



Matt Lowndes

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What technological solutions are financial services providers exploring and building?

What might that mean for you and your business?

The Consumer

The Provider

The Broker

A little bit about me...







Bar Meals

THE MARKET PORTER

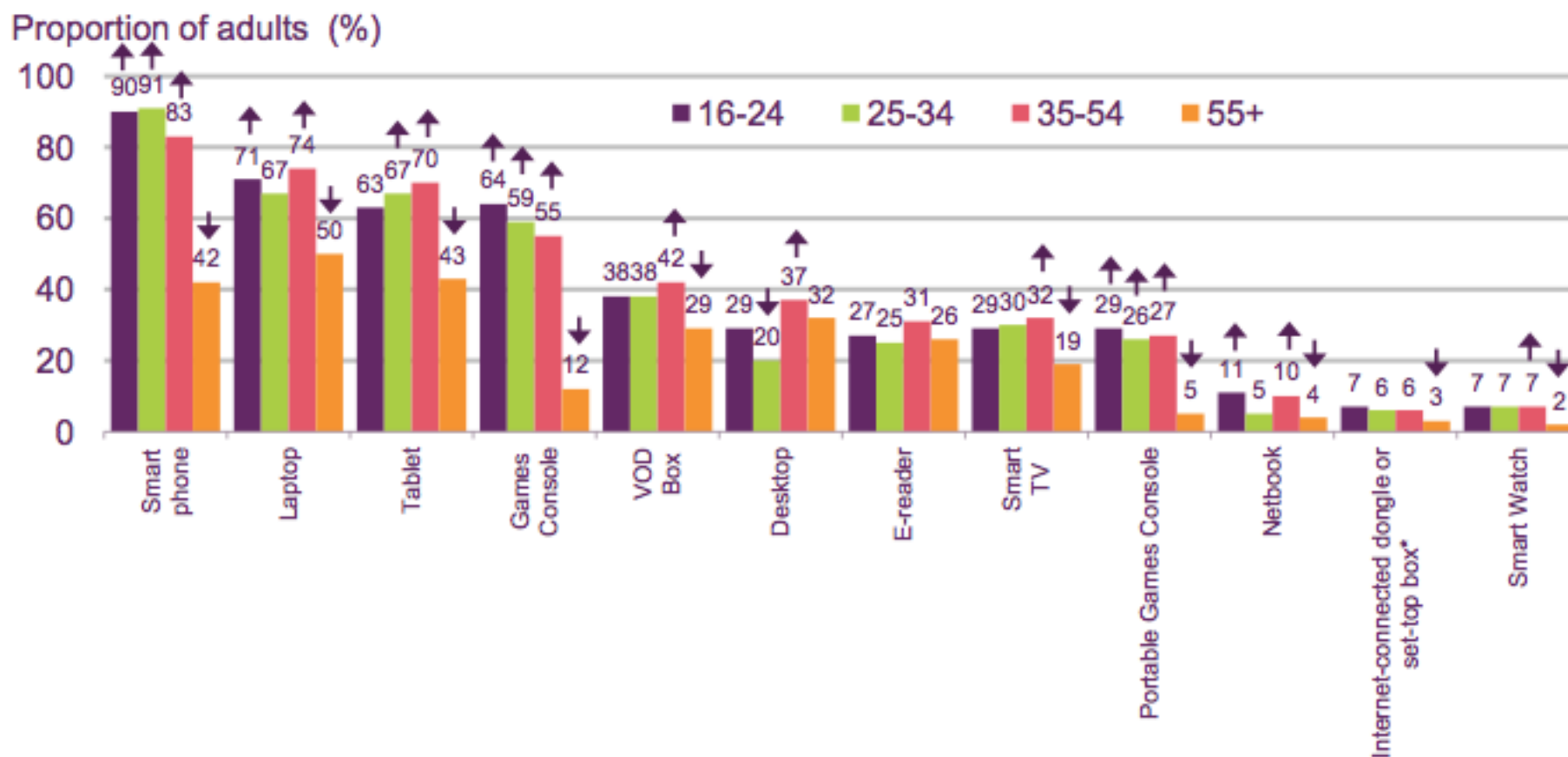
Fine Wines

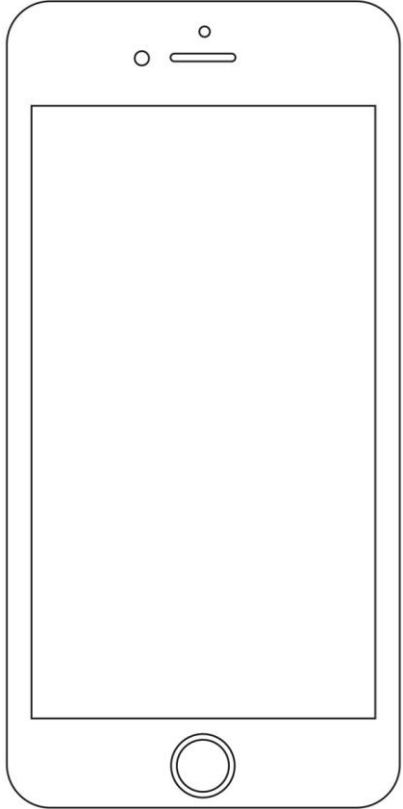
THE MARKET PORTER
Large Selection
FINE WINES
Continental Lagers
&
TRADITIONAL
ALES
FULL MENU
AVAILABLE
FREEHOUSE

THE MARKET PORTER
BA...
FUNC...
availa...
hire
WELCO...
SERVA...
17.2

The Consumer

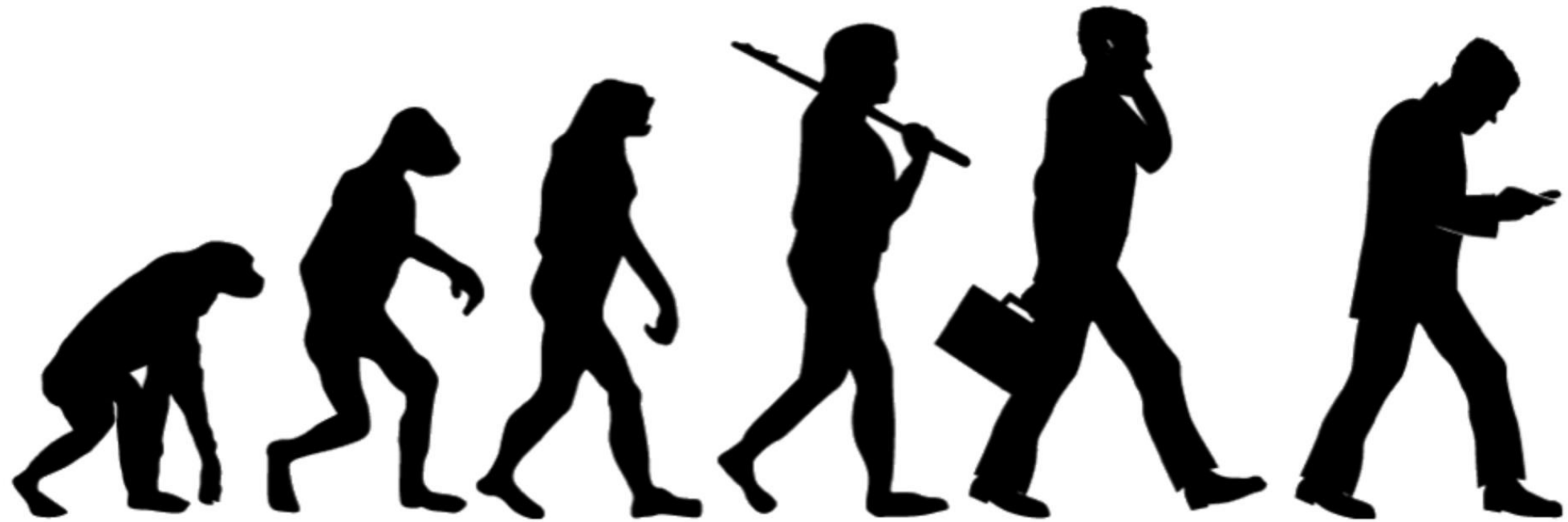
Figure 5.11 Take-up of internet-enabled devices, by age





