Financial Lives Survey 2017
Our comprehensive survey representative of UK adults – the financial products they hold today, their attitudes, and their experiences of dealing with these products and services and the firms who provide them.

Our extensive research

- Around 1,500 questions were asked
- Around 12,000 people took part in online interviews
- Around 900 people took part in face-to-face interviews (either non internet users or people aged 70 and over)
- Over 3,000 data tables analysed to pull out key themes

This research is helping us shape our day-to-day work to protect consumers

Next steps
We are publishing the report alongside the data tables for consumer groups, industry and other bodies to use. The FCA will continue to use the data to inform policy development, market studies and post-implementation reviews.

Visit our website: www.fca.org.uk/financial-lives