

May 2023

Payment Preferences - US

“The past couple of years have seen a rare reversal in trends within payment preferences, with credit cards declining as a top choice and cash climbing back upward. Recent economic developments have had a significant impact on the payments space, with the pandemic driving digital payment adoption and inflation causing ...

Property and Casualty Insurance - US

“With an economic downturn possible in 2023, this year is shaping up to be an extension of the carriers' headwinds faced in 2022. Elevated inflation has boosted the costs of repairs and replacement parts, leading to larger claim pay-outs from insurers. Homeowners have been especially constricted by the Federal Reserve ...

March 2023

Home Purchasing and Mortgages - US

“Consumers are changing the way they approach home purchasing, leaning more on digital tools to streamline the search process and looking to intrapersonal and digital sources to find their mortgage lenders. A surge in independent decision-making in the home search process has led to an increase in consideration for new ...

The Banking Experience - US

“With economic uncertainty still looming, FIs must remain engaged and in-tune with their customers' needs and wants. If it is support that customers desire, FIs must position themselves as subject matter experts in their customers' corner ready to support their financial aspirations as well as enhance their knowledge and literacy ...

Educational Lending - US

“Although the ultimate destiny of federal student loan forgiveness hangs in limbo preceding a Supreme Court ruling, student loan customers have already adjusted their attitudes in anticipation of a changing educational lending landscape. Focus on interest rates has subsided in favor of customer service and digital offerings, showing that customers ...

February 2023

Financial Services in 2023 - US

“For the third consecutive year, consumer attitudes toward the financial services industry are colored by macroeconomic volatility that incentivizes flexibility and prevents confidence in medium-term financial planning. Record inflation rates have tempered consumers' immediate ambitions, causing them to become more concerned about tackling their existing debt and more likely to ...

Consumers and the Economic Outlook - US

“Cooling inflation and a solid labor market are likely the direct contributors to consumers' positive outlook entering the new year. With further rate hikes and unemployment projected to rise, revisiting these sentiments six months from now – which is when experts project the US to enter a mild recession – ...

Upcoming Reports



Finance - USA

Trust in Financial Services - US - 2023

Buy Now, Pay Later - US - 2023

Credit Cards - US - 2023

Consumers and the Economic Outlook - US - Summer 2023

Investment Trends - US - 2023

Vehicle Financing - US - 2023

Gen Z, Millennials and Finance - US - 2023

Health Insurance - US - 2023

Marketing Financial Services - US - 2023

Life Insurance - US - 2023