

December 2014

Consumers and General Insurance - UK

“Consumers want their insurance providers and policies to be more transparent and to understand their insurance cover better. Underwriting is seen as a dark art and demystifying it is likely to lead to greater levels of consumer trust and higher levels of loyalty”

October 2014

Consumers and the Economic Outlook: Quarterly Update - UK

“The revival in confidence has stalled. Although the economy is picking up speed, the population as a whole isn’t feeling the benefit of the recovery. People are as likely to say that they feel worse off than they did a year ago as they are to say that their finances ...

September 2014

Consumers and Retail Banking - UK

“UK retail banking is not a sector that is traditionally used to large-scale disruption. However, it is entering a period of upheaval as a result of a number of factors ranging from polarised demographics and digital disruption, to increased regulatory pressure and a constant wave of reputation-damaging scandals. Perhaps the ...

July 2014

Consumers and The Economic Outlook - Quarterly Update - UK

“Although people are still more confident than they were in 2013, Mintel’s data suggests that they’re not entirely convinced by the economic revival. Across all three key measures (current situation, impact of the slowdown and how they expect their finances to fare over the next year), sentiment was slightly more ...

Consumer Attitudes Towards Debt - UK

“A good, fairly priced payment protection product should be a positive proposition for most consumers, especially those vulnerable to difficulty, such as people with poor health, insecure employment or limited finances.”

June 2014

Web Aggregators in Financial Services - UK

“One of the potential long-term challenges to the price comparison market is the fact that financial services firms are starting to be more active in rewarding customer loyalty. In order to combat this trend aggregators can look at how they reward customers purchasing several products, or allow customers to build ...

April 2014

Consumers and Financial Advice - UK

“The advice gap presents an opportunity for the financial advice industry. Firms that are able to innovate and offer low cost solutions will prosper in future, while those who do not address this part of the market will forfeit share to online competitors.”

January 2014

Consumers, Saving and Investing - UK

“Consumers generally prefer to take a long-term approach to their savings and investments. They want to secure a competitive rate but don’t want to have to spend time moving their money about on a regular basis or keeping track of when bonus rates are due to run out.”