

September 2018

Consumer Payment Preferences - US

"Digital payments continue to garner a great deal of attention within the financial services industry, as innovation and technological advancements continue to push them forward. Consumer payment behaviors, however, are fairly engrained within older consumers. Financial services providers have an opportunity to highlight the security and efficiency of new payment ...

Consumer Attitudes toward Fintech - US

"Financial technology has undergone a radical transformation in the past decade. In response to the growth in online banking and smartphone ownership, financial brands have come up with new, innovative technologies that make the consumer's financial experience faster and more secure."

- Jennifer White Boehm, Associate Director - Financial Services

August 2018

Perceptions of Credit and Credit Monitoring - US

"The arena of credit scoring and credit monitoring is one rife with contradictions. Consumers overwhelmingly recognize the importance of building and maintaining good credit, and while most make a regular habit of checking their scores, many US consumers admit they never do. Credit reporting errors occur frequently, but consumers are ...

July 2018

Consumers and the Economic Outlook - US

"Consumers remain confident in their financial health and anticipate little change in the coming year, resulting in stable patterns of financial opinions and behaviors. Consumers hope to save for the future while also maintaining spending levels that accommodate their current lifestyle. This Report looks at the role credit score plays ...

Credit Cards - US

"The credit card industry is a mature one and competition for new customers is fierce. Issuers have to find ways to make their card stand out from the others or risk moving down from the top of their customers' wallets. Since growth will come primarily from young people, issuers have ...

Lifestage Marketing in Financial Services - US

"There are many ways to define a lifestage, including by age, marital status, or parental status. The financial needs of each lifestage are unique and financial institutions are always seeking ways to customize products and services to appeal to each one. While the recent recession affected everyone, it may have ...