

November 2019

Consumers and the Economic Outlook - UK

“Brexit has been delayed again. The public faces a Christmas general election. And the economy narrowly avoided a recession in September. It is no wonder, then, that consumer confidence has taken a hit. However, financial well-being is holding up and the vast majority of people think they’ll be OK in ...

October 2019

Loyalty in Financial Services - UK

“Financial companies need to maintain high standards of customer service, offer convenient and reliable access points and address any problems quickly and fairly. They also need to reward customers for their loyalty, in a way that is meaningful and shows them they are appreciated.”