DISCOVER THE PATTERNS IN PERSONALITY

Explore our latest research and uncover the consumer trends affecting banks and insurers today. Find out how customers want to engage with you through our four powerful personas.
Contents

3 Overview
6 Customer personas
8 Pioneers
11 Pragmatists
14 Skeptics
17 Traditionalists

21 Customer attitudes and preferences
22 Appetite for integrated propositions addressing core needs
28 Appetite for personalization of services
32 Willingness to share data for reciprocal benefits
38 Integration between physical and digital channels
45 The role played by trust

48 Recommendations
53 About the research
What brings customers together sets them apart

Financial Services customers are more willing than ever to share data—provided that data sharing powers integrated propositions and offers that are tailored to their needs.

The pressure is on for banks and insurers to provide highly personalized services, but how can they accommodate a million markets of one? By finding the patterns that bring customers together.

In 2018 we surveyed 47,000 banking and insurance customers across 28 markets in Asia-Pacific, Europe, Latin America, Middle East and Africa, and North America. Through this survey, which builds on our first biennial study in 2017 and is one of the largest of its kind, we sought to understand what these consumers value, what differentiates them and how they want to engage with financial providers.
Our study identified several patterns among consumers, which we distilled into five key findings:

1. **Consumers want integrated propositions addressing core needs.**
   
   Our research reveals that around half of consumers expect financial providers to offer propositions addressing core needs, and not only traditional financial services.

   These propositions typically focus on a particular customer need, such as a complete “mobility proposition” for car buyers that includes different financing, renting and reselling options, as well as access to insurance, maintenance and ancillary services.

   Other examples include a property-buying solution encompassing a mortgage, home insurance coverage and an additional loan for furnishings and a health proposition that provides wearable devices, points-based rewards for healthy behavior, or access to wellness services.
Consumers increasingly want a fully personalized offering from their financial providers.

One in two consumers indicated an interest in personalized financial advice from banks that is shaped by their personal circumstances—including analysis of spending habits and advice on how to manage money—while 64 percent are interested in insurance premiums that are tied to behavior (such as driving safely).

Consumers are willing to share data with their providers in return for better advice and more attractive deals.

For example, they are interested in offers and perks based on where they shop most often and priority services such as a fast-track insurance claims settlement.

Consumers want better integration across physical and digital channels.

More than half of all our survey respondents expressed an appetite for a true omnichannel banking experience that would allow them to switch seamlessly between physical and digital channels.

Consumers’ trust in financial institutions is high and increasing.

Consumers are likely to say that they trust their banks and insurers more than they did 12 months ago. To maintain this trust, particularly when holding customers’ personal data, providers should demonstrate robust security measures while delivering value-adding insight and personalized services.
You can’t spell personal without persona

To engage customers with personalized services—and see each customer as an individual—banks and insurers should first recognize their customers’ similarities.

The consumers in our survey can be divided into four broad personas based on how they perceive and engage with banks and insurers. The differences between these personas are striking, and highlight how traditional demographic segmentation, such as by age or wealth, can miss important nuances of how consumers view their financial providers.
Meet the personas:

**Pioneers:**
Risk takers, tech-savvy and hungry for innovation
Tech-savvy and keen to engage with financial providers using mobile devices, Pioneers are hungry for innovation in services and channels. They account for 23 percent of respondents.

**Pragmatists:**
Ubiquitous, trusting and channel agnostic
Also making up 23 percent of the sample, Pragmatists see technology as a means to an end rather than as a lifelong passion. They are satisfied with the service levels they receive and they expect good value from providers. They are interested in (though a little suspicious of) personalization.

**Skeptics:**
Tech-wary, dissatisfied and alienated
Skeptics are the largest group, accounting for 33 percent of the sample, yet their dissatisfaction with financial providers means they are a challenging persona to engage. More than a third are under 35, making them a long-term opportunity for providers if they can be targeted.

**Traditionalists:**
Value human touch, tech-avoiders and losing trust
Generally older (55+) than the other personas, Traditionalists show low levels of engagement and satisfaction with their financial services providers. They are the smallest group from our consumer survey, comprising 21 percent of respondents.
Pioneers

Young:
50% are between 18 and 34.

More likely to be male than female:
55% of Pioneers are men.

Earning a good wage:
43% are in a high-income bracket.

Ethically minded:
65% say their provider’s approach to corporate social responsibility will influence their choice.

Tech-savvy:
87% say their smartphone is their principal device for transacting online.

Open to risk:
Three in four are willing to take risks to improve their lives.

Hungry for innovation:
They want to explore new channels such as wearable devices.

Inspired by the new:
80% are interested in integrated propositions from financial providers and non-financial vendors.
Trusting, but not loyal
Although Pioneers trust their financial providers, they are the least loyal—a third had switched banks within the past year. But while the search for better-value products and services is their main driver for switching, Pioneers also consider more altruistic factors. Almost two thirds say that corporate social responsibility would influence their choice of a new provider.

