

November 2017

Consumers and the Economic Outlook: Quarterly Update - UK

"Consumers' spending power is being hit by the squeeze on incomes as inflation continues to outpace average wage rises. In four of the last five months, people have been more likely to feel worse off compared to a year ago than to say that their finances have improved. This is ...

October 2017

Price Comparison Sites in Financial Services - UK

"Price comparison sites have struggled to emulate the success they have had within insurance in other financial markets. Now that regulators are looking to reduce the barriers to switching in the retail banking industry, aggregators should consider ways in which they can adapt to suit markets where many people are ...

September 2017

Small Business Banking - UK

"The small business banking market is taking steps to address the concerns raised by the CMA by increasing competition and differentiation, particularly through the introduction of innovative and useful digital tools. However, there is a long way to go. Small business owners continue to consider all banks more or less ...

August 2017

Credit Cards - UK

"Credit cards have become increasingly accessible and affordable through a glut of good deals, whether people are looking to be actively rewarded for spending or are simply in the market for a plastic safety net. Rapid growth over the past five years has attracted attention from the regulators, and any ...

Consumers and the Economic Outlook: Quarterly Update - UK

"The snap election clearly unsettled consumers. All three of our measures of sentiment fell between April and May. And the inconclusive result means that there was no immediate bounce in confidence post-election. Instead, our data shows that people were even more concerned after the results were announced than they were ...

July 2017

Current Accounts - UK

“Regulatory measures aim to increase competition in the market, ensuring established providers will have to work harder to attract and retain customers. Open Banking should make it easier for people to compare and identify products that are better suited to their needs. However, the biggest challenge will be encouraging people ...

May 2017

Car Finance - UK

“The car finance market has grown at a frenetic pace since the recession, supported by low interest rates and the popularity of affordable Personal Contract Purchase (PCP) products. The shadow of an upcoming FCA investigation into fairness is now looming, and new cars are expected to lose their shine over ...

April 2017

Mortgage Advice - UK

“The mortgage advice market is in a strong position. The MMR means that those looking for a mortgage almost always need to take advice, while the strong demand for mortgages means this captive audience is regularly replenished. However, digital innovation, from both major lenders and disruptive start-ups threaten to put ...

March 2017

Travel Money - UK

“The travel money market has benefited from rising numbers of people going abroad. However, the decline in the value of the Pound following the Brexit vote will change the way people shop for travel money. Exchange rates are already one of the most important factors when choosing travel money; however ...

Consumers and the Economic Outlook: Quarterly Update - UK

“Consumer sentiment has remained strong, reflecting growing real wages, low unemployment and, as yet, the

Mortgages - UK

“The mortgage market is in a healthy state but still faces a number of challenges, from the need to increase housing stock, to increasing regulatory requirements and Brexit. Crucially though, consumers have a healthy appetite for mortgages, giving plenty of opportunities to incumbents and challengers alike.”

– Rich Shepherd ...

Consumers and Credit Risk - UK

“The changing demographic profile of the UK highlights the growing need for more non-mainstream lending products. However, despite positive signs of

absence of any major economic upheaval post-EU vote. When it comes to the impact of the vote, people are relatively positive about the big-picture issues such as the UK's economic growth, and most feel ...

engagement, there is a disconnect between how confident people feel about being able to access credit, and the likelihood that they are trying to improve their credit score.”

January 2017

Unsecured Loans - UK

“The unsecured personal loans market has experienced a period of strong year-on-year growth, as record low interest rates and rising consumer confidence have led to a rise in demand. However, the Brexit vote has led to uncertainty about the UK's economic future, meaning people could be put off committing to ...