

December 2012

Consumers and General Insurance - UK

“Consumers face a dilemma when arranging insurance, between the unrivalled convenience of price comparison sites and the reliability and accuracy of going directly to an insurer. Face-to-face broker services may be increasingly rare, but are still associated with professionalism and expertise –valuable qualities in a market where consumer trust is ...

October 2012

Consumers and Retail Banking - UK

“Most people are happy with their existing provider, creating little incentive to look at alternative banking brands. However, there remains considerable discontent towards the banking sector as a whole, which should create opportunities for brands with an untarnished reputation, as long as they can convince consumers that they can deliver ...