

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"The COVID-19 outbreak has rapidly transformed household saving and spending, at least in the short term.
While those directly affected by the lockdown may dip into savings to stay afloat, many will find their lack of savings means they are more likely to rely on credit."
Thomas Slide, Senior Financial Services Analyst – 2nd June 2020

This report looks at the following areas:

By contrast, those continuing to work will find that fewer opportunities to spend will leave them with more left over at the end of each month. Meanwhile, emergency cuts to the Bank of England base rate are feeding through to savings accounts, making it increasingly difficult to beat inflation.

However, the lessons from previous recessions (and early indications from Bank of England data) suggest that the net effect will be an increase in consumer deposits, as people look to build up rainy day savings. This desire for security is already feeding through into savings balances: Bank of England data shows that in April 2020, household deposits rose by £16.2 billion, compared to an average of £5 billion a month in the six months before the outbreak hit.

- The impact of COVID-19 on the deposit and savings market.
- How the economic crisis associated with COVID-19 will change saving behaviour and consumers' priorities when looking for savings products.
- The value of deposits in different types of cash savings products.
- The saving habits and behaviours of consumers.
- Consumer priorities when choosing a savings product.

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533

> Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

^{АРАС} +61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know

Key Issues Covered in this Report

Products covered in this Report

Executive Summary

The market

COVID-19 will boost household deposits in 2020

Figure 1: Forecast of household savings and deposits (adjusted for COVID-19), 2014-24

Fastest growth in NS&I and non-interest-bearing deposits

Figure 2: Household retail savings balances, by main product type, 2019

Interest rates on instant access accounts rose slightly in 2019

Consumer confidence collapses as COVID-19 takes hold

FCA proposes the introduction of a single rate of interest

Impact of COVID-19 on deposit and savings accounts

COVID-19 takes consumers to a whole new level of uncertainty

Many households will save inadvertently

Fall in the base rate limits savings choice

Figure 3: Expected impact of COVID-19 on deposit and savings accounts, short, medium and long-term, [2 June 2020]

Companies and brands

NS&I enjoys strongest growth

Figure 4: Customer deposits of the leading retail savings providers, 2018-19

Changes to address COVID-19

Adspend jumps 45%

The consumer

Over half of savers hold multiple accounts

Figure 5: Ownership of cash savings products, February 2020

Nationwide leads for instant access accounts

Figure 6: Provider of instant access savings and cash ISAs, February 2020

Two thirds are actively saving

Figure 7: Monthly savings amount, February 2020

38% have increased the value of savings in the past year

Figure 8: Past and future changes to savings, February 2020

The trade-off between growth and access

Figure 9: Important factors in choosing a savings provider, February 2020

A third have opened a new savings account in the last year Figure 10: Saving behaviours, February 2020

Those with smaller savings pots prioritise access

BUY THIS REPORT NOW



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

MINTEL

Figure 11: Preferred savings rate, February 2020

What we think

The Impact of COVID-19 on Deposit and Savings Accounts

Short, medium and long-term impact on the industry

Figure 12: Expected impact of COVID-19 on deposit and savings accounts, short, medium and long-term, [2 June 2020]

Opportunities and Threats

Reaching out to 'accidental savers'

Low rates make it tough to persuade savers to switch

An opportunity for saving platforms to gain traction

Trust will be more important

Tapping into enhanced community spirit with ethical savings

Impact on the market

Figure 13: Pre- and Post-COVID-19 forecasts of household savings and deposits, 2014-24

Shifts in consumer behaviour

Finances held up well...

