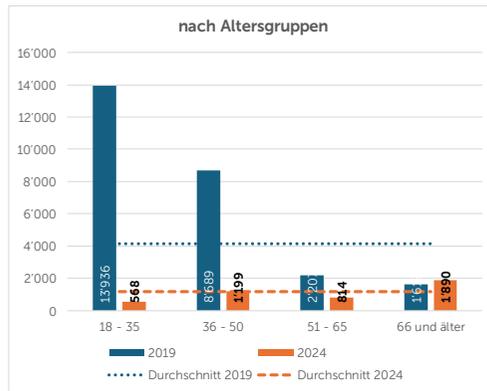
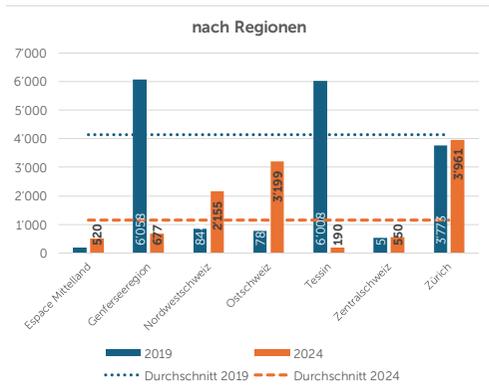
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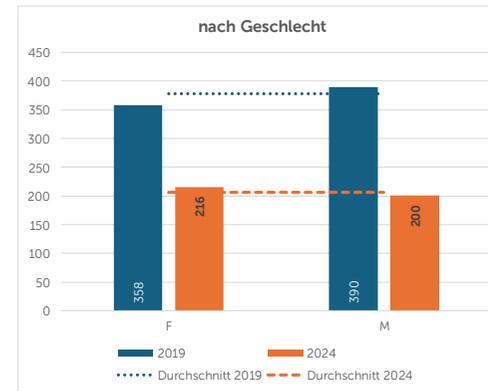
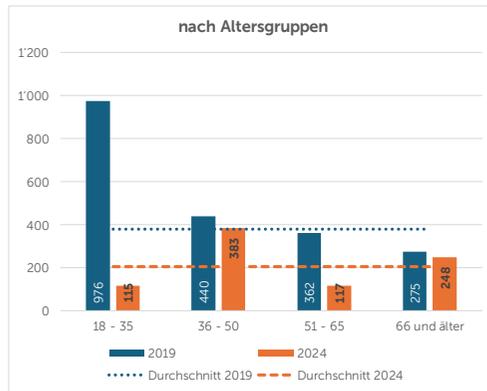
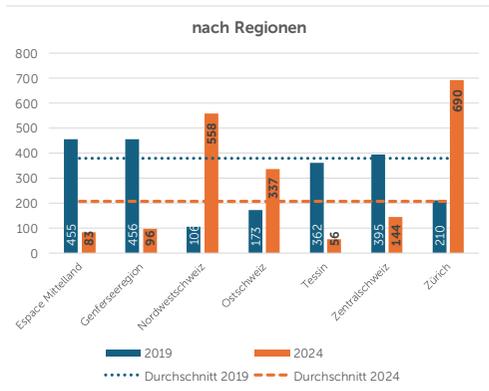
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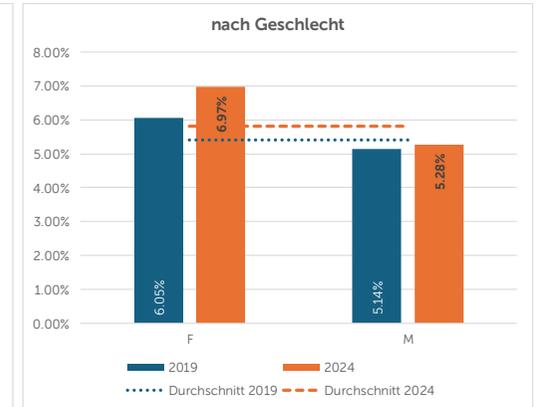
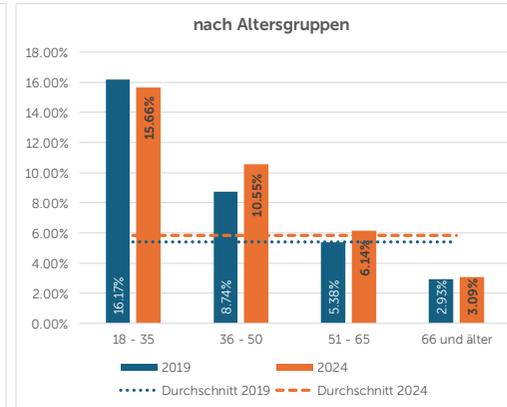
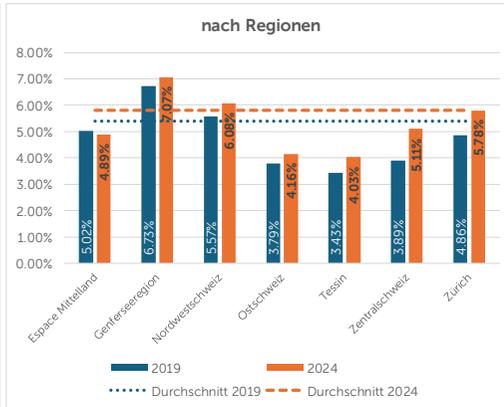
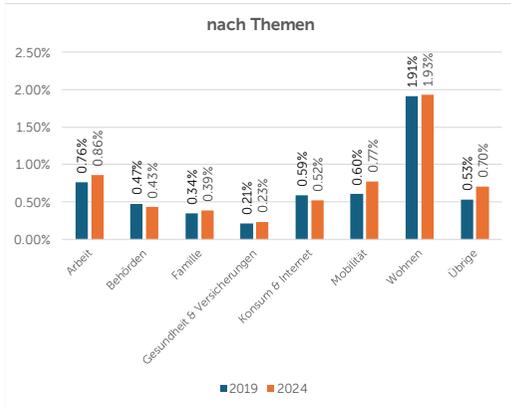
Durchschnittliche Kosten in CHF