Risk-takers
Pioneers are most willing to take risks to improve their lives—75 percent of them say they don't mind doing this—considerably more than the 53 percent of Pragmatists and over three times the percentage of Traditionalists who agree with this statement.
### CUSTOMER PERSONAS: PIONEERS

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<tr>
<th>Activities</th>
<th>Importance of personalization</th>
<th>Importance of access</th>
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<tr>
<td>Check accounts</td>
<td>95% agree</td>
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<td>“I would like my bank or insurer to introduce new ways of communicating with me, such as via wearable devices”</td>
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Would be willing to share data in return for personalized and convenient services Compared to 80% overall

“I would like my bank or insurer to introduce new ways of communicating with me, such as via wearable devices” Compared to 31% overall

### Tech and data attitudes

- Trust to look after financial well-being
  - Bank: 88%
  - Insurance: 83%
  - Tech/Telecoms: 61%
  - Retailers: 57%
  - Social Network Provider: 48%
Pragmatists

**Everywhere:**
Pragmatists are the most evenly distributed persona group across age groups and geographies.

**Channel agnostic:**
77% don’t mind which channel they use as long as they get what they need.

**Satisfied:**
78% have a positive experience when they visit their bank branch.

**Content:**
They are less likely to be interested in bespoke or novelty customer experiences.

**Open to advice:**
95% trust human advisors in bank branches to give advice on a loan or mortgage.

**Data conscious:**
79% say they are alert and cautious about their data privacy.

**Trusting:**
They are more likely to trust their bank to look after their financial well-being, and for their insurer to safeguard their data.
Happy with their service

Pragmatists are more broadly satisfied with their current financial providers than the other three personas. More than three-quarters say they have a positive attitude toward bank branches, and 96 percent say they trust the advice they receive from human advisors at their insurance branch when making a claim.

Interested in personalization, but wary about signing up

They are the group closest to Pioneers in terms of behavior, and are interested in offers, perks, alerts and tips based on their spending patterns. However, they are less interested in these services than Pioneers.

Embrace technology, but only up to a point

Pragmatists want control over their accounts and are keen on fast and efficient service. They like online access via desktop or laptop, rather than by mobile device. Less than a third are interested in a wider range of in-branch services, such as coffee shops or financial education.
CUSTOMER PERSONAS: PRAGMATISTS

Activities

- Check accounts on phone: 34% (30% total)
- Read social media posts: 66% (56% total)
- Browse internet on mobile: 77% (65% total)
- Read content online: 64% (64% total)

Lifestyle

- People seek my advice: 62% (54% total)
- Seek work/life balance: 78% (68% total)
- Take risks to improve life: 53% (48% total)
- Content most of the time: 70% (62% total)

Tech and data attitudes

- Alert about data privacy: 79% (75% total)
- Like traditional approaches: 27% (39% total)
- Confident user of tech: 79% (65% total)
- Phone is principal device: 60% (54% total)

Importance of personalization

- 85% agree
  Would be willing to share data in return for personalized and convenient services
  Compared to 80% overall

Importance of access

- 72% agree
  “I would like my bank to blend physical branches and digital services, allowing me to interact with them in the way that best suits me, and which gives me a seamless experience”
  Compared to 59% overall

Trust

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<th>Trust to look after financial well-being</th>
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<td>Bank</td>
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<td>Insurance</td>
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<tr>
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<tr>
<td>Retailers</td>
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<tr>
<td>Social Network Provider</td>
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Skeptics

Discontent:
Just 45% say they are content most of the time.

Risk-averse:
Only 42% say they take risks to improve life.

Mistrustful:
Least likely to trust banks and insurers to look after their data.

More tech-wary:
They are less confident users of technology than their peers.

Frustrated:
They feel let down in terms of customer service.

Difficult to convince:
Low interest in integrated propositions around core needs from financial providers and non-financial vendors.

Dissatisfied:
Only 31% have a positive experience when they visit their bank branch.
**Often unhappy**
Skeptics are demanding and often unhappy with the service they receive from their financial services providers. They are not interested in personalized products and services and less than a third want to use new channels.

**Lacking in trust**
Skeptics show low levels of trust in providers. This doesn’t seem to affect their loyalty to these providers, however—on average, Skeptics stay with their bank for 14 years and their insurer for seven years.

**Less likely to use mobile for transactions**
Although younger than other persona groups, Skeptics are less likely than Pioneers and Pragmatists to use their mobile phone to access information and transact online, or to spend time each day browsing the internet on their mobile device.
### CUSTOMER PERSONAS: SKEPTICS

<table>
<thead>
<tr>
<th>Activities</th>
<th>Lifestyle</th>
<th>Tech and data attitudes</th>
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<tbody>
<tr>
<td>Check accounts on phone</td>
<td>People seek my advice</td>
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<tr>
<td>Read social media posts</td>
<td>Seek work/life balance</td>
<td>Like traditional approaches</td>
</tr>
<tr>
<td>Browse internet on mobile</td>
<td>Take risks to improve life</td>
<td>Confident user of tech</td>
</tr>
<tr>
<td>Read content online</td>
<td>Content most of the time</td>
<td>Phone is principal device</td>
</tr>
</tbody>
</table>

#### Importance of personalization

- **80%** agree
  - Would be willing to share data in return for personalized and convenient services
  - Compared to 80% overall

#### Importance of access

- **48%** agree
  - “I am frustrated when I call customer services because my query is rarely resolved by the first person I speak to”
  - Compared to 36% overall

#### Trust

- **Trust to look after financial well-being**
  - Bank: 65%
  - Insurance: 59%
  - Tech/Telecoms: 29%
  - Retailers: 27%
  - Social Network Provider: 21%

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Traditionalists

Mature: 66% of Traditionalists are 55 or older.