91% 24-34 year olds

83% 35-54 year olds



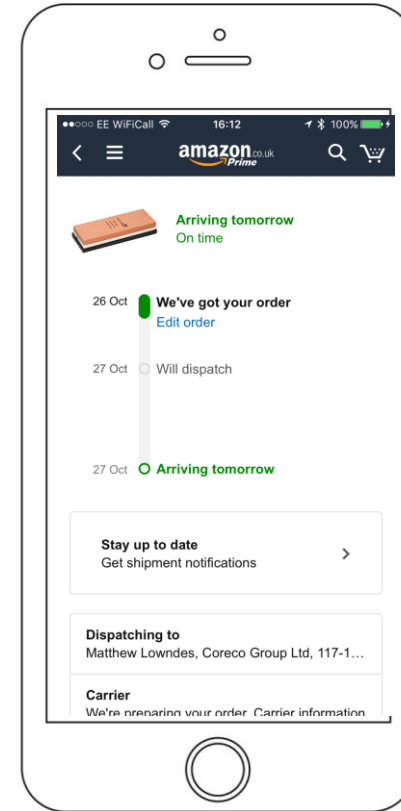
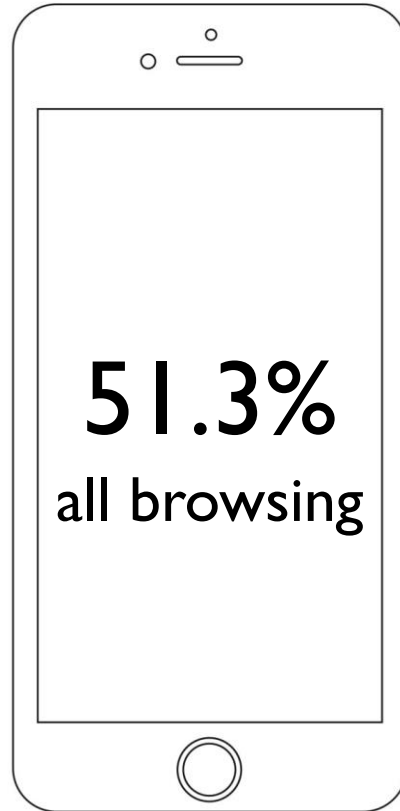
Google

 | Say "Ok Google" 

