

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

## This report looks at the following areas:

- From soft search to smart search
- A change in the tide...
- ...could shift borrowers towards personal loans

Record-low interest rates and rising consumer confidence drove sustained appetite for borrowing in the last few years. Now that the market is rapidly changing amid growing uncertainty, there could be important shifts affecting the availability of and preference for certain types of credit. Lenders could vastly benefit from this, as people are steered towards structured and affordable borrowing.



"Broader market forces are impacting the credit sector amid growing uncertainty, which is likely to result in important changes in the availability of and preference for different types of credit. A shift towards structured and affordable borrowing is expected, but if personal loans are to benefit providers must get better at matching borrowers with the best solution for their needs."

- Irene Salazar, Financial

## ervices Analyst Buy this report now

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



#### Table of Contents

## **OVERVIEW**

- What you need to know
- Products covered in this Report

#### **EXECUTIVE SUMMARY**

- The market
- Unsecured lending grows...
- ...but personal loan sales decline in value in 2018
  Figure 1: Forecast of the value of unsecured personal loans, by gross advances, 2013-23
- Highest base rate since the economic crisis
  Figure 2: Base interest rate, SONIA, and consumer credit quoted interest rates to households, January 2013-November 2018
- End of income squeeze and a summer of record-high confidence
  - Figure 3: Change in CPI and average weekly earnings, November 2013-November 2018
- An increase in write-offs may signal a change in market conditions
- FCA to impose stricter restrictions on various types of lending
- GDPR and Open Banking take effect
- Companies and brands
- LBG is the market leader in personal loans

Figure 4: Value of outstanding balances for personal loans/unsecured lending (UK), by selected providers, 2015, 2016, and 2017

- Wonga goes into administration
- A year of milestones for Amigo Loans and Zopa
- John Lewis and Admiral: big brands expand their loan proposition
- Starling looks to help customers with new loan connected to overdraft
- Adspend for payday and unsecured loans grows by 8% and 4%

Figure 5: Total above-the-line, online display and direct mail advertising expenditure on loans, 2013/14-2017/18\*

- Specialist lenders leverage their expertise to build trust
  Figure 6: Attitudes towards and usage of selected brands,
  November 2018
- The consumer

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

## Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



 61% of people currently owe money on a loan or credit product

Figure 7: Loan and credit product ownership, October 2018

People rely on high-street providers, but specialists increase their reach

Figure 8: Type of loan provider used, October 2018

- Vehicle purchase is the main reason to take out a loan Figure 9: Reasons for taking out a loan, October 2018
- Borrowers want positive reinforcement and flexibility
  Figure 10: Interest in loan features, October 2018
- Consumers would consider a personal loan for small amounts

Figure 11: Minimum amount needed to consider a personal loan, October 2018

Borrowing confuses people, and confusion drives them away

Figure 12: Attitudes and behaviours towards borrowing, October 2018

What we think

## **ISSUES AND INSIGHTS**

- From soft search to smart search
- The facts
- The implications
- A change in the tide...
- The facts
- The implications
- · ...could shift borrowers towards personal loans
- The facts
- The implications

#### THE MARKET - WHAT YOU NEED TO KNOW

- Unsecured lending grows...
- ...but personal loan sales decline in value in 2018
- Highest base rate since the economic crisis
- End of income squeeze and a summer of record-high confidence
- Rebound in write-offs may signal a change in market conditions
- FCA to impose stricter restrictions on various types of lending
- GDPR and Open Banking take effect

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



## MARKET SIZE AND FORECAST

Unsecured lending continues to grow...