Less well off: Majority are in the low-to-medium income bracket.

Tech-avoiders: 78% never use a mobile app or website to contact their bank.

Responsive to the human touch: Value personal contact with knowledgeable staff.

Feeling let down: Only 53% say providers deliver well on their priority of polite, knowledgeable staff.

Losing trust: 13% trust their provider less than a year ago.

Wary of the new: Uninterested in new products/services including integrated propositions from financial providers and non-financial vendors.
**Human contact**

This group shows little interest in product, service, or channel innovation and, in fact, tends to mistrust technology. They place much more value on personal contact with polite and knowledgeable professional advisors, while showing significant dissatisfaction with the quality of current services.

**Declining trust leads to increased switching**

Traditionalists are the only group whose level of trust in their providers as guardians of their financial well-being has fallen over the past year. This is reflected in the fact that they have switched banks more over the past year than any other group except Pioneers.
CUSTOMER PERSONAS:
TRADITIONALISTS

Activities
- Check accounts on phone: 3%
- Read social media posts: 26%
- Browse internet on mobile: 27%
- Read content online: 33%
- People seek my advice: 30%
- Seek work/life balance: 54%
- Take risks to improve life: 22%
- Content most of the time: 50%

Lifestyle
- Alert about data privacy: 73%
- Like traditional approaches: 50%
- Confident user of tech: 64%
- Phone is principal device: 56%

Tech and data attitudes
- Importance of personalization: 55% agree
- Importance of access: 36% agree
- Trust to look after financial well-being:
  - Bank: 69%
  - Insurance: 56%
  - Tech/Telecoms: 13%
  - Retailers: 15%
  - Social Network Provider: 8%

Would be willing to share data in return for personalized and convenient services
Compared to 80% overall

“I don’t believe that mobile and online banking is secure”
Compared to 28% overall

#FSConsumerStudy
CUSTOMER PERSONAS: TRADITIONALISTS

19 2019 Accenture Global Financial Services Consumer Study
A closer look at the differences

The four personas paint a compelling picture of banking and insurance consumers. More importantly, they offer a pattern banks and insurers can use to build responsive, personalized services for their customers.

CUSTOMER PERSONAS

- Pioneers
- Pragmatists
- Skeptics
- Traditionalists

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The personas allow us to both see similar traits and identify important differences among banking and insurance consumers.

There are five key findings where our persona groups differ in terms of their attitudes and preferences in relation to financial services:

1. Appetite for integrated propositions addressing core needs
2. Appetite for personalization of services
3. Willingness to share data for reciprocal benefits
4. Integration between physical and digital channels
5. The role played by trust
1 Appetite for integrated propositions addressing core needs

An abundance of choice can be a mixed blessing for consumers. They spend a huge amount of time and effort just to absorb and make sense of the sheer volume of information available.

One solution to this problem is the availability of integrated propositions combining products and services from financial providers and non-financial service vendors. These give customers a “one-stop-shop” to address a core need—such as health insurance that includes regular medical checks and free gym membership; a home-buying package that includes a house-hunting service, mortgage, home maintenance checks; or a car package that includes the car, financing, insurance and ongoing maintenance.

Integrated propositions represent a major opportunity for financial services providers, and our survey shows interest from more than half of respondents. However, financial providers have work to do to position these integrated propositions attractively. Currently, a lower percentage of consumers surveyed would be prepared to pay, despite showing interest.

“Financial providers should position themselves as orchestrators of an ecosystem of suppliers.”
Interest in integrated propositions that address core needs overall

<table>
<thead>
<tr>
<th>Proposition</th>
<th>Interested</th>
<th>Willing to pay</th>
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<tbody>
<tr>
<td>Car-care propositions including insurance, car loans, remote monitoring, maintenance and advice and/or lessons on driver safety</td>
<td>82%</td>
<td>63%</td>
</tr>
<tr>
<td>Home-care propositions covering home insurance, financing, a service to cover essential home repairs and all home utilities</td>
<td>82%</td>
<td>64%</td>
</tr>
<tr>
<td>Home-buying service provided by banks, including advice on searching for a new home, mortgage deal, house-protection insurance and legal advice and procedures</td>
<td>76%</td>
<td>55%</td>
</tr>
<tr>
<td>Home-security propositions that include insurance, remote home monitoring, financing and security tips</td>
<td>81%</td>
<td>63%</td>
</tr>
<tr>
<td>Personal finance propositions, provided to banking customers, that include an analysis of spending habits and advice on effective money management</td>
<td>81%</td>
<td>54%</td>
</tr>
<tr>
<td>Health and well-being propositions that bundle annual medical checks, access to video appointments with medical professionals, financing, health insurance and remote health monitoring</td>
<td>80%</td>
<td>63%</td>
</tr>
</tbody>
</table>