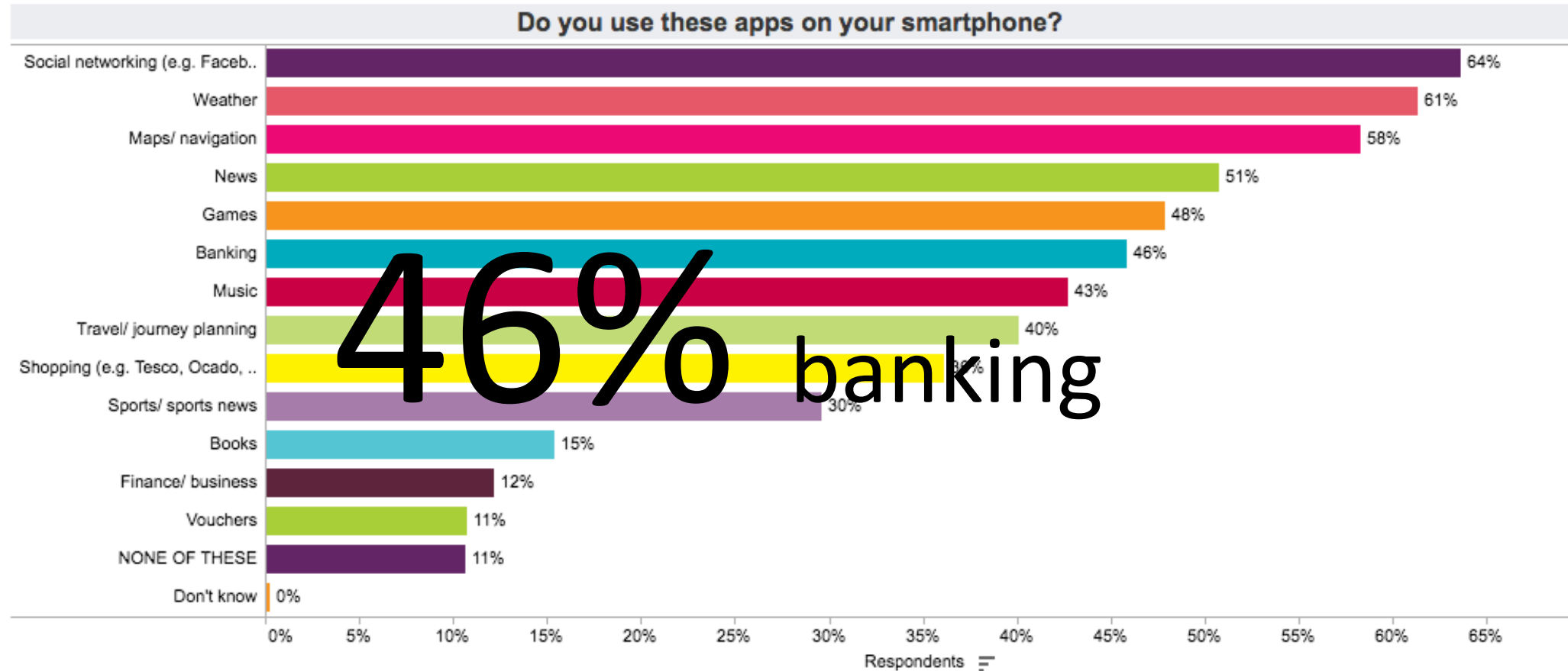
Google Search

I'm Feeling Lucky

Mobile revolution



Mobile revolution



Ofcom, Communications Market Report 2016

Mobile revolution

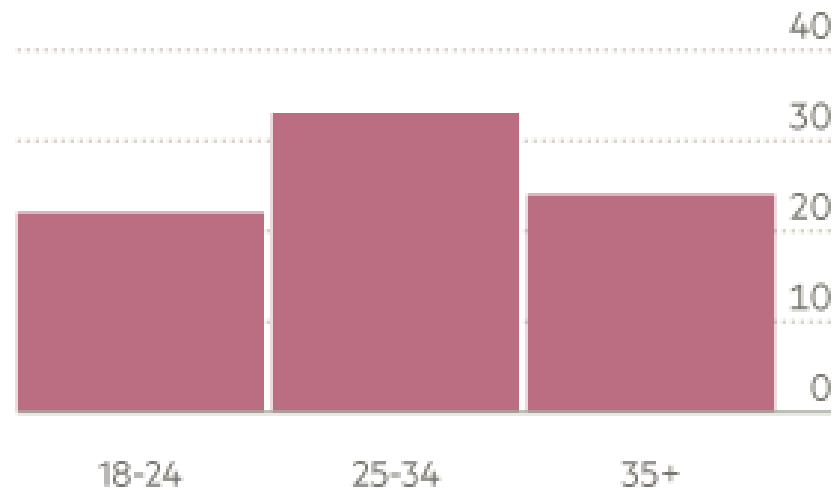
 Pay



Mobile revolution

UK customers who would consider using a pure digital bank

Share of respondents answering yes (%)



Source: Accenture UK Financial Services Customer Survey 2014

FT

Source: Accenture, UK Financial Services Survey



Consumer loyalty



NETFLIX



The Provider

The Times They Are a-Changin'

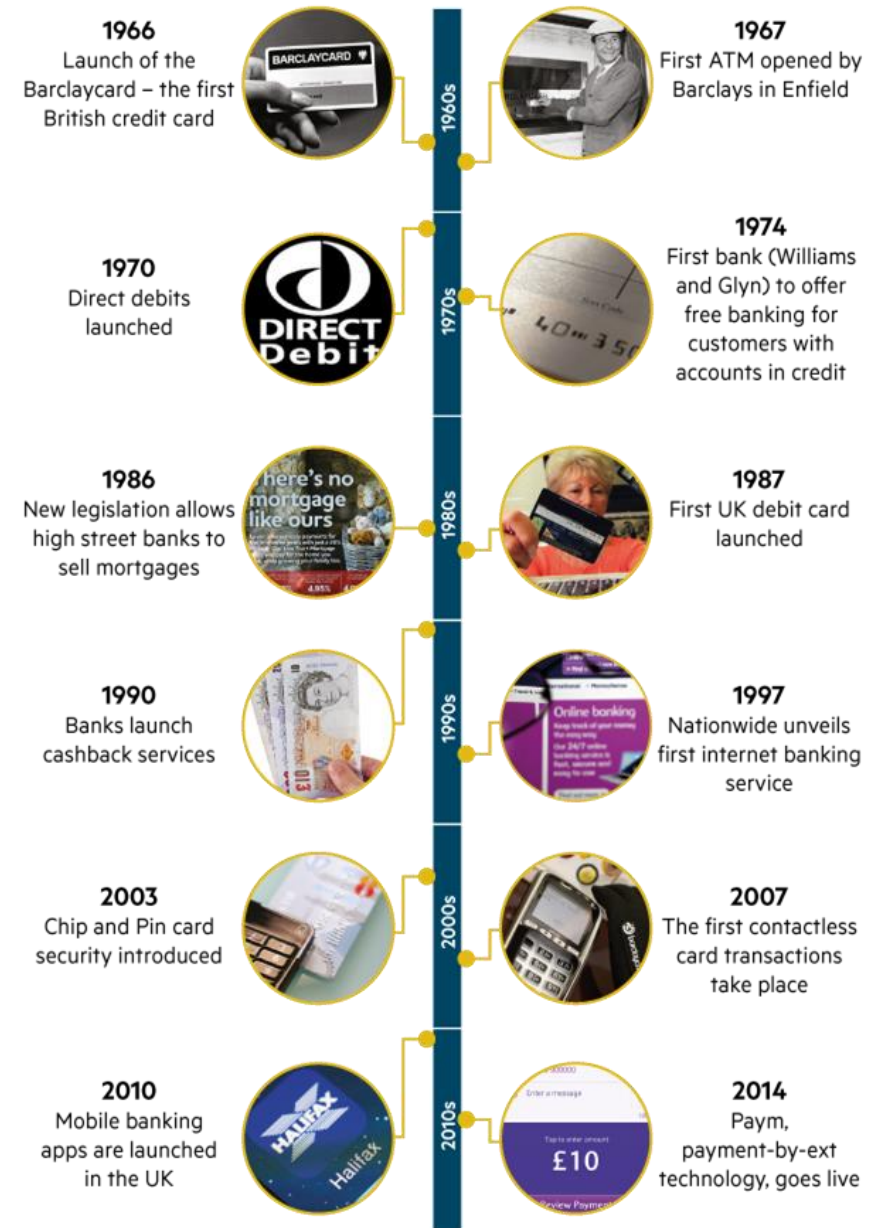
1967 Barclays open the UK's first ATM

1987 First UK debit card launched

1997 Nationwide unveils first internet banking service

2010 Mobile banking apps launched

2020 ???



Source: BBA and FT Graphic



“

*“Everyone now expects — in fact, demands — services that are easy to access and fast. The same applies to banking. **Banks can’t rely anymore on customers coming to us.** Customers expect us to be with them, whenever, wherever and however they want.”*

Matt Hammerstein, Head of Client and Customer Experience, Barclays

”

Banks and their data (our data)

Competition – press release

CMA paves the way for Open Banking revolution

From: [Competition and Markets Authority](#)
First published: 9 August 2016
Part of: [Markets](#)

A package of measures being imposed by the CMA will ensure banks work harder for customers and the benefits of new technology are fully exploited.



The final report of the Competition and Markets Authority's (CMA) retail banking market investigation, published today, concludes that older and larger banks do not have to compete hard enough for customers' business, and smaller and newer banks find it difficult to grow. This means that many people are paying more than they should and are not benefiting from new services.

To tackle these problems, the CMA is implementing a [wide-reaching package of reforms](#). Central to the CMA's remedies are measures to ensure

PSD2 - the directive that will change banking as we know it



2018 is set to be a game-changing year for retail banking. As the PSD2 (Revised Payment Service Directive) becomes implemented, banks' monopoly on their customer's account information and payment services is about to disappear. The new EU directive opens the door to any company interested in eating a bank's lunch.



