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Small Business Banking - UK

“Small business owners show a reasonable level of interest in value-added services such as access to accountancy software but few are prepared to pay extra for these benefits. However, as efforts to drive up competition in the market intensify, we can expect to see more diversified offerings emerge that will ...

Changing Channel Preferences in Retail Banking - UK

“Consumers have made an irreversible switch from traditional banking channels to digital banking. People not only use online banking more than branches, but see it as the preferential choice for everyday banking and are more satisfied with it than any other channel. The challenge for banks is how to prevent ...