CUSTOMER ATTITUDES AND PREFERENCES:
1: APPETITE FOR INTEGRATED PROPOSITIONS ADDRESSING CORE NEEDS

Pioneers  Skeptics  Pragmatists  Traditionalists

Interested: 82%  60%  43%  18%
Willing to pay: 63%  36%  21%  6%

Interested: 82%  61%  45%  22%
Willing to pay: 64%  40%  26%  10%

Interested: 76%  45%  36%  13%
Willing to pay: 55%  23%  16%  4%

Interested: 81%  53%  42%  17%
Willing to pay: 63%  35%  24%  8%

Interested: 81%  60%  41%  16%
Willing to pay: 54%  23%  14%  3%

Interested: 80%  60%  48%  24%
Willing to pay: 63%  37%  26%  9%

23 2019 Accenture Global Financial Services Consumer Study
What does this mean for financial providers?

They should become key players in ecosystems that deliver integrated propositions around a customer need.

Providers should aim to position themselves as a trusted advisor within an ecosystem of alliance, vendors and partner organizations, each of which can deliver a particular aspect of an integrated proposition (see Figure 1).

As well as creating new opportunities for banks and insurers, this can also create new challenges. Providers should clearly define the specific value they bring to, and gain from, the ecosystem. They should also effectively manage their brand within a network of third-party providers over which they have no direct control, particularly if they are not the ecosystem orchestrator.

Figure 1. Trusted Financial Services Advisor at the center of a growth-inducing banking universe (non-exhaustive example)

Network effect where ecosystem interactions provide opportunity to up/cross sell services and acquire new customers

Source: Maximizing Revenue Growth in Retail Banking, Accenture 2018
Banks and insurers can leverage ecosystems to deliver value to consumers in a number of different ways. These ecosystems should aim to respond to critical “life moments” for consumers—for example when they are buying a home or car, starting a family or retiring (see Figure 2).

The power of these ecosystems relies heavily on the seamless sharing of customer data to create continuous feedback on consumer needs—allowing providers to develop more relevant and personalized services. Financial services providers should develop and communicate clear guidelines for the sharing of data with ecosystem alliances, vendors and partners—concern about their data being passed on to third parties is one of the two main reasons consumers are reluctant to share data with financial services providers.

DBS Bank Ltd in Singapore provides a good example of a strong ecosystem. It recently launched DBS Marketplace for car ownership, a joint venture between the bank and its car-seller partners sgCarMart (SGCM Pte Ltd) and Carro (Trusty Cars Pte Ltd).

DBS Car Marketplace is a one-stop, online market for customers looking to purchase or sell cars. An on-site car budget calculator provides an estimated loan amount the buyer could obtain, and then offers up a list of cars based on their budget. If they find a car they like, they can arrange online with the seller for a test drive. Finally, both buyers and sellers enjoy a guided experience and free paperwork services for car ownership transfers.1
Figure 2. Eight non-exclusive key plays of an Orchestrator of Ecosystems

“Experiential” life needs
Experimental narrative on life needs such as housing, mobility (car, transportational) and health

“Experiential” specialized proposition
Experimental narrative for specialized propositions, such as start-up businesses and agriculture

Merchant-funded rewards
 Preferential treatment (such as price exclusivity) with vetted merchants, drawing on customer volumes

Financial services augmentation via fintechs
Augmentation of banks’ existing products with those of fintechs for lending, personal finance management and so forth

Value-added services, typically servicing SMEs
Value-added service to small and medium-sized enterprises through association with third-party providers

Financial aggregation through APIs
Aggregation of financial situations at other players through open APIs

Platform open to third-party development
APIs and software development kit (SDK) for third-party developers to create new services on the bank’s platform

Space monetization
Creative use of physical space to support customer and community needs

Source: Maximizing Revenue Growth in Retail Banking, Accenture 2018

26 2019 Accenture Global Financial Services Consumer Study
Building ecosystems is a vital part of becoming a living business, and doing it effectively relies upon a number of key technologies.

An example of a strong insurance ecosystem is ERGO Safe Home (ERGO Group AG), a virtual product bundle consisting of home contents insurance, an emergency service and smart home technology. This integrated smart home program cares for customers’ homes when they are not able to react in case of an emergency, and relies on services provided by different companies and IT capabilities. USAA (United Services Automobile Association), which provides a wide range of services to clients through its associated firms, is another example of a strong ecosystem that drives solid engagement with clients.

