

## July 2022

### Intergenerational Family Finances - UK

“Amid a challenging economic climate and a demographic shift, intergenerational support and financial planning between family members from different generations will become more important. While there is an extensive desire for intergenerational financial support, planning and actually having these discussions is much less evident. This culture of avoidance means that ...

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### Customer Service Preferences in Financial Services - UK

“Although customer service satisfaction levels are fairly high, there is vulnerability as branch closures continue and the cost-of-living crisis drives the need for support. Many consumers still prefer human interaction, especially for more complex issues and advice. This will require the shift to digital communication to retain face-to-face communications, with ...

### Managing Household Finances - UK

“With unprecedented inflationary pressure and soaring energy bills, managing finances could prove a difficult task for many households. Although many can withstand the rising cost of living in the short term, the key issue will be how long price increases go on. If financial services providers can boost awareness, the ...