December 2019

Consumers and General Insurance - UK

"Change is coming to the general insurance market, driven by the impact of new technology and innovative new businesses entering the sector, as well as by pressure from consumer groups and the FCA, unhappy at the way the market operates, particularly with regards to how long-standing customers are treated. 54 ...

November 2019

Consumers and the Economic Outlook - UK

"Brexit has been delayed again. The public faces a Christmas general election. And the economy narrowly avoided a recession in September. It is no wonder, then, that consumer confidence has taken a hit. However, financial well-being is holding up and the vast majority of people think they'll be OK in ...

Consumer Attitudes towards Financial Services Innovation - UK

"The digital revolution is shaking up the financial services sector as both new and established companies develop innovative solutions to deliver more personalised, flexible and streamlined products and services. But while many innovations have gained considerable traction, the cautious approach many consumers adopt towards their finances provides a challenge for ...

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