



October 2020

Dealerships and Third-Party Car Buying: Incl Impact of COVID-19 - US

“Consumers are not impressed with the level of service automotive retailers provide. Dealerships have a strong hold on the market, but that’s mainly out of habit. The money and time required to attract new customers is significant, especially during a pandemic. In the long run, providing a better customer experience ...

September 2020

Consumers and the Economic Outlook: Incl Impact of COVID-19 - US

“The unpredictable pace of the spread of COVID-19 is worrying, but consumers have remained optimistic about their finances throughout this pandemic and the subsequent recession. Time will tell how deeply consumer finances will be affected, but right now, consumers are most definitely holding out hope for themselves, while their confidence ...

Car Purchasing Process: Incl Impact of COVID-19 - US

“As if car buying wasn’t stressful enough, consumers are now faced with the possibility of buying a vehicle during a global pandemic. Vehicle affordability and cleanliness are the two main factors that keep consumers up at night. While the impact of COVID-19 has negatively affected short and medium term vehicle ...