Figure 13: Gross unsecured lending, October 2013-October 2018

· ...but personal loans experience a slight downturn

Figure 14: Other consumer credit including personal loans, 2013-18\*

- Credit card lending grew by 5% in 2018
- · 'Other' consumer credit slows

Figure 15: Gross unsecured lending, 2013-18\*

#### MARKET FORECAST

· Growth expected to return, but at a slower rate

Figure 16: Forecast of the value of unsecured personal loans, by gross advances, 2013-23

Figure 17: Forecast of the value of unsecured personal loans, by gross advances, at current and constant prices, 2013-23

Forecast methodology

### **MARKET DRIVERS**

Earnings growing faster than inflation

Figure 18: Change in CPI and average weekly earnings, November 2013-November 2018

Base rate at highest level since the financial crisis

Figure 19: Base interest rate, SONIA, and consumer credit quoted interest rates to households, January 2013-November 2018

- Funding for Lending and Term Funding Schemes end
- Increase in write-offs may signal a change in market conditions

Figure 20: Annual write-offs of other unsecured lending to individuals, 2013-18\*

Summer of 2018 saw record-high consumer confidence

Figure 21: Mintel's financial confidence index, November 2013-November 2018

· Consumers expect Brexit to impact the cost of living

Figure 22: Impact of Brexit on consumer confidence, November 2018

#### **REGULATORY AND LEGISLATIVE CHANGES**

- Support for affordable credit announced in Autumn Budget
- Intervention on 'dysfunctional' overdrafts market announced
- Providers to support people in persistent debt

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

## Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



- High-cost credit to be capped
- Complaints about consumer credit reach record level
- Tougher requirements for P2P lenders
- GDPR and Open Banking take effect
- Where we are Open Banking

#### COMPANIES AND BRANDS - WHAT YOU NEED TO KNOW

- LBG is the market leader in personal loans
- Wonga goes into administration
- Provident's troubled year: fines, compensation, and banned
- A year of milestones for Amigo Loans and Zopa
- John Lewis and Admiral: big brands expand their loan proposition
- Starling looks to help customers with new loan connected to overdraft
- Adspend for payday and unsecured loans grows by 8% and 4%

### **MARKET SHARE**

LBG is the market leader in personal loans

Figure 23: Value of outstanding balances for personal loans/unsecured lending (UK), by selected providers, 2015, 2016, and 2017

- Tesco Bank and Sainsbury's Bank continue to show strong growth in unsecured lending
- People much more likely to use their main bank for a personal loan

Figure 24: Financial products ownership, by proportion held with main current account provider, June 2018

## LATEST DEVELOPMENTS

- Wonga goes into administration
- What happens next?
- Provident's troubled year: fines, compensation, and banned ads
- Amigo Loans is floated on the stock market
- Stop the #DebtThreats petition launched
- New campaigns highlights alternatives to high-cost credit

## LAUNCH ACTIVITY AND INNOVATION

- John Lewis launches competitive and flexible personal loans
- Admiral Loans expands into car finance
- P2P lender Zopa gets banking license

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
Americas China	+1 (312) 943 5250 +86 (21) 6032 7300

## Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



- Starling looks to help customers with new loan connected to overdraft
- FairMoney launches 'smart search' PCW
- Workplace loans as an employee benefit
- · Shawbrook Bank shines light on 'teaser' rates
- Borrowers significantly more likely to identify banking innovation
- · Case Study: Marcus by Goldman Sachs
- In the US
- In the UK

#### ADVERTISING AND MARKETING ACTIVITY

Total adspend on loans up by 5%

Figure 25: Total above-the-line, online display and direct mail advertising expenditure on loans, 2013/14-2017/18\*

Top 10 advertisers account for 87% of unsecured loans adspend

Figure 26: Top 20 spenders on advertising for unsecured and payday loans, 2015/16-2017/18\*

TV is the preferred advertising channel

Figure 27: Total above-the-line, online display and direct mail advertising expenditure on payday, unsecured and secured loans, by media type, 2017/18\*

Nielsen Ad Intel coverage

### **BRAND RESEARCH**

- What you need to know
- Brand map: Post Office scores highly in both trust and differentiation

Figure 28: Attitudes towards and usage of selected brands in the personal loans sector, November 2018

 Key brand metrics: First Direct and John Lewis Finance customers most likely to rate their experience as excellent

