

July 2021

Financial Services: The Path to Purchase - UK

“The shift towards online research and purchase channels in financial services over the last two decades means that COVID-19 has not been as disruptive in this sector as in several other consumer markets. It has instead highlighted the need for sectors that still rely heavily on offline and face-to-face sales ...

June 2021

Consumers and the Economic Outlook - UK

“Despite the continuing upheaval caused by COVID-19, financial wellbeing and financial confidence both hit new index highs in April 2021, while planned financial activity for the next three months approached pre-pandemic levels in May, driven by increased interest in leisure and hospitality.

While there are growing signs of polarisation and ...

Customer Service Preferences in Financial Services - UK

“The pandemic has accelerated the shift towards digital channels across the financial services sector. This offers cost-effective opportunities to expand the scope and reach of online customer service, but it also increases the relative value of human interactions. Knowledgeable staff remains the main priority in customer service, and consumers prefer ...

COVID-19 and Financial Services: A Year on - UK

“COVID-19 has defined the financial services industry over the last year and its repercussions will shape developments in many markets in the years to come. While most consumers’ finances have remained relatively healthy and opportunities to spend have been heavily reduced, savings have soared. However, lending – particularly in consumer ...