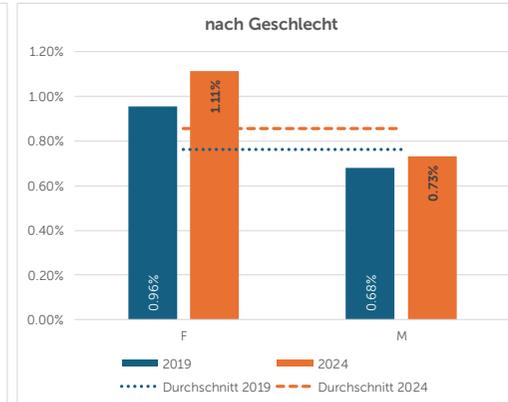
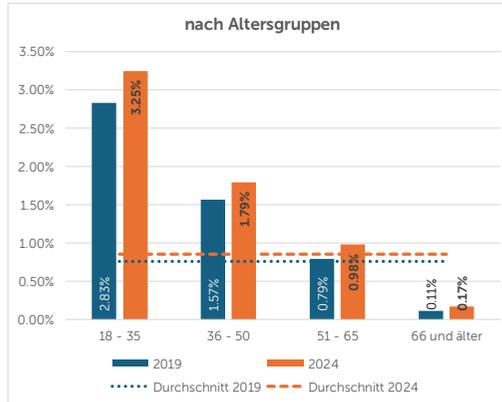
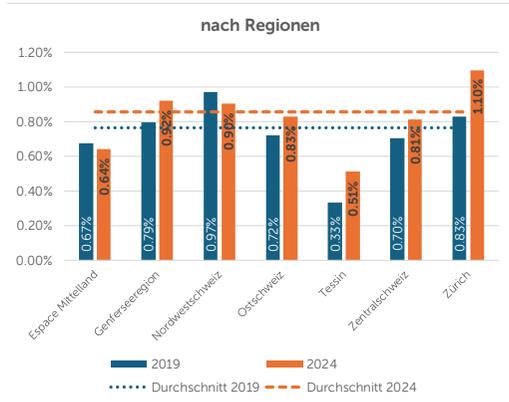
Durchschnittliche Dauer in Tagen



