

## October 2021

### Credit Cards and Credit Card Rewards - US

“In the aftermath of COVID-19, consumers altered spend tendencies, electing to pay down existing balances and shift credit card spend away from travel and entertainment categories towards everyday goods and services. Credit card issuers were forced to adapt, introducing new rewards categories to appeal to a pandemic-affected audience and increasing ...

## September 2021

### Role of Trust in Financial Services - US

“The pandemic has shown that the financial services sector has learned from the previous recession when it comes to building trust with its customers. Supportive messaging and financial relief programs have all aided consumers during the economic fallout, leading to an increase in trust within the industry. How providers are ...

### Home Purchasing - US

“Throughout the pandemic, the increase in remote work, desire for more personal space, and low mortgage rates have all fueled the surge in housing demand. While consumers have been eager to take advantage of the low rates, supply constraints and inventory shortages have caused an imbalance between demand and supply ...

## July 2021

### Consumers and the Economic Outlook - US

“The current economic climate of the US has the country primed for further growth over the course of the next few years. The nation is reopening, vaccination rates are increasing, and consumer sentiments are exceedingly positive. With unemployment rates continuing to improve and the economy rapidly growing, many consumers have ...