Roland Berger | Eurofinas Focus

October 2018

Future of European Consumer Finance

A joint Eurofinas Roland Berger Survey

SECOND EDITION

eurofinas

Roland Berger

Key highlights

Growth and margins

50%
of respondents think margins will shrink over the same period

95%
of respondents believe consumer credit business volumes will grow between 2018 and 2021

Low new volume growth expected although this continues to be at the expense of margins

Market structure

72%
of respondents expect further market consolidation by 2021

50%
of respondents see the market share of online platforms (comparators, brokers, P2P) exceeding 30% for personal loans by 2021

Consolidation and online channels expected to reshape competitive landscape

Technology trends

90%
of respondents are convinced Big Data and digitalisation will have a big impact on their business

Technology continues to be a source of significant disruption- expense of margins

Digitalization

63%
of respondents believe more than 40% of their contracts will be fully digital by 2021 (vs 23% in 2018)

Regulatory trends

61%

of respondents see GDPR as an opportunity to build new trust-based customer relationships

Regulatory changes are of concern but potentially opportunities too

Physical vs online channels

65%

of respondents think the majority of their personal loan sales will still require personal interaction (vs 78% in 2018)

Success factors

90%

of respondents see data analytics as critical for success in B2C business

80%

of respondents think omnichannel journey management is key to success for both business and consumer clients

Leveraging big data and excelling in customer journey will be key in determining success

Online disintermediation

89%

of non-auto respondents expect to be active in e-commerce by 2021 (vs. 79% in 2018 & 40% in 2015)

Digital transformation acceleration seen as necessary now

CONTRIBUTION OF THE SURVEY

This new edition of the Eurofinas/Roland Berger European Consumer Finance survey provides top industry executives with an opportunity to compare their industry outlook with their peers from different geographies on market outlook, consumer trends, external challenges and future requirements to succeed in this challenging environment.

SURVEY PARTICIPATION

88 companies from 12 European countries participated in the survey, representing about ¼ of the European market.

Participating companies cover all main business models: Consumer Finance specialists, Niche Players, Retail Banks, Captives (Motor & Retail)

Authors

EDOARDO DEMARCHI
Partner
edoardo.demarchi@rolandberger.com

AXEL BOHLKE
Partner
axel.bohlke@rolandberger.com

Publisher

ROLAND BERGER
Vorstlaan 100 boulevard du Souverain 100
B-1170 Brussels | Belgium
+32 2 661 03 00
marketing.brussels@rolandberger.com
www.rolandberger.be

EUROFINAS
EUROPEAN FEDERATION OF
FINANCE HOUSE ASSOCIATIONS
Boulevard Louis Schmidt 87
B-1040 Brussels | Belgium
+32 2 778 05 74
l.ryden@eurofinas.org
+32 2 778 05 63
j.bucyte@eurofinas.org

www.eurofinas.org