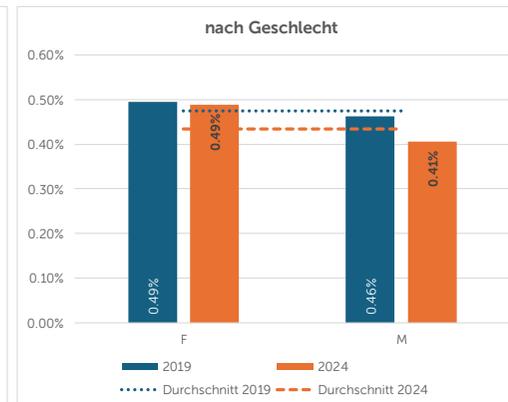
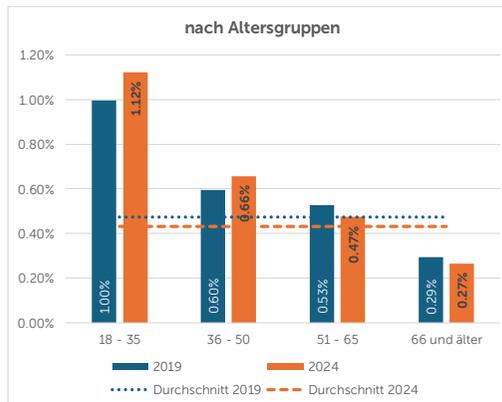
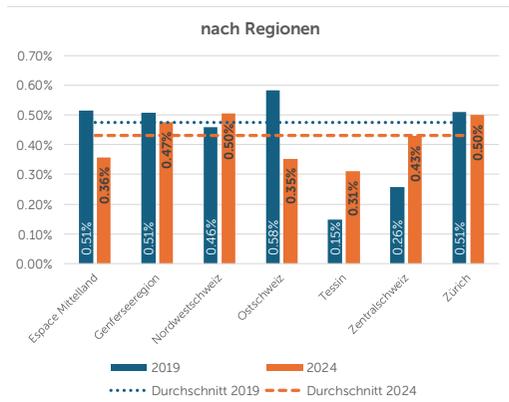
Rechtsauskünfte insgesamt



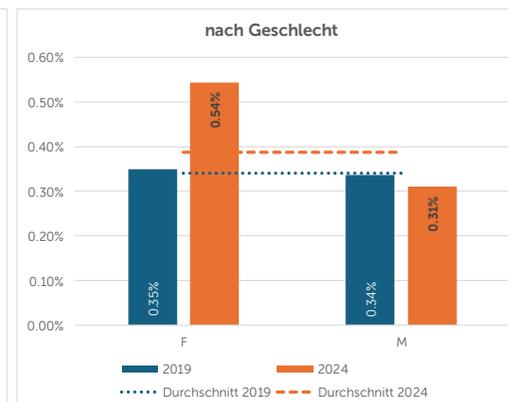
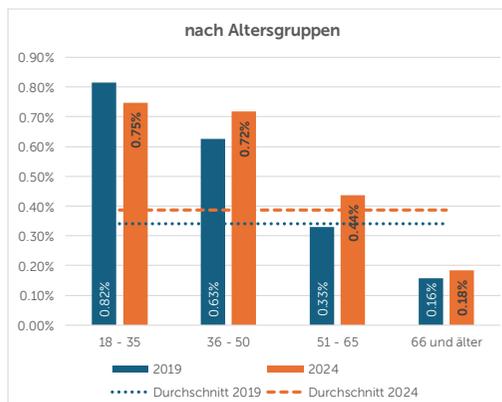
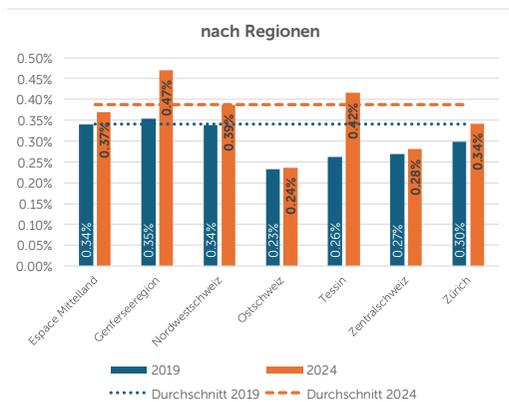
Arbeit