Building ecosystems is a vital part of becoming an adaptive “living” business—one that evolves quickly to adapt to changing customer needs and behaviors. Doing so effectively relies upon a number of key technologies, including application programming interfaces (APIs), artificial intelligence (AI) and robotic process automation (RPA). It also requires a mindset shift for organizations that are used to working in a more independent and competitive manner. Yet organizations that are able to make this shift are more likely to be able to upgrade their innovation capability, allowing them to develop services that inspire higher customer loyalty.
You might think that all customers like the personal touch from their financial providers, but actually the extent to which people want customized services varies greatly.
The table below shows the percentage of each persona that expressed an interest in different types of personalization.

**Engaging through personalization**

- **Want to receive offers and perks based on where they shop:**
  - Pioneers: 86%
  - Pragmatists: 75%
  - Skeptics: 55%
  - Traditionalists: 30%

- **Want to receive text alerts relating to account activity, such as going over an account limit:**
  - Pioneers: 85%
  - Pragmatists: 75%
  - Skeptics: 52%
  - Traditionalists: 28%

- **Interested in insurance models linked to lifestyle and behavior, such as car insurance linked to driving habits:**
  - Pioneers: 79%
  - Pragmatists: 75%
  - Skeptics: 54%
  - Traditionalists: 53%

- **Interested in savings tips based on spending patterns:**
  - Pioneers: 85%
  - Pragmatists: 70%
  - Skeptics: 50%
  - Traditionalists: 21%
What does this mean for financial providers?

They should actively target customers interested in personalized services with experiences that strengthen their brand values at every touchpoint.

Consumers, especially Pioneers and Pragmatists, have a strong appetite for greater personalization from banks and insurers. This includes personalized offers, advice and alerts, as well as personalized products and services based on usage or behavior.

To make this work, providers first require a rich set of customer data. However, the real challenge is to convert that data into actionable insight. This requires data analytic skills and tools and the ability to automatically execute the result—such as a personalized offer—across the preferred channel. Ultimately, providers should focus on creating a “segment of one,” where each individual is treated as unique.

This should go beyond just pointing out the facts, such as highlighting a consumer’s spending patterns. Instead, it should extend to offering genuinely tailored advice and offers.

JP Morgan Chase & Co. does exactly this by delivering a hyper-relevant, highly personalized service to consumers through Chase Pay®, an app that allows users to order food through an order-ahead feature, and redeem personalized offers from participating merchants.4
In the insurance sector, the “YouDrive” program by Direct Assurance, which is part of the global AXA Group, connects a DriveBox device to the customer’s car that records events during every journey and generates a score after each ride. The higher the score, the lower the premium. Elsewhere in the insurance sector, Vitality Corporate Services Limited’s well-established health program gives members points for healthy behavior, which are recorded through wearable activity-tracking devices and can be exchanged for rewards through several participating firms.

As they introduce greater levels of personalization, it is critical for providers to have offerings that are attractive rather than intrusive, and that customer data is safeguarded at all times. Given that failure to safeguard data was the second biggest reason in our survey why consumers leave their bank or insurer, providers should be very active in communicating data security measures to their customers to promote trust.

Personalized services should also demonstrate added value. It is not enough just to tell consumers how they are spending their money. Instead, providers should show them how they can save money and take advantage of offers. Customers should be made to feel that they are genuinely benefiting from the service, for example by receiving reduced charges or relevant promotions. This applies particularly to Traditionalists, who currently show little appetite for personalization.
Willingness to share data for reciprocal benefits

Truly personalized financial services are powered by data. The more information a provider can collect about a consumer, within the confines of evolving and increasingly strict privacy regulation, the easier it is to provide services that are truly relevant to an individual’s specific requirements.

Our survey suggests that customers understand this and are prepared to hand over more personal information in return for a more tailored service. More than three-quarters of all respondents are willing to share the data required for benefits such as personalized offers, more efficient and intuitive services, and more competitive pricing. But as the table that follows shows, the personas vary in their willingness to share data.

“More than three-quarters of all respondents are willing to share the data required for benefits such as personalized offers...”
Attitudes towards data sharing

Willing to share data in return for advice that is more relevant to your personal circumstances
- Pioneers: 95%
- Pragmatists: 87%
- Skeptics: 81%
- Traditionalists: 58%

Willing to share data in return for receiving faster, easier services (e.g., rapid loan approval)
- Pioneers: 95%
- Pragmatists: 87%
- Skeptics: 82%
- Traditionalists: 59%

Willing to share data to receive personalized offers based on your current location
- Pioneers: 94%
- Pragmatists: 82%
- Skeptics: 76%
- Traditionalists: 50%

Willing to share data to receive a priority service (e.g., fast-tracked claims settlement)
- Pioneers: 95%
- Pragmatists: 87%
- Skeptics: 82%
- Traditionalists: 59%

Willing to share data to receive discounts on non-insurance related products or services
- Pioneers: 94%
- Pragmatists: 79%
- Skeptics: 77%
- Traditionalists: 45%

Willing to share data to receive more competitive/lower prices (e.g., based on health, driving behavior, exercise habits, etc.)
- Pioneers: 96%
- Pragmatists: 89%
- Skeptics: 84%
- Traditionalists: 63%

Willing to share data to receive personalized services/information that helps to reduce the risk of injury, loss, etc.
- Pioneers: 95%
- Pragmatists: 86%
- Skeptics: 81%
- Traditionalists: 54%

“The more information a provider can collect about a consumer, ...the easier it is to provide services that are truly relevant...”
What does this mean for financial providers?

