

December 2019

Consumers and General Insurance - UK

“Change is coming to the general insurance market, driven by the impact of new technology and innovative new businesses entering the sector, as well as by pressure from consumer groups and the FCA, unhappy at the way the market operates, particularly with regards to how long-standing customers are treated. 54 ...

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 ...

Consumer Attitudes towards Financial Services Innovation - UK

“The digital revolution is shaking up the financial services sector as both new and established companies develop innovative solutions to deliver more personalised, flexible and streamlined products and services. But while many innovations have gained considerable traction, the cautious approach many consumers adopt towards their finances provides a challenge for ...

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.”

Consumers and the Economic Outlook - UK

“The closer we got to the planned Brexit Day, the more worried people became about the impact it’d have on the UK’s economy. With the delay to Brexit, these concerns seem to have melted away. People are far more relaxed about what Brexit will mean for both their own finances ...

May 2019

Financial Services: The Path to Purchase - UK

“Consumers show a strong satisfaction with the product research and purchase options on offer in financial services. The transition from branches to online channels has been profound in most markets. Consumers now not only express a belief in needing to use online research channels to find the best deal, but ...

February 2019

Consumers and the Economic Outlook - UK

“Concern over the impact of Brexit is more severe than at any other time since Mintel started tracking this measure, including the initial shock in the immediate aftermath of the vote. Theresa May’s withdrawal agreement was the first glimpse of anything resembling certainty since Article 50 was triggered in March ...

January 2019

**Consumers, Saving and Investing
- UK**

“Savers who set savings goals are much more likely to remain engaged and also to build savings and investments of significant value. Open Banking platforms and app-based savings providers offer a new approach to saving, with a variety of savings tools which hold strong appeal for Millennials. Incumbent providers looking ...