

The Consumer Investments market today

Consumer Investments



6% of UK adults reported investing in a HRI for the first time/increased their holdings during lockdown, more of these were younger adults than the wider population Source: Financial Lives



Source: Britain Thinks

>45% of them not viewing 'losing some money' as a potential risk of investing

Source: HMRC data, June 2020

3.2 million consumers have **£314bn**



in stock and shares ISAs.

Distribution Channel



7.1 million

new consumer investment accounts opened in 2020/21 Source: MIFID data, July 2021



2.8 million

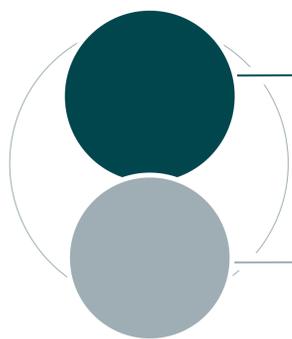
new consumer investments accounts opened with the four largest trading app firms in 2020/21 (40%) Source: MIFID data, July 2021



4.3 million

new accounts opened with all other firms offering consumer investment accounts in 2020/21 (60%) Source: MIFID data, July 2021

The firms



6,568 consumer investment firms,

5,805 financial adviser firms

Source: FCA data, March 2021

Appointed Reps (ARs)

6,568

consumer investment firms are principals to **8,510** ARs.

Source: FCA data, March 2021

Over **1000*** supervisory cases were opened for consumer investments involving higher risk investments or potential investment scams.



Source: FCA data, March 2021

*This figure has been updated following review.

Complaints



53%

Pensions and Investments complaints upheld.

Source: Source FCA data, 2020



£122.5m

redress firms paid for pensions & investment complaints. Source: FCA data, 2020

£618m

Source: FSCS data May 2021

FSCS compensation estimated for consumer investment redress in 2021/22

Scams

£569.1m lost to scams



£24,000

average amount savers lost to investment scams in April 2020 – March 2021 Source: Action Fraud