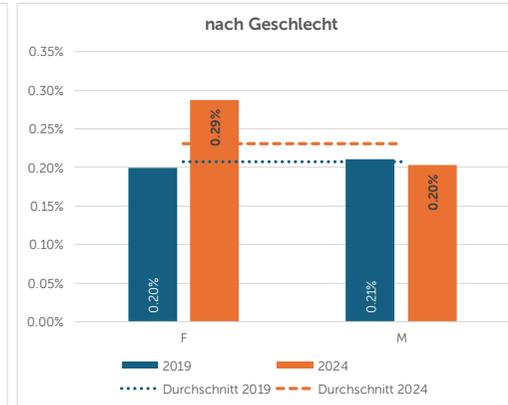
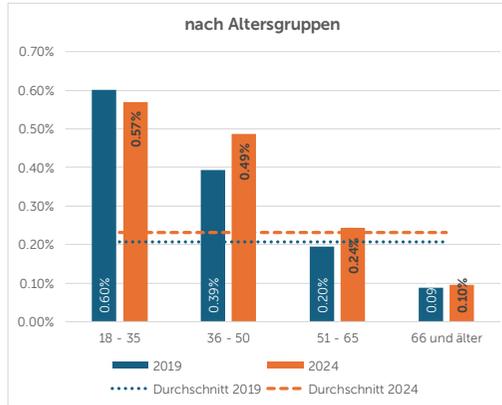
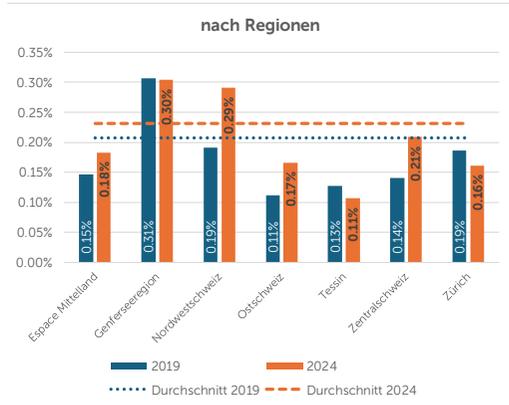
Behörden



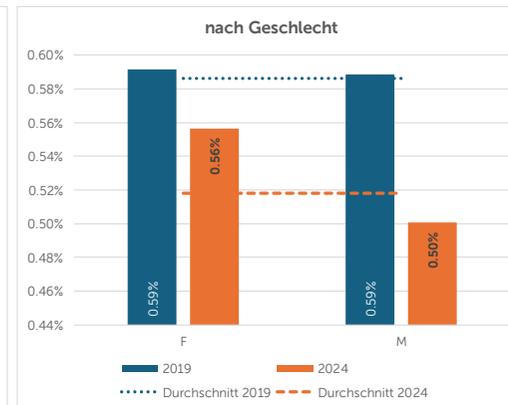
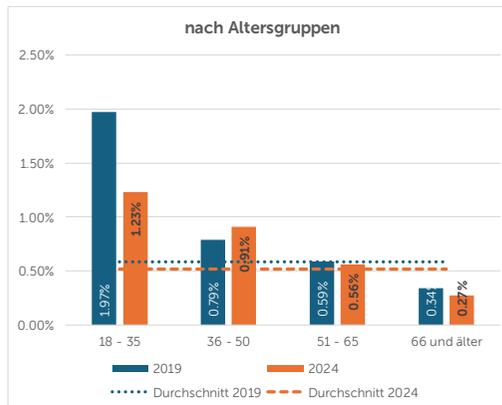
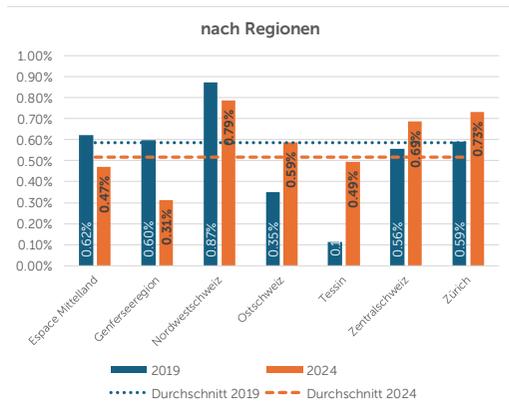
Familie