Figure 14: The financial well-being index, January 2015-May 2020

... but confidence has fallen sharply

Figure 15: The financial confidence index, January 2015-May 2020

People are worried about the impact on their lifestyles

Figure 16: People's level of concerns about how the outbreak might affect their lifestyle, 28th February - 28th May

Fears over the future impact will drive up saving

Figure 17: Consumers' view of the impact of COVID-19 on various aspects of the economy, 30 April-7 May 2020

Lockdown limits opportunities to spend and drives accidental saving

Figure 18: Changes and expected changes to spending as a result of COVID-19, April 2020

Impact on key consumer segments

Low income households take the hardest hit

Worries at higher income households will drive saving behaviours

Two thirds of Baby Boomers are negative about the impact of COVID-19 on savings

Figure 19: The impact of COVID-19 on my savings and investments, by generation, 30 April-7 May 2020

How a COVID-19 recession will reshape the market

Caution creates a saving mentality

A risk-averse response will demand assurances around trust

Stock market volatility will push people towards cash savings

Access will become more important

What Can We Learn from Previous Slowdowns? Figure 20: Household savings ratio, Q1 2006-Q4 2019

Consumers became more demanding

COVID-19: Market context

Issues and Insights

BUY THIS REPORT NOW

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

MINTEL

Saving in the age of COVID-19 The facts The implications Rock bottom rates demands creativity to attract new savers The facts The implications The ethical savings opportunity The facts The implications The Market - What You Need to Know Household deposits increase in 2019 Fastest growth in NS&I and non-interest-bearing deposits Interest rates on instant access accounts rise slightly in 2019 Consumer confidence collapses as COVID-19 takes hold FCA proposes the introduction of a single rate of interest **Market Size and Forecast** Household savings increase in response to uncertainty Figure 21: Total household savings and deposits, 2015-19 COVID-19 will increase deposits and savings Consumers who can will save over the medium term Normal savings habits will return in the long term Pre-COVID-19 forecast: household savings growth was expected to slow Figure 22: Forecast of household savings and deposits (adjusted for COVID-19), 2014-24 Figure 23: Pre COVID-19 forecast for household savings and deposits, 2014-24 Forecast methodology **Market Segmentation** Premium bond changes drives growth at NS&I Rise in non-interest-bearing deposits Figure 24: Household retail savings balances, by main product type, 2015-19 **Market Drivers** Interest rates fall in 2020 Figure 25: Interest rates on consumer savings products, January 2012-March 2020 Savings are most likely to be held alongside a main bank account

Figure 26: Other banking products held with main bank, July 2019

Average real wages are on the rise

Figure 27: Annual growth in average weekly earnings versus prices, January 2016-February 2020

Savings ratio recovers slightly in 2019

Figure 28: Household savings ratio, Q1 2008-Q4 2019

BUY THIS REPORT NOW



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Consumer Environment

Saving activity picked up in early 2019

Figure 29: Trends in saving behaviour, three-month rolling average, January 2017-March 2020

Importance of saving peaked around EU withdrawal dates

Figure 30: Trends in importance of saving disposable income, rolling three-month average, January 2018-April 2020

Regulatory and Legislative Changes

Bank of England cuts base rate to 0.1%

Government COVID-19 support for households

FCA proposes the introduction of a single rate of interest

Help to Buy ISAs scheme closed

Companies and Brands – What You Need to Know

NS&I enjoys strongest growth

Changes to address COVID-19

Adspend jumps 45%

Market Share

Leading retail banks see share of deposits fall

NS&I enjoys strongest growth

Figure 31: Customer deposits and market share of the leading retail banks, 2018-19

Big six dominate easy access and regular savers

Those willing to lock money away look elsewhere for the best rates

Figure 32: Savings product provider used, by product type, February 2020

Competitive Strategies

Banks nudging us to save more

Switching to prizes to encourage new savers

Saga partners with Goldman Sachs

New market entrants

Revolut launches savings for premium account holders

JP Morgan looks to launch a savings product into the UK

Zopa tests new savings products

Savings to bridge the generational gap

Making saving more accessible

Changes to address COVID-19

Advertising and Marketing Activity

Adspend jumps 45%

Figure 33: Above-the-line, online display and direct mail advertising expenditure on cash savings products, 2015/16-2019/20

