

Savings and Investments Intermediary Focus - UK - December 2012

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“The savings and investment intermediary market is about to embark on a year of transition. The issue that will affect the market the most over the next 12 months is the RDR. Intermediaries are at risk of losing a proportion of their customer base which will impact revenues and many will have to adopt new business models and new technology in order to adapt to the changes. In order to survive this unprecedented market reform, intermediaries will have to focus on their customer relationship management skills and on servicing their clients to the highest possible standards.”

- Stephanie Absolom- Financial Services Analyst

In this report we answer the key questions:

- **How can technology help intermediaries improve their offering?**
- **How can IFAs add value for their customers?**
- **Is the IFA market set to focus on outsourcing?**
- **How can intermediaries continue to service low-value clients?**

As with the financial services sector as a whole, the savings and investment intermediary market is feeling the effects of the challenging economy and large scale regulatory change. Many consumers are choosing to limit their investment activity until they see some stability return to the stock market, however, 1% growth in GDP figures for the third quarter of 2012 has coincided with improved customer sentiment in terms of investment intentions.

This report examines the savings and investment intermediary marketplace and considers both the opportunities and threats that intermediaries in this industry face over the coming years. The key market drivers are discussed and the many regulatory changes and their implications are considered. Competition within the industry is also analysed and the intermediary market size, distribution channels, key players and advertising activity are discussed. Furthermore, Mintel's exclusive IFA research considers how IFAs view their market and looks at client behaviour and how it is changing. Intermediary confidence and attitudes towards the impact of the RDR are also examined.

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