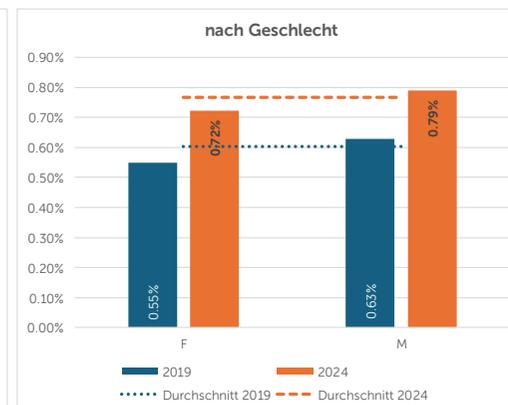
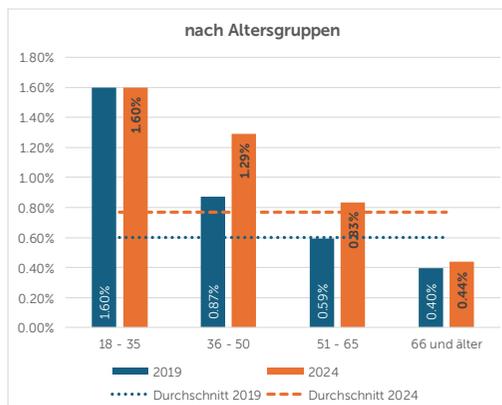
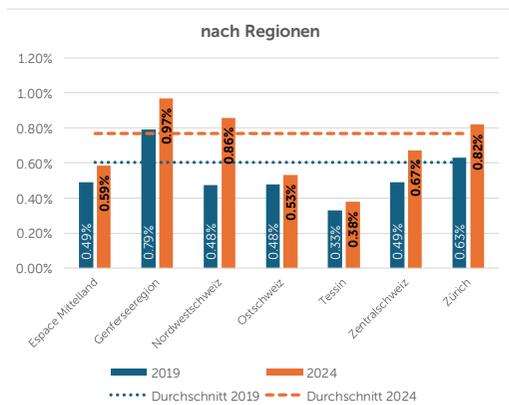
Gesundheit & Versicherungen



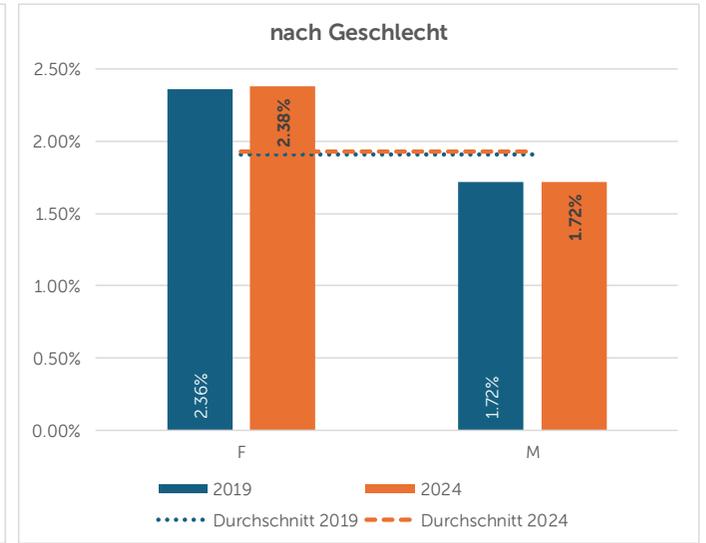
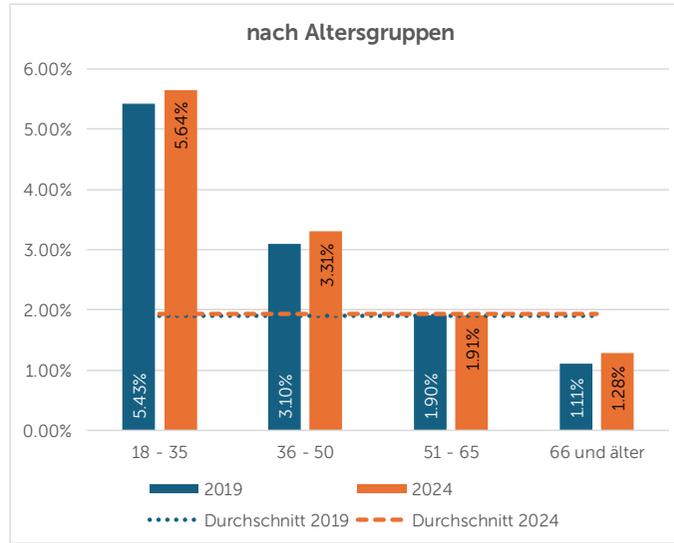
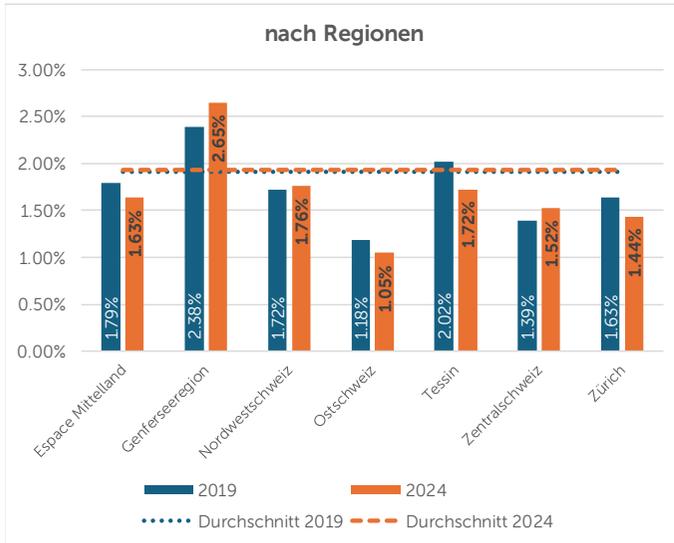
Konsum & Internet



