

## 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



Around

**30**

FCA projects have used  
data from Financial Lives  
so far, including our Ageing  
Population and Financial  
services Occasional Paper

### 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](http://www.fca.org.uk/financial-lives)

