

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



95%

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

50%

of respondents think margins will shrink over the same period

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

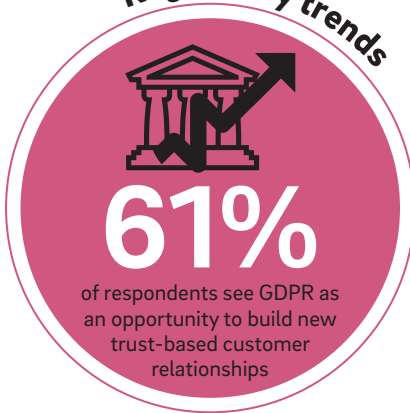
Digitalization



63%

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

Regulatory trends

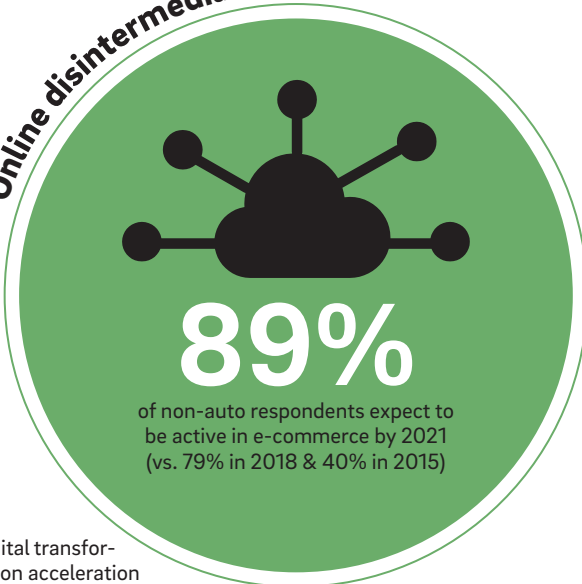


Regulatory changes are of concern but potentially opportunities too

Physical vs online channels

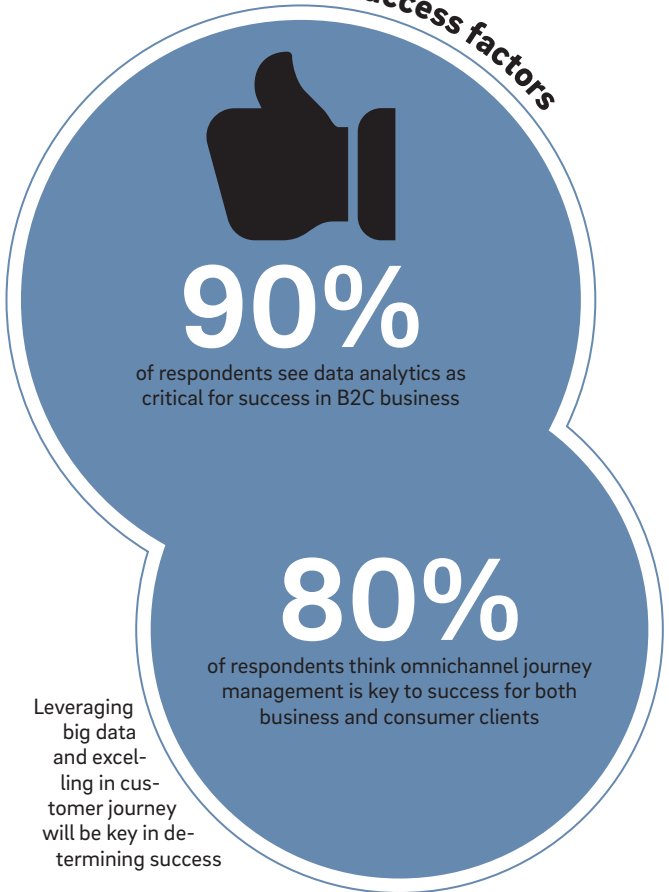


Online disintermediation



Digital transformation acceleration seen as necessary now

Success factors



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

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)

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