“

*“Open Banking could eliminate the friction involved in the download/upload model and **materially improve the consumer experience. A consumer would simply give a price comparison service permission to access their bank account data** and the rest would happen **behind the mortgages**”*

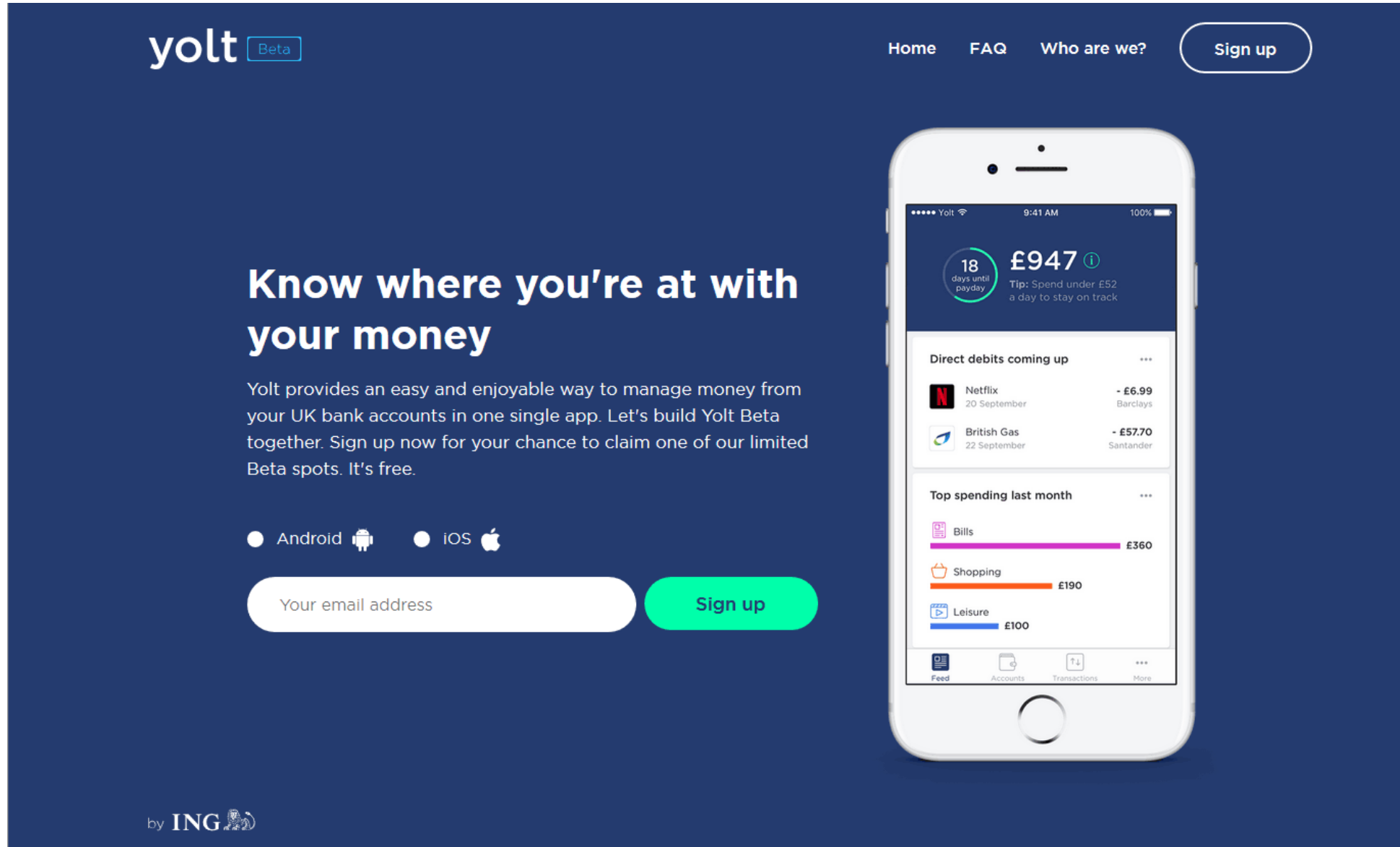
“The principle could also be extended to other personal financial products, in particular credit cards and mortgages”

and in real time. This service could even be engaged as an ongoing service with regular automatic reviews, or respond to new offers launched into the market.”

”

Open Data Institute, The Open Banking Standard Report

Simplicity



The image shows a landing page for the Yolt app on the left and a smartphone displaying the app's interface on the right. The landing page has a dark blue background with the Yolt logo and a 'Beta' badge in the top left. Navigation links for 'Home', 'FAQ', and 'Who are we?' are in the top right, along with a 'Sign up' button. The main heading is 'Know where you're at with your money'. Below it is a paragraph describing the app's features and a 'Sign up' button. At the bottom left, there are icons for Android and iOS. The smartphone screen shows the app's home screen with a balance of £947, a countdown to payday, and sections for direct debits and top spending.

yolt Beta

Home FAQ Who are we? Sign up

Know where you're at with your money

Yolt provides an easy and enjoyable way to manage money from your UK bank accounts in one single app. Let's build Yolt Beta together. Sign up now for your chance to claim one of our limited Beta spots. It's free.

● Android ● iOS

Your email address **Sign up**

by ING

18 days until payday

£947 Tip: Spend under £52 a day to stay on track

Direct debits coming up

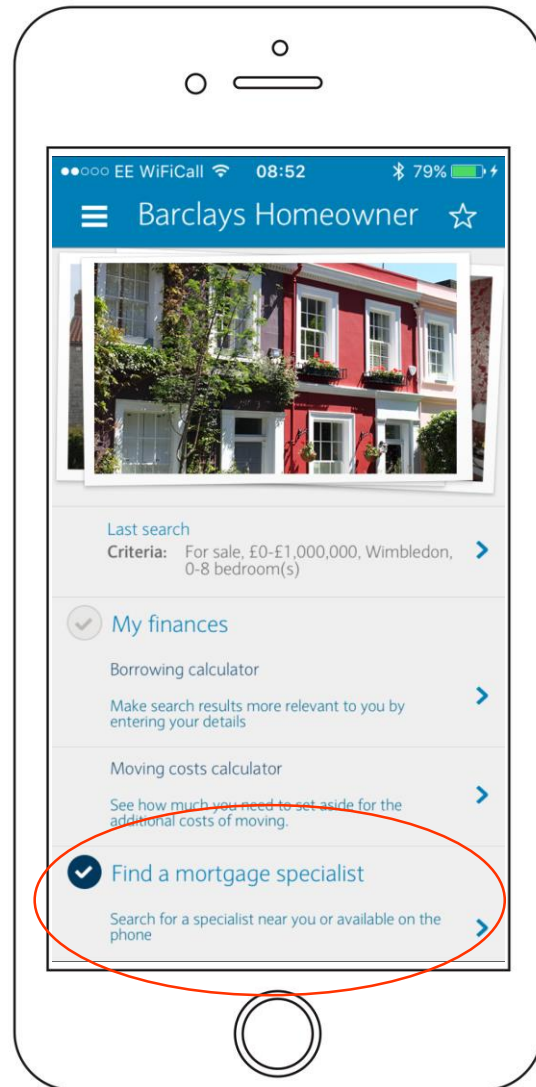
Netflix	20 September	- £6.99	Barclays
British Gas	22 September	- £57.70	Santander