Nationwide dominates adspend

Figure 34: Payday = Saveday by Nationwide, March 2020

BUY THIS REPORT NOW

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

MINTEL

NS&I rises to second

Goldman Sachs adspend halves in second year

Figure 35: Leading spenders on above-the-line, online display and direct mail advertising expenditure on cash savings products, 2019/ 20

Huge variation in spending by channel

Figure 36: Above-the-line, online display and direct mail advertising expenditure on cash savings products, by advertiser and media type, 2019/20

Pushing different products throughout the year

Figure 37: Share of the total above-the-line, online display and direct mail advertising expenditure on cash savings products, by product, March 2019-Feburary 2020

Nielsen Ad Intel coverage

The Consumer – What You Need to Know

Over half of savers hold multiple accounts

Nationwide leads for instant access accounts

Two thirds are actively saving

38% have increased the value of savings in the past year

The trade-off between interest rate and access

A third have opened a new savings account in the last year

Those with less saved prioritise access

Ownership of Cash Savings Products

Instant access accounts are most popular

Figure 38: Ownership of cash savings products, February 2020

LISAs appeal to more affluent households than Help to Buy ISAs

Figure 39: Savings product ownership, by age and socio-economic group, February 2020

Over half have multiple savings accounts

Figure 40: Repertoire analysis of savings accounts, by age group, February 2020

Savings Providers

Nationwide leads for instant access accounts

Lloyds Banking Group accounts for the most overall

Figure 41: Provider of instant access savings and cash ISAs, February 2020

HSBC/First Direct regular savings accounts prove popular

Figure 42: Provider of instant access savings and cash ISAs, February 2020

Smaller banks prove popular for fixed rate savings

Figure 43: Provider of notice accounts and fixed rate savings/bonds, February 2020

Saving Habits

Two thirds are actively saving

Figure 44: Saving habits, by age group, February 2020

Correlation between saving and household income

Figure 45: Monthly savings amount, by household income, February 2020

Changes to Savings

38% increased savings in the past year

BUY THIS REPORT NOW



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

MINTEL

Figure 46: Past and future changes to savings, February 2020

A quarter of 55-64 year olds have depleted their savings Figure 47: Changes to savings over the past year, by age, February 2020

A quarter of low-income households expect savings to fall

Figure 48: Expected future changes to savings over the next year, by household income, February 2020

Important Factors in Choosing a Savings Provider

Ease of access is almost as important as the interest rate

Figure 49: Important factors in choosing a savings provider, February 2020

Interest rate and reputation rise in importance with the value of savings

Figure 50: Important factors in choosing a savings provider, by value of savings and investments, February 2020

The ethical savings opportunity

Figure 51: Selected factors in choosing a savings provider, by age group, February 2020

Saving Behaviours

Use of Direct Debits tied to affluence

Figure 52: Saving behaviours, February 2020

Round-up features appeal to younger people

Figure 53: Use of 'round-up' feature to save, by age group, February 2020

Millennial parents put something away for Christmas

Figure 54: Deposit and Savings Accounts – CHAID – Tree output, March 2020

Preferred Savings Rates

Access versus interest

Figure 55: Preferred savings rate, February 2020

Prize draws and bonuses are more popular with young consumers

Figure 56: Preferred savings rate, by age, February 2020

Those with less saved prioritise access

Figure 57: Preferred savings rate, by value of savings or investments, February 2020

Appendix – Data Sources, Abbreviations and Supporting Information

Abbreviations

Consumer research methodology

Appendix – Market Size and Forecast

Pre-COVID-19

Figure 58: Pre-COVID-19 best- and worst-case scenarios for total household deposits and savings, 2019-24

Post-COVID-19

Figure 59: Post-COVID-19 best- and worst-case scenarios for total household deposits and savings, 2019-24

Forecast methodology

BUY THIS REPORT NOW