

September 2019

Consumers and Retail Banking - UK

“Despite growth from the challenger banks, the incumbents continue to dominate and are investing heavily to neuter the appeal of the newcomers. It’s now so easy to set up a new bank account that consumers find they don’t need to commit to fully switching to get the advantages of using ...

Consumers and the Economic Outlook - UK

“It is a confusing time for the British public. The new Government has been unable to agree a Brexit deal with the EU and Parliament has passed legislation obliging the Prime Minister to request a further extension if he cannot get one. Despite this, Boris Johnson has maintained his stance ...

August 2019

Brand Overview - Finance - UK

“Times are changing in the financial services sector, and any companies that are relying on a heritage brand and consumers’ traditional inertia when it comes to switching providers could be caught out. Challenger brands are disrupting the market, and younger consumers are looking differently at the role of the financial ...

July 2019

Consumer Attitudes towards Debt - UK

“Despite a number of positive indicators for households such as rising real wages and historically low levels of unemployment, many remain cautious about committing to big ticket purchases due to a combination of political and economic uncertainty as well as the threat of rising interest rates. This makes for a ...

Consumers and Financial Advice - UK

“The financial advice market enjoyed a year of healthy growth in 2018, as revenues reported to the FCA showed an 8% increase on 2017. Looking ahead, overcoming challenges such as convincing consumers of the value of advice and security of online systems are key to further success.”