

Overview of our cross-cutting and market-specific work

Harm summary

● Mortgages

Customers that may benefit from switching either decide not to or cannot (mortgage prisoners)

● Retail investment platforms

Consumers (both advised and non-advised) often find it difficult to move from one platform to another, for reasons of time, complexity and cost

● General insurance

Pricing practices have the potential to cause harm to consumers, particularly those who are vulnerable

● Cash savings/retail banking

Long standing cash savings customers lose out through receiving lower interest rates than active customers who shop around and switch

● Pensions

Consumers may struggle to engage with pensions generally, and market dynamics for non-workplace pensions may not deliver fair outcomes

● Cross-cutting

Harm arising for consumers across financial services sectors