They should consider creating stronger incentives to encourage customers to share their data.

The majority of respondents are willing to share data in return for products and services that make their lives easier.

Many banks and insurers have already started to build and apply a more complete set of customer data to offer new, hyper-relevant services, such as applications that help consumers to manage money, or insurance products that are priced based on behavior. Many providers are still working out, through trial and error, the more compelling propositions.

But over time, consumers are likely to expect greater innovation in return for handing over their data, and providers that are able to identify attractive data-driven services for different customer segments stand to gain a stronger competitive advantage.

An example of a hyper-convenient service for banking customers is “Emma”, a banking application from fintech Emma Technologies LTD. that lets users manage all their accounts in one place, avoid overdraft fees, track spending and pay off debt.
In the insurance sector, the Tokio Marine & Nichido Fire Insurance Co., Ltd. has developed an all-in-one Internet of things (IoT) device for auto insurance customers that records driving information, warns drivers when they are approaching frequent accident points, and gives alerts based on their individual situation. It also provides general information about weather and gives drivers feedback after a journey.

To unlock value from customer data and develop tailored products and services, many financial providers are turning to predictive AI algorithms. These algorithms identify correlations between hundreds and even thousands of variables, from age, gender and income, to more complex behavior patterns such as purchasing behavior and use of location-based services. Financial services providers can use AI to create increasingly detailed personas and predict purchasing behavior across channels and products.

“...over time, consumers are likely to expect greater innovation in return for handing over their data...”
Providers should invest in and communicate clearly on measures to protect customer data.

In addition to incentivizing consumers to share data through personalized benefits, regulatory requirements task providers to keep consumer data safe. This is clearly a significant concern for consumers, with notable proportions saying they would change provider due to concern over data security. Indeed, such issues are key factors behind “churn” across all four personas, which further highlights the importance of a careful response by providers. With that in mind, providers should be careful to do more to safeguard customer data and communicate this to customers—in particular, as they start to participate in ecosystems, which rely on a seamless sharing of data between multiple parties. This may require additional investments in data security or guarantees with compensation commitments in the event of a data security breach.
Financial services providers ignore the risks of a breach of trust at their peril: Accenture’s Competitive Agility Index shows that this has a direct and substantial impact on the bottom line. For example, we calculated that money laundering allegations cost one company US$1 billion in revenue. Providers should emphasize trustworthiness as a brand value and actively communicate this to customers through all touchpoints.

Consumers feel issues/concerns over data security would lead to them leaving their current provider.
More than half of all our consumer survey respondents expressed an appetite for a true omnichannel banking experience, which would allow them to switch seamlessly between physical and digital channels.

And yet, not all consumers are satisfied with their experience across channels. Additionally, some say that digital interaction with financial services providers is less satisfactory than their digital experience with companies in other sectors. This should be taken as a wake-up call to traditional financial services providers, given that 61 percent of Pioneers and almost one in three Pragmatists and Skeptics say they would trust technology and communications companies such as Apple, Inc., Google LLC, and Verizon Communications Inc. to look after their long-term financial well-being.
**Interaction preferences**

- **80%** 72% 53% 33%  
  Want to see their banks blending physical and digital services

- **77%** 55% 47% 21%  
  Would like to be able to switch between online and telephone channels during a transaction

- **45%** 39% 32% 7%  
  Prefer to use mobile devices or tablets to communicate with their bank

- **39%** 22% 22% 4%  
  Prefer to use mobile devices or tablets to communicate with their insurer

- **68%** 68% 63% 66%  
  Favor face-to-face interaction with their bank

- **64%** 24% 51% 22%  
  Say the quality of service varies across channels

- **99%** 97% 95% 83%  
  Read content online

- **87%** 60% 56% 8%  
  Use phone as principal device

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**CUSTOMER ATTITUDES AND PREFERENCES:**

4. **INTEGRATION BETWEEN PHYSICAL AND DIGITAL CHANNELS**

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2019 Accenture Global Financial Services Consumer Study
What does this mean for financial providers?

They should leverage their physical footprint and integrate physical and digital services to meet customer needs more effectively.

The consumer survey shows that while some persona groups, such as the Pioneers, are happy to engage with providers via online channels, all consumers still value face-to-face support when undertaking certain banking and insurance activities. To meet the needs of these groups effectively, providers should offer a multichannel service that allows consumers to contact them in the way that is most convenient. Although face-to-face contact is strongly favored by all persona groups, there is considerable geographic variance. In geographies where physical channels are important, providers should look to develop branches into “experience hubs” that also offer digital services.