Top spending last month

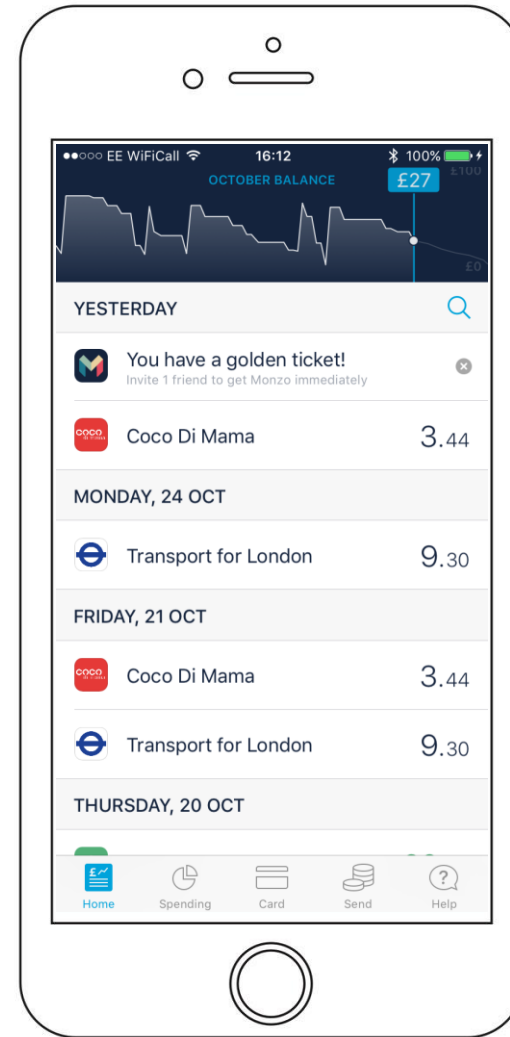
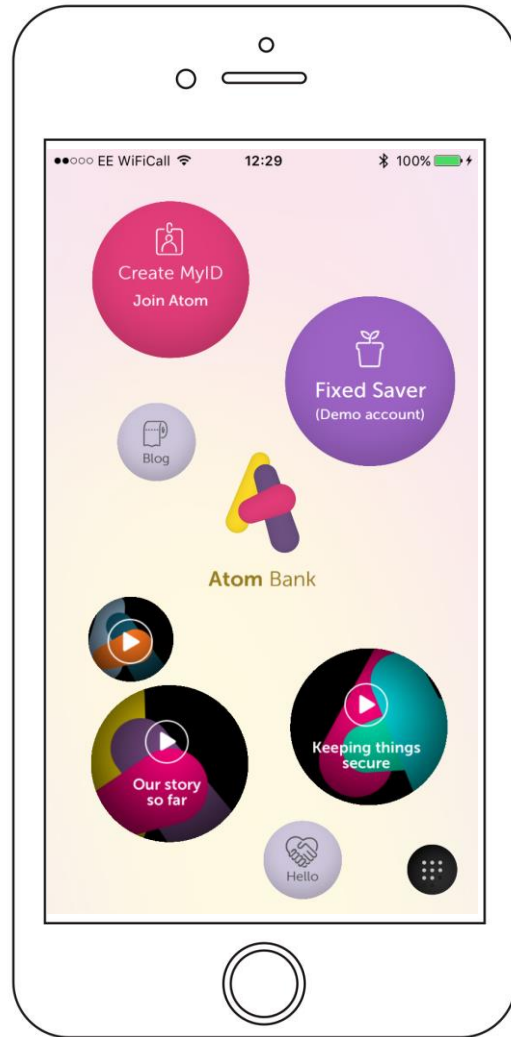
Bills	£360
Shopping	£190
Leisure	£100

Feed Accounts Transactions More

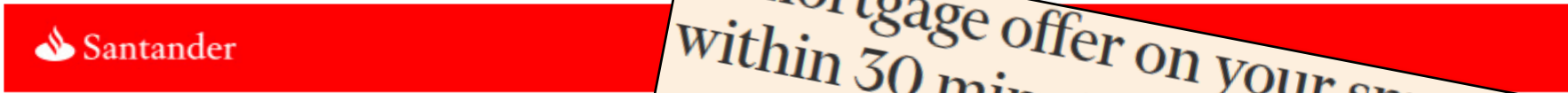
Education



Digital only



Self-service



Apply online

Apply online from the comfort of your own home. Choose from the options below.

Buying your first home or moving to your next home	Moving your mortgage to us
<p>Continue</p>	<p>Any applicant self-employed</p> <p>One or both applicants employed</p>

*A mortgage offer on your smartphone – within 30 minutes
Santander invests in digital technology to streamline home loan process*

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

All applications are subject to status and our lending criteria. This means that the amount we will lend you will depend on your individual circumstances, the type of property and the amount you borrow. For example, we may require a higher deposit if you are buying a flat or a new build property.



Face to face via video



It's not just the banks

We're planning Beta phase for Digital Mortgage Service

72 28 0 0

Tweet Share Share G+1

Land Registry



HTML Prototypes > V3.1

HTML Prototypes V3.1

1. [Conveyance](#)
2. [Citizen - sta](#)
3. [Citizen \(fir](#)
3. [Citizen \(fir](#)
3. [Conveya](#)

GOV.UK

Sign your mortgage deed

Use this service to confirm
sign your mortgage deed
Registry is updated

To do this you will need:

