

December 2013

Consumer Payment Preferences - UK

“The introduction of mobile payments on the high street was supposed to lead to a rise in demand for facilitating mobile wallet services. However, there is reason to believe that the order of events may have simply been reversed – it is mobile payments that are the natural progression from ...

October 2013

Consumers and Technology in Financial Services - UK

“As ownership of smartphones, and tablet computers continues to rise, more consumers will be using these devices, in combination with a PC, to manage their personal finances. It is essential that the services offered via these devices are as closely integrated as possible.”

April 2013

Consumer Service Expectations in Financial Services - UK

“It is pretty much impossible to achieve 100% customer satisfaction. Even the most customer-focused company will make mistakes from time to time. But people are willing to forgive financial services firms for errors as long as they can show that they are trying to solve the problem as quickly as ...

March 2013

Consumers and The Economic Outlook - UK

It is now more than five years since Northern Rock collapsed. Since then, the UK economy has experienced one of the steepest recessions on record, and one of the most anaemic recoveries. Consumers’ purchasing power has been eroded by inflation, and wages haven’t been rising enough to compensate.