

June 2022

Customer Service Preferences in Financial Services - UK

“Although customer service satisfaction levels are fairly high, there is vulnerability as branch closures continue and the cost-of-living crisis drives the need for support. Many consumers still prefer human interaction, especially for more complex issues and advice. This will require the shift to digital communication to retain face-to-face communications, with ...

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 ...