

## November 2010

### Web Aggregators - UK

This report uses Mintel's exclusively commissioned consumer research to provide an insight into aggregator usage, the approach taken to online research and purchasing, aggregator purchasing considerations and general attitudes towards aggregators. The sector's key players are considered in terms of both recent activity and also a wider brand analysis. Broader ...

## August 2010

### Technology and the Internet in Financial Services - UK

This report examines a broad range of issues connected to new (and not-so-new) technology in the financial services industry. It highlights the way in which internet banking is now the default option for most of the online population, and the fact that it's by far the most popular option when ...

## May 2010

### Customer Service Expectations in Financial Services - UK

- The growth of financial forums mean that a relatively small number of people are having a major impact on brands' reputation for customer service. Just 4% of those who have been let down by a financial firm say they went online to complain about it, but their complaints can now ...

## February 2010

### Consumers and The Economic Outlook - UK

This report looks to understand what the recession has meant for consumers – how they are managing their finances, whether they struggling to make ends meet and how confident they are about their prospects in the coming year. It also investigates people's view of the economy as a whole.