

Intergenerational differences video transcript

Andrew Bailey, Chief Executive, FCA:

Today we're at the Royal College of Physicians and we've got a conference that the FCA has organised on the intergenerational financial challenge.

One of the things that really strikes me about the FCA is how much this intergenerational issue is a thread that runs through many of the big issues that we deal with.

In the post Second World War period, for many decades actually, there was a broad pattern where each generation, each decade of people were actually somewhat better off than their predecessors in many important financial respects. And that has changed.

Lord Willetts, Executive Chair, Resolution Foundation:

The evidence is overwhelming that the younger generation are having a raw deal. Their pay has not increased on the scale it increased for the 'Boomers', and the 2 crucial assets we build up, a pension and a house, are much harder for the younger generation to acquire.

Anne Richards, Chief Executive, Fidelity International and Chair, FCA Practitioner Panel:

What financial services firms need to do is to think not just about product, which I think is sometimes where the discussion gets to very, very quickly, but it's actually to think how we can provide a holistic view for people in order to help them understand both their financial situation today, their financial needs today, but what the future might look like.

So, it's about understanding their behaviours. It's about giving tools and helping them use those tools. And it's about allowing them to manage and control their savings world but with appropriate advice at the right moment in time.

Iona Bain, Founder, Young Money Blog:

In my eyes, that's when someone starts their first job. When they're enrolled in their first pension. And because that's happening at a younger and younger age, and from a lower and lower wage starting point, then that to me suggests a future where every young person could be getting some really well-timed advice.

Baroness Greengross, Chief Executive, International Longevity Centre - UK:

One of the key points is that whatever we do, we want the generations to be collaborating. To be close, to understand each other's issues and problems. The last thing we want is for the young to say they've got it made, we're having a really difficult time.

William Hague: Director, HR & Transformation, FCA

The workshop part of the day was where the delegates got their hands dirty. So they took all the input that they had in the morning and looked at 'How can we make a difference for consumers on the ground? How can we improve things for them?'

What each of the delegates did in the room is look at the financial needs, the financial challenges that that generation was facing.

They then looked at what innovative solutions they could find to help improve consumers with those financial needs.

Conference attendee:

The interactive sessions really brought together some ideas both from what some products are that we can be looking at in the future as well as what the barriers are and how we can overcome them.

I think the main takeaway is that when we're looking at intergeneration fairness, we're not looking just at older people today, we're looking at younger people growing old.

Conference attendee:

Yes, really valuable, and I think it sparked a lot of questions that we'll be thinking about for a long time.

Andrew Bailey:

While we've got some big responsibilities in the FCA, we're only a part of the story. We need financial services industry, we need government, we need other public bodies to be part of addressing these issues. So the more we can do to bring the parties together, to share with us the involvement, understanding responsibility, frankly, the better.