

April 2022

Consumers and the Economic Outlook Q1 - UK

“Even before the conflict in Ukraine, inflation had become the biggest concern for consumers, brands and the British economy for 2022. Households are set to endure the biggest squeeze on real incomes in decades, and the conflict in Ukraine will only add to existing inflationary pressures. This is seen in ...

March 2022

Consumers and Financial Advice - UK

“The financial advice market has undergone significant digitisation in recent years. This is set to continue as hybrid and fully-online advice services become commonplace. There are opportunities for providers to better educate consumers about financial advice to draw more people to the market.”

– **Natasha Hayes, Financial Services Analyst ...**

February 2022

Personal Loans - UK

“The pandemic and successive lockdowns drastically impacted the personal loans sector, limiting spending opportunities and reducing the need and willingness to make big-ticket purchases. Consumers will remain cautious about their spending and borrowing as the cost of living rises. However, some people will have to consider personal loans to make ...

Consumers and General Insurance - UK

“The general insurance market is currently undergoing major regulatory enforced change with insurers in core markets, such as motor and home insurance, no longer able to charge existing customers more than they would new customers. This is expected to force many more insurers to focus more on customer retention and ...

Consumer Payment Preferences - UK

“Contactless card payments have accelerated due to the pandemic and the increase in transaction limits. Despite cash usage declining significantly, it will continue to play an important role for the foreseeable future with consumers prioritising familiarity. For younger consumers, speed is the key consideration for payments and there is more ...