For customers such as Pioneers, who show interest in channel innovation, providers can experiment with innovative new channels, such as video conferencing, virtual reality and chatbots. At the same time, providers should assign staff with the strongest customer-interaction skills to Traditionalists, just over half of whom say their providers do not deliver well on the polite, knowledgeable in-person service they value. This group engages infrequently through digital channels—78 percent, for example, never use a mobile app or website to contact their bank—so in-person contact is the primary route to value-addition.
The goal for all personas is to create a coherent customer experience by offering intelligently personalized products and services through the appropriate mix of channels according to the customer profile. Providers should also align the experience with their brand—values such as simplicity, personalization and service excellence should be tangible for customers.

In a world where customers value simplicity and a seamless buying experience, insurer KBC Group introduced an award-winning, data-driven platform that simplifies the process for getting homeowners insurance by asking customers just three questions and providing them with an immediate quote.10

Another example is major U.S. insurer CNA Financial Corporation’s Get a Quote service, which connects small business owners to licensed producers or independent agents to provide insight, customized insurance coverage and completion of the policy purchase.11
To offer customers greater face-to-face support, Pioneer™ Federal Credit Union has developed the myPioneer Personal Assistant app that allows customers across the United States to video conference with bank agents. The app displays both a video of the agent, as well as any relevant forms at the bottom of the page, allowing customers to sign them with their fingertip during the call.

Another example of providers delivering a strong “phygital” experience is PNB MetLife India Insurance Company Limited’s virtual reality platform, which transports the customer into an insurance expert’s office where they can talk across the table.

Increasing the value delivered by the high-cost advisors, who are so clearly important to customers, is a challenge for financial providers. Many are turning to a combination of RPA and AI technologies to accomplish this, using RPA to automate standard transactions and AI to surface new behavioral insights.

Together, these technologies allow staff to address customers’ desire for personal contact during complex transactions, while using these in-person encounters for cross- and up-selling based on a detailed, up-to-date view of the customer’s behavior and likelihood of purchasing various offerings.

AI and other predictive algorithms can also be used to forecast customer churn, allowing advisors to devote more in-person time to high-lifetime-value customers who are showing high scores for likelihood to switch providers. These technologies also allow providers to improve speed and efficiency of service—rated by consumers in our survey as the most important service criterion—by automating an increasing number of transactions, allowing customer-facing staff to focus on generating new value and delivering a high-quality customer experience in person.
They should have a GAFA vision and grow business through third-party platforms

The study shows that being able to access their bank or insurer quickly and easily is an important factor for many consumers, particularly Pragmatists. At the same time, almost half of consumers surveyed say they expect their bank to use data to anticipate their needs and recommend products and services when they are required.

Financial services providers should review existing, ubiquitous channels such as GAFA (Google LLC, Apple, Inc., Facebook, Inc. and Amazon.com) as a means of product and service delivery (see Figure 3).
When considering GAFA channels, financial services providers should carefully weigh the benefits of access via favored consumer applications—such as being able to offer payments via established social channels, augmented interaction utilizing virtual or augmented reality, as well as more sophisticated or relevant marketing messages—versus the potential threat of these channel owners developing or expanding their own financial service offerings.

Banks and insurers can also work with third-party platforms in a mutually beneficial way, for example by sharing customer data to improve understanding of customer needs, and developing new products and services that meet such needs.
The role played by trust

Overall, trust in banks and insurers is high: Seventy-seven percent of respondents say they trust their bank to look after their long-term financial well-being, while 68 percent trust their insurer to do the same.

However, trust varies among personas. It is lowest among Skeptics, who also show the least satisfaction with their branch experience.

Trust is not necessarily a driver of loyalty. For example, Pioneers, the group with one of the highest levels of trust in their bank and insurer, are also most likely to trust a non-traditional provider—such as a telco or tech company—to look after their long-term financial well-being, suggesting new sources of competition. They are also the group that has switched provider most over the last year. Providers should also do more to engage with Traditionalists, 13 percent of whom say their trust in financial providers has dropped in the last year. Traditionalists are likely to act on their discontent—indeed, this group switched provider most often, after the Pioneers.
### CUSTOMER ATTITUDES AND PREFERENCES: 5. THE ROLE PLAYED BY TRUST

<table>
<thead>
<tr>
<th>Trust and loyalty</th>
<th>Pioneers</th>
<th>Skeptics</th>
<th>Traditionalists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Say the main reason they stay with their bank is that they like it</td>
<td>69%</td>
<td>46%</td>
<td>55%</td>
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<td>Have a positive experience in bank branches</td>
<td>77%</td>
<td>31%</td>
<td>54%</td>
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<td>Trust their bank to look after their long-term financial well-being</td>
<td>88%</td>
<td>65%</td>
<td>69%</td>
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<td>Trust their insurer to look after their long-term financial well-being</td>
<td>83%</td>
<td>59%</td>
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<td>Trust non-traditional providers to look after their long-term financial well-being</td>
<td>60%</td>
<td>31%</td>
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<tr>
<td>Trust their bank less than they did last year</td>
<td>9%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Trust their insurer less than they did last year</td>
<td>10%</td>
<td>16%</td>
<td>12%</td>
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</table>
What does this mean for financial providers?

