

### March 2021

#### Fintech and the Canadian Consumer - Canada

“The use of branches has declined during the pandemic as usage of mobile apps and digital tools surges ahead. While some of these adopters will continue to use more digital, many customers are yearning for a human connection and will return to branches as the pandemic recedes.”

### February 2021

#### Consumer Finances and Priorities - Canada

“Consumer confidence remains fragile as new variants of COVID-19 confound scientists and policymakers, causing continued economic grief to the hardest hit sectors and the more vulnerable sections of the population. But more financially secure households are sitting on a record pile of cash which can be the spur for an ...