



News Release
For Immediate Release

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American Travelers Carrying Extra Baggage: Concerns About Costs, Delays and Terrorism

National survey by Access America reveals six in ten Americans are concerned about costs when planning air travel

Richmond, Va., October 2, 2008 – A new national survey conducted on behalf of Access America has revealed that Americans are most concerned with the costs – including ticketing prices and baggage fees - (66%), delays (56%) and the possibility of terrorism (53%) when planning air travel. These issues ranked above others such as baggage loss and delay, on-board comfort and having fewer flights to choose from.

The survey, conducted in August by Ipsos Public Affairs, asked respondents to rate their level of concern around seven issues related to planning air travel: cost, delays, concerns about terrorism, baggage issues (loss, delay, etc.), "fewer flights to choose from," on-board comfort/amenities and the possibility of airline bankruptcy.

"The results of this study reflect the high level of anxiety Americans are currently experiencing when planning travel," noted Mark Cipolletti, vice president for Access America. "Nevertheless, it is likely that many Americans will continue to travel, whether for leisure or business, and so the question becomes how to best manage travel plans and the likelihood of delays, lost baggage and other inconveniences. Especially for leisure travelers seeking peace of mind and a little R&R, losing as little time, money and energy as possible dealing with these things is critical."

Despite being concerned about issues like delays, lost baggage, or airline bankruptcies, only one in 10 (12%) soon-to-be travelers are considering the purchase of travel insurance for their next upcoming trip.

But with nearly one half (47%) indicating that they plan on traveling within the next three months, and with 36% of that travel being by plane, many Americans might be leaving themselves susceptible to unexpected costs while traveling by not purchasing insurance, especially since 76 percent of Americans say they primarily travel for leisure, not business (13%).

Further, one in 10 (11%) Americans say they have had to unexpectedly cancel their travel plans in the last year. Among those that have had to cancel, leading causes include illness (25%), family issues and emergencies (23%), financial concerns (21%), having to work (20%), and inclement weather (9%).

Cipolletti added, "Travel insurance can provide protection for unexpected cancellation or delay."

The data also reveals some interesting gender differences when it comes to the concerns that Americans have when it comes to air travel. The following outlines some of these differences:

- Women (70%) are more likely than men (57%) to be concerned with costs, including ticket prices, baggage fees, etc.
- Women (58%) have a higher propensity than men (51%) to be concerned with delays resulting in missed connections and lost vacation time.
- Women (61%) are much more likely than men (47%) to be concerned about terrorism.
- Women (56%) are more likely than men (49%) to be concerned with baggage issues, including loss and delay.
- Women (45%) are more inclined than men (39%) to be concerned about fewer flights to choose from and the onboard comfort and amenities that airlines are currently offering.
- Women (45%) are also more likely than men (36%) to be concerned about airline bankruptcies.

Generally speaking, middle-aged Americans appear to be more concerned about each of the above aspects of flying than are their older or younger counterparts.

Complete results of the survey, showing number of respondents reporting concern with each of these issues, are as follows:

Issue:	% Reporting Concern with this issue:
1. Costs:	66%
2. Delays:	56%
3. Terrorism:	53%
4. Baggage issues:	52%
5. Fewer flights:	44%
6. On-board comfort/amenities:	44%
7. Airline bankruptcy	42%

About the Survey

These are some of the findings of an Ipsos poll conducted August 11-18, 2008. For the survey, a nationally representative sample of 2,006 Americans were interviewed by telephone via Ipsos' U.S. Telephone Express omnibus. With a sample of this size, the results are considered accurate within ± 2.2 percentage points, 19 times out of 20, of what they would have been had the entire population of adults in the U.S. been polled. The margin of error will be larger within regions and for other sub-groupings of the survey population. These data were weighted to ensure the sample's regional and age/gender composition reflects that of the actual U.S. population according to data from the U.S. Census Bureau.

About Access America

Access America is the consumer travel insurance brand of Mondial Assistance. Access America travel insurance and assistance products are purchased by millions of travelers each year, through leading travel suppliers including resorts, airlines, travel agents and more. Access America and Mondial Assistance are part of the Allianz (NYSE: AZ) family of companies. Visit www.accessamerica.com.