

December 2017

Loyalty in Financial Services - US

Loyalty is more than just a rewards program. It is not built on incentives, but on trust, something that is in relatively short supply in the financial services industry. Thinking about what consumers want and then building the tools to give it to them will go a long way toward ...

November 2017

Consumer Attitudes toward Debt - US

"While half of consumers believe that taking on debt is a bad decision (regardless of type), US consumers continue to add to the overall debt total. Most are confident in their ability to make debt payments, but financial services are still charged with providing additional education and insight to help ...

Retirement Planning - US

"The recession helped many consumers realize the importance of saving money, especially for the long term. As a result, most people have begun to take steps toward saving the money they will need to comfortably retire, but there is room for improvement. Certain segments, such as women and Hispanics, are ...

October 2017

Consumers and the Economic Outlook: Quarterly Update - US

"The US economy remains strong and stable, maintaining most levels it held last quarter. Consumer outlook is still optimistic and positive, but differences in age and income level reveal different motivations for improving the current state of a consumer's finances. Few predict that their financial situation will change much over ...

Health Insurance - US

"The health insurance industry is facing many challenges due to questions about the future of the Affordable Care Act (ACA). In addition, consumers' satisfaction with their coverage is not very high, and the influx of technology into health care is forcing insurers to rethink their definition of "insurability." As ...