



## December 2022

### Current Accounts - UK

“Cash switching incentives will become more appealing as consumers look for money-saving opportunities through the cost-of-living crisis. Interest-free buffer overdrafts will be important to help struggling customers and boost loyalty. Despite consumer cost-cutting, there is potential for growth in fee-paying accounts if banks can highlight rewards and net cost-saving opportunities ...

## November 2022

### Personal Pensions - UK

“The rare period of significant growth seen in individual pensions in 2021 has proven to be short-lived. The considerable increase in the cost of living during 2022 has damaged consumer confidence and reduced the amount of funds available to place into a pension. Over the longer-term the market is likely ...

### Credit Cards - UK

“After a decline during the pandemic, credit card lending has rebounded strongly as customers feel the impact of the cost-of-living crisis. Growth will continue as consumers seek new lines of credit and access to attractive interest-free balance transfers. Use is also high amongst those in healthy financial situations, where credit ...

## October 2022

### Consumer Attitudes towards Debt and Credit - UK

“Consumer credit will continue growth in 2022 as the cost of living crisis drives demand for revolving credit. As the pressure on household finances increases and consumer confidence remains low, a growing proportion of consumers will be wary about their use of credit, especially for discretionary purchases. Others will turn ...

### Equity Release Schemes - UK

“2021 was the strongest year yet for equity release sales, and the prospects for future growth remain positive. However, rising inflation could prove a double-edged sword, while a slowdown in house price growth will impact consumer confidence. Providers should continue to focus on tackling misconceptions about equity release schemes to ...

## August 2022

### Pet Insurance - UK

“Despite the positive growth in value terms in 2021, the market faces a tricky 2022 as the rising cost of living impacts consumer spending. One in five policyholders are looking to reduce their pet insurance premiums in the next 12 months, with mid-level cover most at risk of being downgraded ...



## July 2022

### Retirement Planning - UK

“The retirement planning environment has so far held up well despite the challenges that the COVID-19 pandemic has placed on the market. Cost of living pressures pose a new challenge for the industry. With inflationary pressures expected to persist throughout 2022 and into 2023, consumers face tough decisions. More people ...

### Holiday Rental Property - UK

“After being hit hard by the COVID-19 outbreak, the UK holiday rental property market rebounded strongly in 2021 and is set for another solid year in 2022. The reopening of overseas travel for UK residents means that growth in domestic holiday rental stays is unlikely to be as strong ...

## May 2022

### Mortgages - UK

“2021 was the strongest year for mortgage lending since the financial crisis, but 2022 is set to be more challenging. The rising cost of living is already feeding through into lower consumer confidence, which will increase reluctance to commit to major financial decisions, including buying or moving a house. Increases ...

## February 2022

### 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 ...

### Home Insurance - UK

“The UK home insurance market is at an inflection point. After years of stagnation, the value of gross written premiums is trending upwards. The significant rise in inflation over the last year is increasing the cost of claims, and in the process average premiums. Meanwhile, new regulation on premium pricing ...