Only 7 percent of the respondents in our survey reported having switched bank accounts over the past year, giving better value products and services as their main motivator.

However, competition from non-traditional providers is increasing and the Pioneers in our survey show a willingness to entrust their long-term financial well-being to these vendors. Financial services providers cannot afford to rely on customer inertia over switching, and competing on price would not be a sufficient competitive differentiator over the long term.

Many providers have recognized this and are focusing on new ways of creating added value for customers. As we mentioned earlier in this report, personalization, a move to providing integrated propositions with non-financial vendors, and a focus on robust data security are promising avenues for strengthening customer loyalty and increasing customer lifetime value.
A head start for bankers and insurers

To stay relevant and win loyalty in a digital economy, banks and insurers should harness consumer data to deliver a hyper-relevant, highly convenient and trustworthy customer experience.

One way they can do this is to find patterns among their customers’ varying personalities. Ultimately, this means becoming a “living business”—creating a business model that moves beyond traditional industry boundaries and is agile, innovative and hyper-relevant.
How can banks and insurers get a head start on building a living business model?
By following these steps:

**Meet core needs:**
**Expanding business models through ecosystems with non-financial vendors**

Banks and insurers should also identify opportunities to participate in ecosystems, providing integrated propositions addressing core needs. Again, those opportunities should vary by customer segment. Pioneers and Pragmatists appear most interested in the integrated propositions we explored in our consumer survey. But there are likely to be pain points for all customer segments that can be addressed through ecosystems combining products and services from a network of alliances, vendors and partners.

As providers look to use branded channels such as GAFA platforms for delivery of products and services, and as they cooperate with non-financial vendors in the provision of integrated propositions around core customer needs, they should focus on amplifying their brand values to differentiate themselves from their ecosystem members. The brand and its promise should be communicated consistently across all physical and digital touchpoints.
Find the segment of one:
Offering personalized experiences tailored to personas

Banks and insurers should develop new capabilities. Specifically, they should use technology cost-effectively to create personalized experiences for increasingly different customer segments—ultimately down to a “segment of one.” As our consumer survey shows, there is considerable variation in the type of experience valued by different customer segments.

The Pioneers and Pragmatists in our survey, for example, are interested in personalized offerings and integrated propositions delivered through a mix of channels and ecosystem members. Providers should define a strategy for each customer segment that identifies the investments required to deliver targeted returns. This should take into account the long-term growth prospects for the segment, varying by geography, such as Traditionalists—the segment with the highest percentage of 55+ respondents in our survey—being expected to grow in countries with aging populations.
Incentivize for reciprocation: Receiving personal data in exchange for advice and better terms

The majority of respondents in our survey are prepared to share more data in exchange for personalized services. Willingness to do so varies significantly by persona, however, providers should work particularly hard to identify genuine value for customers who are less interested in and less prepared to exchange data for personalized services.

Match channels to consumers: Fully integrating physical and digital

Given the high value placed on face-to-face contact with financial advisors by all of our personas, across all age groups, providers should use technology effectively to allow human advisors to focus on value-generating activities and not on anything that could be automated for lower cost. We would expect some to be open to the automating processes previously requiring human contact.

The Pioneers in our consumer survey are over twice as likely as the other three personas to trust an automated chatbot in helping them apply for a mortgage or loan, for example. Providers can also consider cost-effective ways of bringing the advisor to the customer such as video calls. Working out—and effectively executing—the appropriate mix of automation and human contact is key to achieving the status of trusted “collaborator” in the customer journey towards financial well-being.

Build loyalty: Anchoring trust through all touchpoints

Consumers in our survey show high levels of trust in their providers. And yet, as they engage with third parties to provide integrated propositions, banks and insurers can expect to work harder if they want to maintain that trust.

For many, doing so would mean making additional investments in bolstering data security. Informing customers on measures to strengthen data security and how their data is shared with ecosystem alliances, vendors and partners is expected to become an increasingly important element in brand differentiation.
The ability to respond with agility to individual consumer needs is a critical aspect of becoming a living business: one that continuously evolves its core business model and extends its offer beyond the traditional boundaries of banking and insurance.

Serving the unique needs of every customer, with hyper relevance and hyper convenience, might seem daunting. But when banks and insurers find the patterns among their consumers, they can find their way toward offering trustworthy, omnipresent, personalized services.
About the research

Accenture surveyed 47,000 respondents across 28 markets including Australia, Brazil, Canada, Chile, China, France, Germany, Hong Kong (SAR), Indonesia, Italy, Japan, Netherlands, Singapore, Spain, Sweden, Thailand, the United Kingdom and the United States.

Respondents were consumers of banking and insurance; they were required to have a bank account and an insurance policy. Respondents covered multiple generations and income levels. The fieldwork for the survey was conducted during May and June, 2018.

accenture.com/FSCONSUMERSTUDY2019
# The global consumer: Personas by region and market

<table>
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<tr>
<th></th>
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Note: The findings and data presented in this document come from the 2019 Accenture Global Financial Services Consumer Study, February 2019, unless otherwise stated.
Acknowledgements:

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