Figure 29: Key metrics for selected brands in the personal loans sector, November 2018

Brand attitudes: Consumers value retailers' reward schemes
 Figure 30: Attitudes, by brand, November 2018

 Macro image: Smaller brands most likely to been seen as exclusive

Figure 31: Brand personality – Macro image, November 2018

Micro image: Supermarket brands seen as affordable
 Figure 32: Brand personality – Micro image, November 2018

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



#### **BRAND ANALYSIS**

- High-street banks: tried and tested
- · High-street brands: building on their reputation
- · Specialists: leveraging their competence to build trust

### THE CONSUMER - WHAT YOU NEED TO KNOW

- 61% of people currently owe money on a loan or credit product
- People rely on high-street providers, but specialists increase their reach
- Vehicle purchase is the main reason to take out a loan
- Borrowers want positive reinforcement and flexibility
- Consumers would consider a personal loan for small amounts
- Borrowing confuses people, and confusion drives them away

## LOAN AND CREDIT PRODUCT OWNERSHIP

- 61% of people currently owe money on a loan or credit product
- Despite higher rates, credit cards and overdrafts are the most commonly held...
- ...but this is a good time to steer customers towards alternatives

Figure 33: Loan and credit product ownership, 2017-18

- Parents significantly more likely to owe money...
  Figure 34: Loan and credit product ownership, by parental status, 2018
- · ...and to have multiple types of credit products
- Parents need reassurance and support

Figure 35: Repertoire of loan and credit product ownership, by parental status, October 2018

### TYPE OF LOAN PROVIDERS USED

- Consumers more likely to rely on high-street providers
- Specialist lenders continue to increase their reach
  Figure 36: Type of loan provider used, by type of product,
  2017/18
- Borrowers continue to turn to high-cost credit
  Figure 37: Unsecured credit ownership, by type of credit (net), October 2018

#### **REASONS FOR TAKING OUT A LOAN**

Vehicle purchase is the main reason to take out a loan

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



## The appeal of product-specific loans

Figure 38: Reasons for taking out a loan, October 2018

· Borrowing to pay off debt or to make end meets

#### **INTEREST IN LOAN FEATURES**

- Borrowers want incentives and positive reinforcement Figure 39: Interest in loan features, October 2018
- Flexibility and customisation have a clear appeal...
- ...hence less interest for anything that restricts access to the funds

## MINIMUM VALUE TO CONSIDER A LOAN

Consumers would consider a personal loan for small amounts

Figure 40: Minimum amount needed to consider a personal loan, October 2018

 High demand for alternatives to short-term, low-value highcost credit

#### ATTITUDES AND BEHAVIOURS TOWARDS BORROWING

- Borrowing confuses people, and confusion drives them away
- Lenders need to get better at matching borrowers and credit products

Figure 41: Attitudes and behaviours towards borrowing, October 2018

 Improving the pre-application process: more clarity and better support

Figure 42: Agreement with the statement "it would be important for me to know how likely I am to be accepted for a loan before applying" – CHAID – Tree output, October 2018

# APPENDIX – DATA SOURCES, ABBREVIATIONS, AND SUPPORTING INFORMATION

- Abbreviations
- Consumer research methodology
- CHAID analysis methodology

Figure 43: Unsecured Loans – CHAID – Table output, October 2018

### APPENDIX - MARKET SIZE AND FORECAST

Additional best/worst forecast table

#### What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



Figure 44: Best- and worst-case forecasts for the value of unsecured personal loans, by gross advances, 2018-23

Forecast methodology

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

# Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
Americas China	+1 (312) 943 5250 +86 (21) 6032 7300



# **About Mintel**

Mintel is the **expert in what consumers want and why.** As the world's leading market intelligence agency, our analysis of consumers, markets, product innovation and competitive landscapes provides a unique perspective on global and local economies. Since 1972, our predictive analytics and expert recommendations have enabled our clients to make better business decisions faster

Our purpose is to help businesses and people grow. To find out how we do that, visit mintel.com.