

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 ...

October 2019

Loyalty in Financial Services - UK

“Financial companies need to maintain high standards of customer service, offer convenient and reliable access points and address any problems quickly and fairly. They also need to reward customers for their loyalty, in a way that is meaningful and shows them they are appreciated.”

September 2019

Financial Services Disruptors - UK

“Consumer interest in innovation and regulatory and financial support mean disruptors in the UK have arguably never had better opportunities for success. The key challenge is persuading consumers of their security credentials, despite lacking a history of secure trading.”

Consumers and the Economic Outlook - UK

“It is a confusing time for the British public. The new Government has been unable to agree a Brexit deal with the EU and Parliament has passed legislation obliging the Prime Minister to request a further extension if he cannot get one. Despite this, Boris Johnson has maintained his stance ...

July 2019

Consumers and the Economic Outlook - UK

“The closer we got to the planned Brexit Day, the more worried people became about the impact it’d have on the UK’s economy. With the delay to Brexit, these concerns seem to have melted away. People are far more relaxed about what Brexit will mean for both their own finances ...

May 2019

Managing Household Finances - UK

“Managing household finances is a task few can avoid, yet for most it is something to be tolerated rather than enjoyed. Despite an explosion in the number of tools available to help manage finances, over half of those under 35 struggle to balance financial tasks. There are also signs that ...

February 2019

Consumers and the Economic Outlook - UK

“Concern over the impact of Brexit is more severe than at any other time since Mintel started tracking this measure, including the initial shock in the immediate aftermath of the vote. Theresa May’s withdrawal agreement was the first glimpse of anything resembling certainty since Article 50 was triggered in March ...

Green, Ethical and Socially Responsible Finance - UK

“For ethical and socially responsible financial services products to continue to grow, providers need to keep a firm eye on traditional competitive pressures. Consumers are generally keen to make a positive social impact with their money, but most are unwilling to do so if it comes at a personal cost ...