

November 2018

Consumers and the Economic Outlook - Quarterly Update - UK

“Financial well-being and confidence was lower in each of the three months to October than we reported throughout the summer months. This matches the stagnant economic performance in August and September. Overall though, most consumers are still getting by, and remain relatively optimistic about their financial future.”

– Rich ...

Price Comparison Sites in Financial Services - UK

“Price comparison websites dominate the insurance market, but are less prevalent in other areas of financial services. More needs to be done to improve the search journey for products like current accounts and credit cards, such as by offering better filtering tools and capturing consumer preferences.”

– Jessica Galletley ...

September 2018

Small Business Banking - UK

“Switching is rare in the small business current account market. However, business owners’ attitudes towards challengers suggest there are opportunities for smaller and newer providers to grow their share of the market. For example, 57% of small business owners would be willing to use an online-only or app-based provider. If ...

August 2018

Consumers and the Economic Outlook - Quarterly Update - UK

“Consumers continue to worry about the impact Brexit will have on the UK economy. But people are still focussing much more on their own financial situations, which are currently in a pretty healthy state. The base rate rise will make it harder for some, but the general outlook is positive ...

Credit Cards - UK

“The credit card market is going through an interesting phase. On the one hand, providers are withdrawing their most generous deals, as they seek to offset extra costs linked to new regulation. On the other hand, they are pumping investment into new payment innovation, as they face growing competition from ...

July 2018

Current Accounts - UK

“The Open Banking initiative, which launched in January 2018, has the potential to massively increase competition in the market. To realise this, however, providers and regulators need to convince consumers of the benefits of opting-in, while product innovation needs to be developed with customer needs in mind.”

- Douglas Kitchen, Financial ...

June 2018

Consumers and the Economic Outlook - Quarterly Update - UK

“The increase in confidence that we discussed in Consumers and the Economic Outlook – UK – March 2018 clearly wasn’t a one-off. Our confidence data has been running for almost a decade now, and people’s assessments, both of their current financial situation and how they expect their finances to shape ...

Car Finance - UK

“The number of car finance contracts for new cars decreased in 2017, in the first period of real struggle since the market exploded at the start of the decade. In part, this is due to the cyclical nature of the product, with recent customers mid-contract and likely to return to ...

April 2018

Mortgage Advice - UK

“Consumer interest in online advice is positive, but many are unsure whether it can completely replace speaking to an adviser face-to-face. Advisers looking to launch online advice services would benefit from continuing to offer consumers choice in how they complete the advice process, such as being able to arrange a ...

March 2018

Mortgages - UK

“The mortgage market remains in a good state, but it is probable that the slower rate of growth achieved in 2017 is likely to be a sign of things to come over the next few years. While mortgages are still in high demand, the challenges of Brexit uncertainty, squeezed household ...

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“People are still wary about the potential impact of Brexit – particularly when it comes to the cost of living. But people seem able to separate these macro-economic concerns from their own personal financial situation. Unemployment remains at record lows, and while average wages are still increasingly more slowly than ...

Travel Money - UK

“The travel money market continues to be driven by consumers’ desire to get the best exchange rate possible. Sterling’s struggles against the euro and the income squeeze caused by rising inflation at home mean travellers have even greater reason to demand the best rates for their foreign currencies.”

February 2018

Consumers and Retail Credit - UK

“Consumer confidence and good credit availability has driven year-on-year growth in retail credit lending. Going forward, technology innovation will make the provision and application of online retail credit more streamlined, helping to attract new customers. Partnerships with fintech lending firms will also extend the availability of retail credit among retailers ...

January 2018

Unsecured Loans - UK

“The unsecured loans market has experienced continuing growth over the last five years due to strong consumer confidence and record-low interest rates. However, looking ahead concern over rising levels of household debt has resulted in government intervention which may slow growth in this market”.