- To verify your identity
- The phone number of your lender

[Start now](#) >

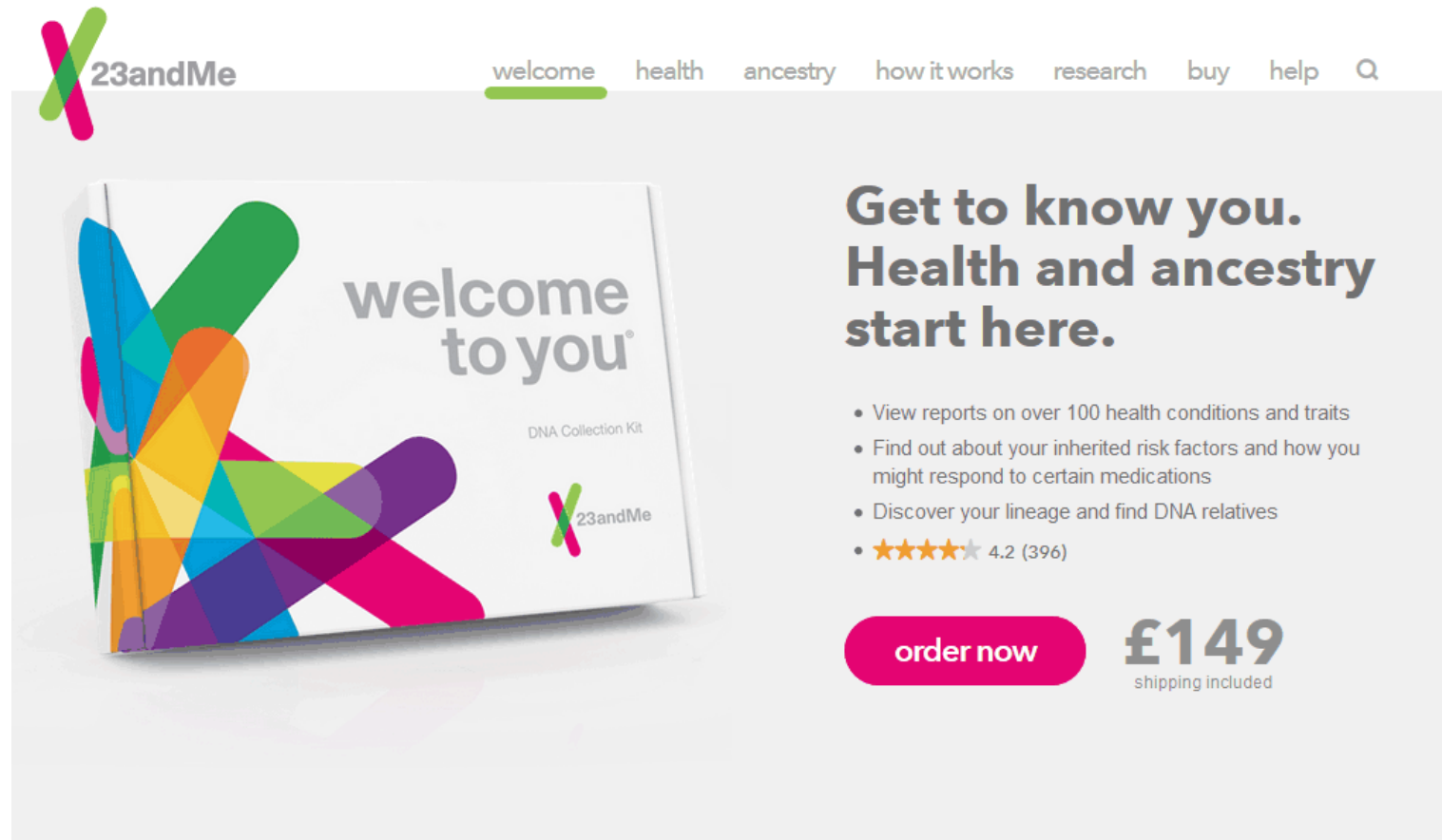
GOV.UK

Identity verified

Now you've verified your identity, you can view and sign your mortgage deed. The steps below explain what happens next.

- 1 **Read your mortgage details**
We'll walk you through all the details included in your mortgage deed. Check each of these details.

It's not just the banks



The image shows a screenshot of the 23andMe website. At the top left is the 23andMe logo, consisting of a stylized 'X' made of two overlapping lines, one green and one pink. To the right of the logo is the text '23andMe'. Further right is a navigation menu with the following items: 'welcome' (underlined), 'health', 'ancestry', 'how it works', 'research', 'buy', 'help', and a search icon. Below the navigation is a large advertisement for the 'welcome to you' DNA Collection Kit. The kit is shown in its white packaging, which features the 23andMe logo and the text 'welcome to you' and 'DNA Collection Kit'. To the right of the kit image is the headline 'Get to know you. Health and ancestry start here.' followed by a list of features: 'View reports on over 100 health conditions and traits', 'Find out about your inherited risk factors and how you might respond to certain medications', and 'Discover your lineage and find DNA relatives'. Below the list is a star rating of 4.2 (396). At the bottom of the advertisement is a pink button that says 'order now' and the price '£149 shipping included'.

23andMe

welcome health ancestry how it works research buy help Q

welcome to you[®]

DNA Collection Kit

23andMe

**Get to know you.
Health and ancestry
start here.**

- View reports on over 100 health conditions and traits
- Find out about your inherited risk factors and how you might respond to certain medications
- Discover your lineage and find DNA relatives
- ★★★★★ 4.2 (396)

order now

£149
shipping included

What your DNA says about you.

It's not just the banks

The screenshot shows the Vitality website's navigation bar with options: Personal, Business, Advisers, Careers, Log in, Contact us, and social media icons. Below the navigation is a menu with: Vitality, Health Insurance, Life Insurance, Rewards, Support, and Community.

The main content area features a large heading: "Vitality partner **Apple Watch**". Below this, there are two phone icons with text: "Health insurance quotes, call 0808 256 8293" and "Life insurance quotes, call 0808 278 8076".

To the right, a white box contains the "Apple WATCH" logo and "AVAILABLE NOW". Below this, a red box contains the text: "Pay from £69 upfront for an Apple Watch Series 2 and nothing more if you stay active with Vitality".

At the bottom, a dark grey banner contains the text "Healthy living and rewards partners" and "Apple Watch with Vitality health and life insurance". A "Get a quote" button is positioned above two white buttons: "Health insurance quote" and "Life insurance quote", both with red arrows pointing right.

It's not just the banks

We have found 8 quotes that could lower your bills!

Review the quotes below and then select a partner!

They will telephone you within 1 business day to complete your application.

Merchant Account Provider	Cost Per Month	Transaction Rates	Annual Saving
 Fidelity AIB Merchant Services	£ 428.42	Debit: 0.25% + £0.15 Credit: 0.9%	£ N/A annual saving!
 CARD SAVER Borgun	£ 446.82	Debit: 0.3% Credit: 0.94%	£ N/A annual saving!
 BritPay Elavon	£ 488.83	Debit: 0.45% Credit: 0.9%	£ N/A annual saving!
 annectouk Global Payments	£ 527.25	Debit: 0.43% + £0.02 Credit: 0.93%	£ N/A annual saving!
 UTP Barclaycard	£ 536.59	Debit: 0.4% + £0.01 Credit: 1.1%	£ N/A annual saving!
 yorkshirepayments Global Payments	£ 602.84	Debit: 0.2% + £0.16 Credit: 1.35%	£ N/A annual saving!
 PAYBRID First Data	£ 704.80	Debit: 0.6% Credit: 1.3%	£ N/A annual saving!

Automatically re-run quotes

Diarise a date for us to automatically re-run your quotes and email to you, or if you want to be notified when cheaper pricing becomes available in the future.

Please Select

Submit

Amend Quote

Do you currently accept cards? Yes No

How do you take cards? Face to Face Online Telephone

0 % 0 % 100 %

Monthly card turnover?

Average Transaction Size?

Estimate the % of sales that take place across the following card types:

Debit: 50 % Credit: 50 % Premium Card: 0 %

Do you require a Payment gateway/virtual terminal (for online/phone)?

How much was your last monthly bill (inc VAT)?

Amend Quote

It's not just the banks

**We'll go to mortgage hell,
so you don't have to.**

The UK's digital mortgage broker. Simple, fast and honest.

Your home may be repossessed if you do not keep up repayments on your mortgage.
Habito Ltd. is registered in England and Wales (09384953), is authorised and regulated
by the Financial Conduct Authority and is on the Financial Services Register (714187).

