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Loyalty in Financial Services - UK

“Customers are growing frustrated by the gap between the low level of rewards they receive and the high level of loyalty they believe they show. Providers face a tall order in distinguishing genuine loyalty from inertia. With Open Banking on the horizon, providers should begin to explore the potential behind ...

Consumers and the Economic Outlook: Quarterly Update - UK

“Consumers’ spending power is being hit by the squeeze on incomes as inflation continues to outpace average wage rises. In four of the last five months, people have been more likely to feel worse off compared to a year ago than to say that their finances have improved. This is ...