

ABSTRACT

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According to the data, more than 2.3 million people are currently paying of a home loan. Credit is all the time high and regularly fueled by government support programs dedicate borrowers. On that account home loans are granted for ever greater amounts and the house prices are breaking record. Satisfy housing need is based on ownership and credit. The phenomenon of democratization, depersonalization and diversification of credit succumb deepen. The need for researching natural persons - borrowers insurance protection is in good standing due to dynamic growth number and value of loans.

Bank and insurance collaboration termed as a *bancassurance* is the part of the insurance market, where insurance is distributed by banks, acting mainly as an insurance agents. Improprity at the insurance market take the from of misselling which rely on offer useless insurance which is negation the principle of adequacy of insurance.

The main objective of the dissertation is to evaluate credit protecion insurance as a tool for repayment risk mitigation from the direction of borrower- consumer.

The doctoral dissertation is theoretical and empirical in nature and consists of five chapters.

The first chapter "*Insurance and Risk Mitigation*," develops the conceptual basis for further research based on studies of domestic and foreign literature of the subject. In this chapter were presented main methods of risk management, functions and principles of insurance, and criteria for evaluating insurance coverage. Chapter one include also present the conditions for using insurance as a risk mitigation tool.

The second chapter "*Legal bases determining the insurance protection of the consumer*" conduct an analysis of the legal relations contract of insurance. In this section present the characteristics of insurance contract template, particularly general insurance conditions, as well as their essence and main functions. Moreover the legal situation of the insured-borrower in individual and group insurance was discussed and compared. The chapter also put voluntary assignment on.

The third chapter "*Cross-selling of mortgage loans and insurance and its implications for consumer insurance protection*," deals with aspects of cross-selling mortgage credit and insurance. In this section present the statutory definition of a mortgage contract, and the types of credit protection insurance offered by banks. Then, based on studies and reports of the Polish Financial Supervision Authority present, main abuses problems for insured - borrowers on the *bancassurance* market before implementation Recommendation U of 2015 and other sector regulations. This part shows the most

important legislative changes relative to *bancassurance* market and presents the characteristics of the *bancassurance* market in Poland in 2012-2022. Posteriorly presents definitions of the concept of cross-selling and tying and bundling practices. In the last part of the third chapter presents own studies which includes an analysis offers of mortgage credit and analysis of complaints reported by consumers to the Financial Ombudsman in 2017-2022.

The fourth chapter, "*Comparative analysis of insurance coverage for consumer-borrowers on the basis of provisions of general insurance conditions in insurance offered with mortgage credit*" is devoted to a comparative analysis of insurance coverage, which was carried out on the basis of general insurance conditions added to mortgage loans by the 10 largest banks in Poland. The study used the general insurance conditions that were available in the banks in 2022. Furthermore presents two support mechanisms for the borrowers, and then compared them with loss-income insurance. The fourth chapter also summarizes and evaluates the formal scope of the insurance coverage.

Chapter five chapter, "*Consumer attitudes toward risk and insurance combined with a mortgage credit*," presents academic achievement devoted studies consumers behavior on the insurance market. In this chapter presens procedure, methodology and results of the survey. The purpose of conducting the survey was to learn about the respondents' demeanour against the risk of incapacity to mortgage redemption and credit protection insurance. The implementation of the survey also made it possible to develop recommended directions for changes that would be beneficial from the point of view of protecting the interests of the consumer.