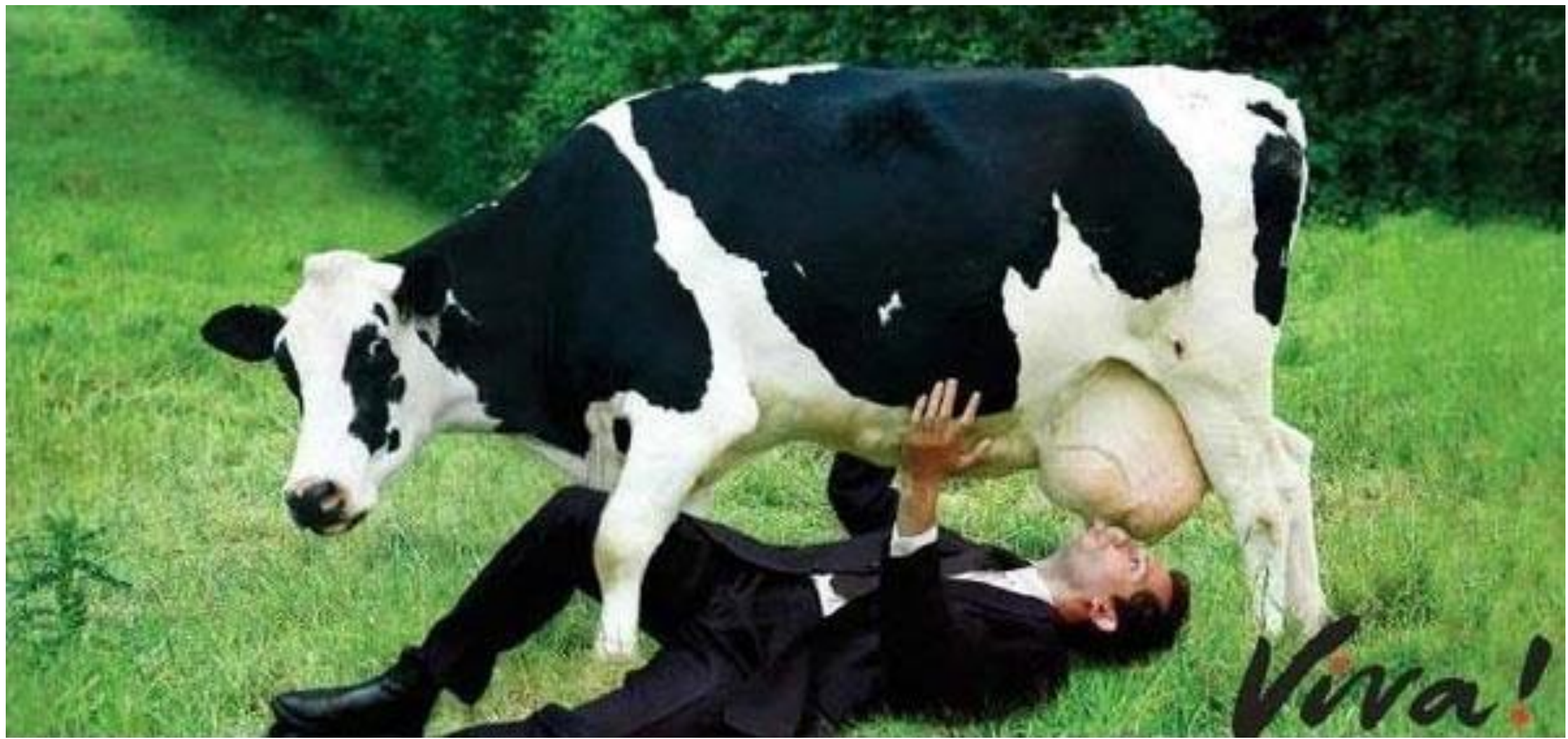
habito.com

Oxford Circus Tube Station, October 2016

A photograph of a market stall with a green tint. A woman on the left, wearing a dark sweater and a light-colored apron, is handing a bill to a man on the right. The man has a beard and is wearing a dark jacket over a patterned sweater. In the foreground, there are several large wheels of cheese stacked on a counter. The wheels are wrapped in paper with a repeating logo that says "COMTE". Two small white boxes are on the counter. The background shows other market stalls and people under a tent structure with string lights.