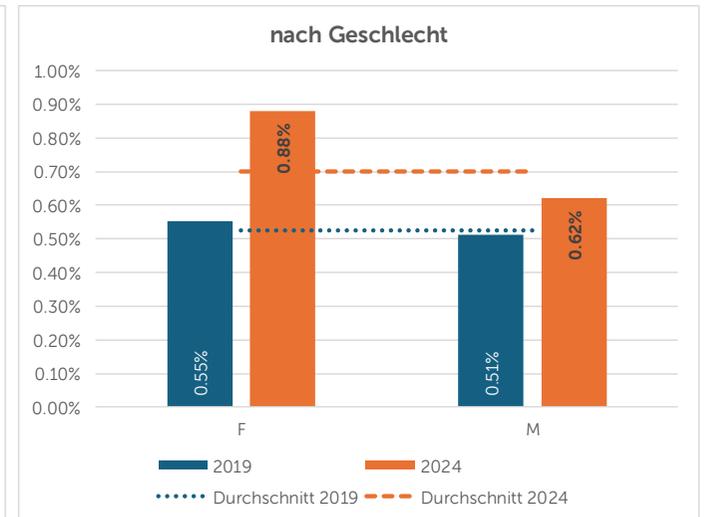
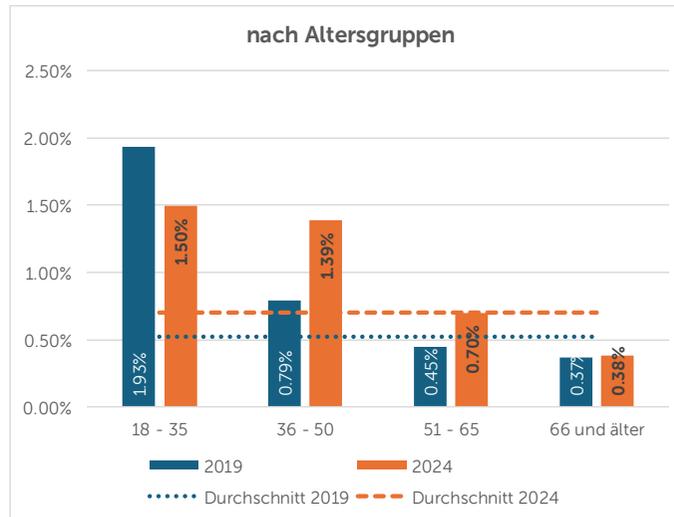
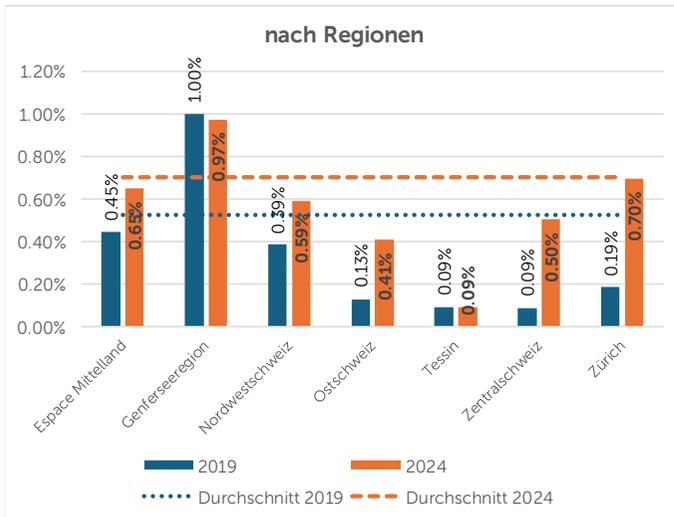
Mobilität



Wohnen



Übrige



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