The Broker





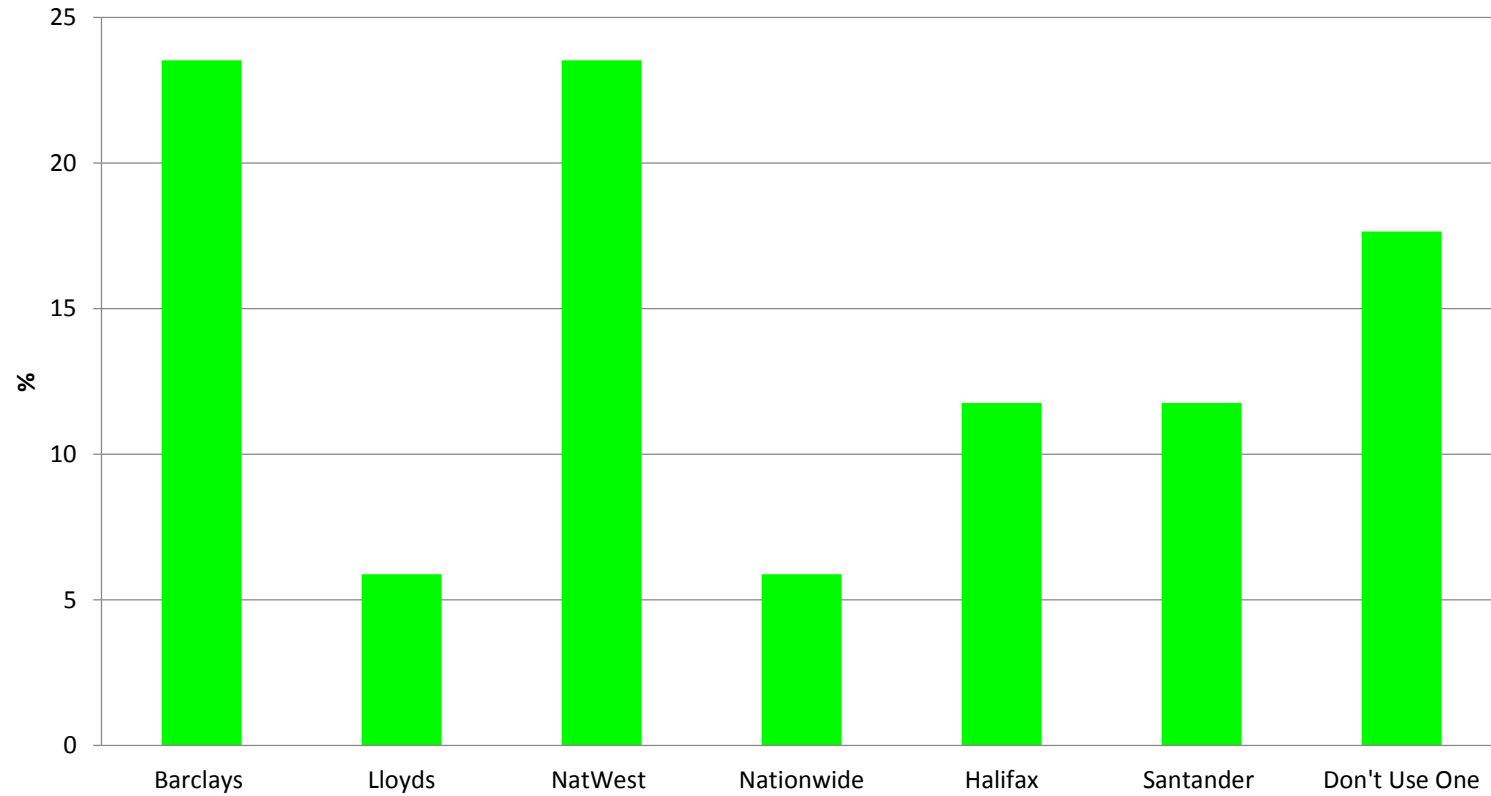
Try things

CUSTOMER JOURNEY MAP TEMPLATE

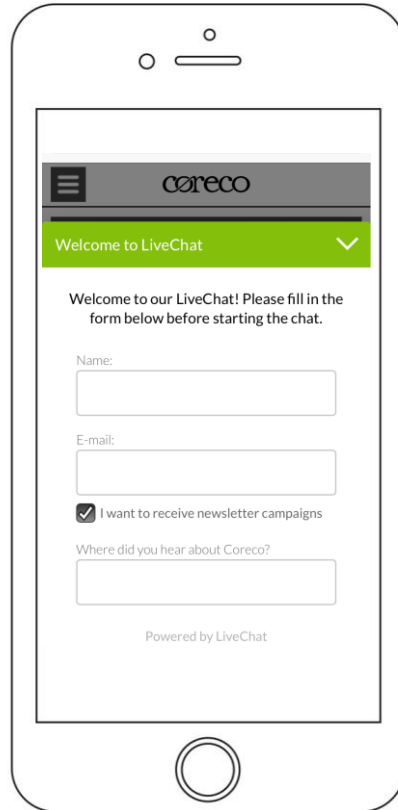
PROCESS	Pre-Service	Event Time	Event Time	Event Time	Event Time	Event Time
CUSTOMER GOALS						
TOUCHPOINTS & EMOTIONAL RESPONSE						
CUSTOMER THOUGHTS						
OVERALL CUSTOMER EXPERIENCE	😊 😐 😞					
Recommendations						
IDEAS TO IMPROVE						

Try things

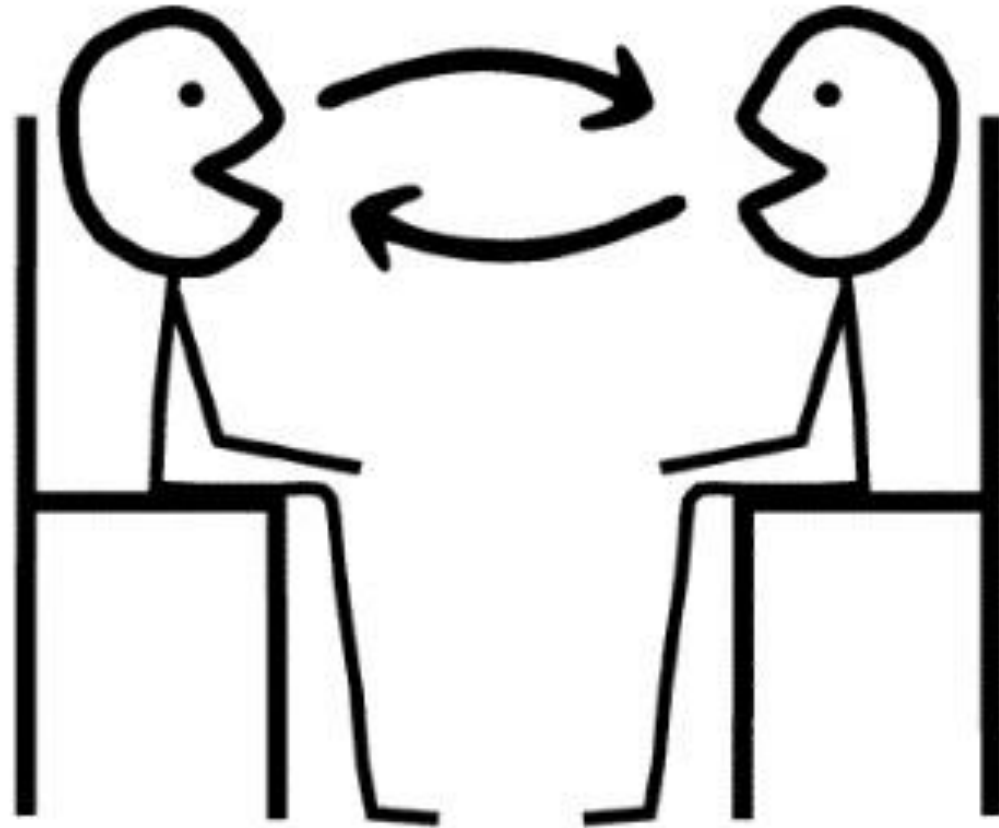
What's your favourite banking app?



Try things



Try things



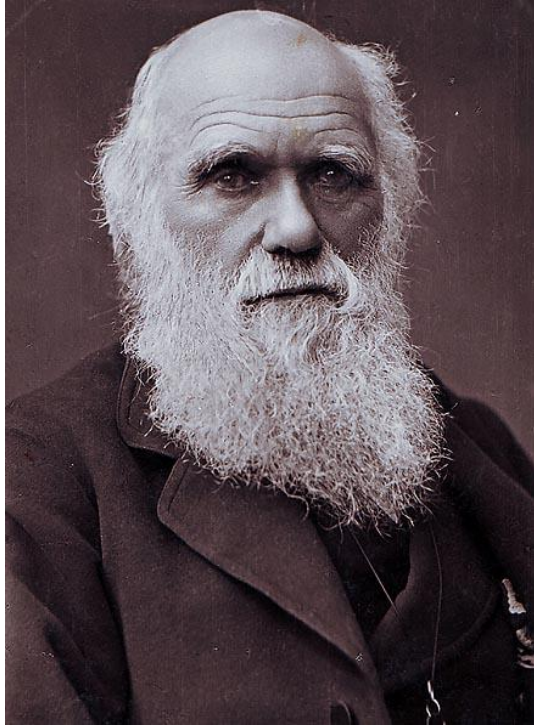




40



Don't do 'nothing'



Version 1.0

"It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change."

Charles Darwin



Version 1.1

"What's dangerous is not to evolve."

Jeff Bezos, Amazon

Tips



In summary

It's about the consumer

- Acquire
- Educate
- Advise
- Retain
- Advocates

Make customers a client not a one off transaction

In summary

It's also about you

- Personal
- Learn
- Culture
- Value

Embrace the change, it is good for brokers

“

***Ever tried. Ever failed. No matter.
Try Again. Fail again. Fail better.***

”

Samuel Beckett

Get in touch



@mattlowndes

@coreco