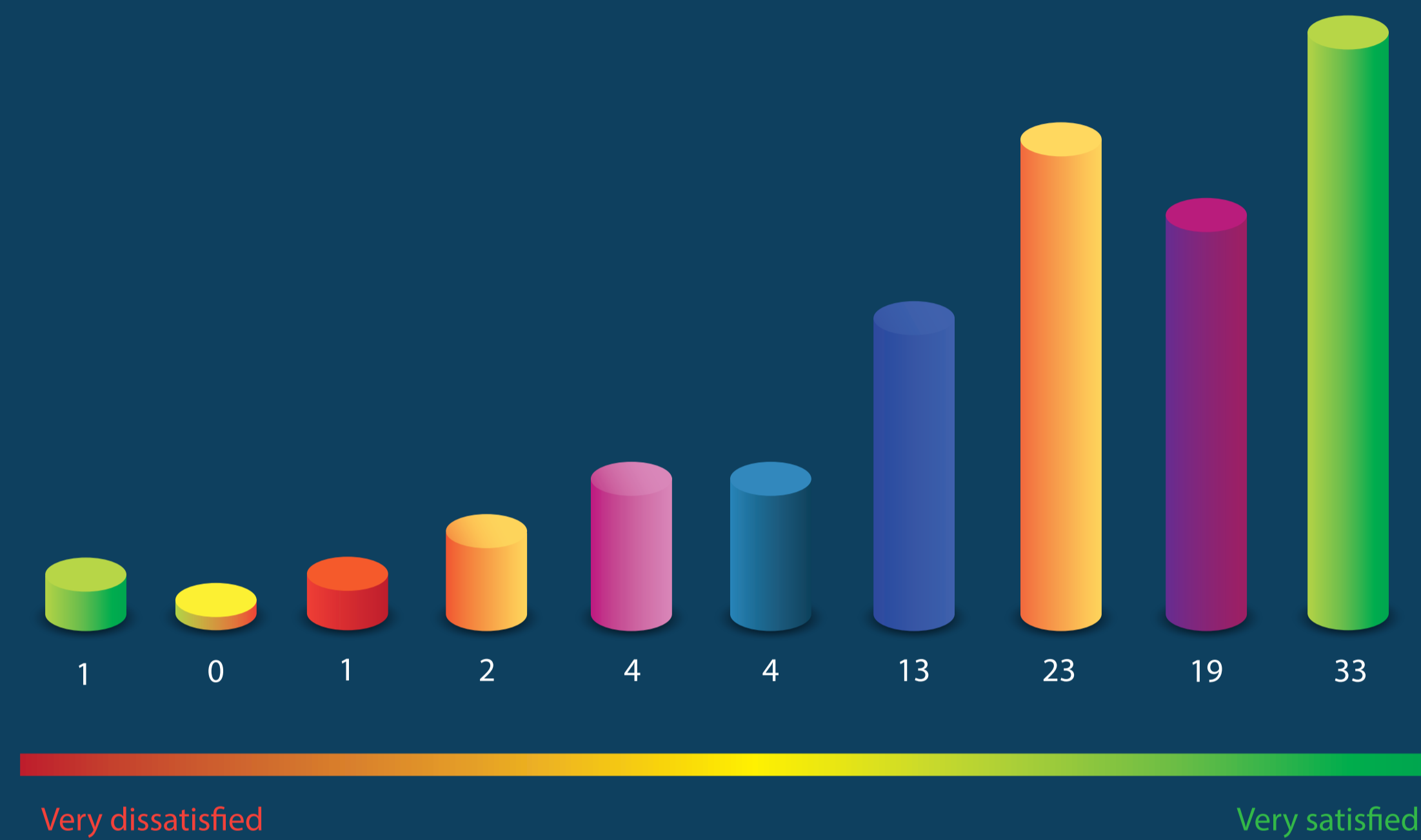


UK customers' view of Open Banking

CUSTOMERS' SATISFACTION WITH THEIR MAIN CURRENT ACCOUNT PROVIDER

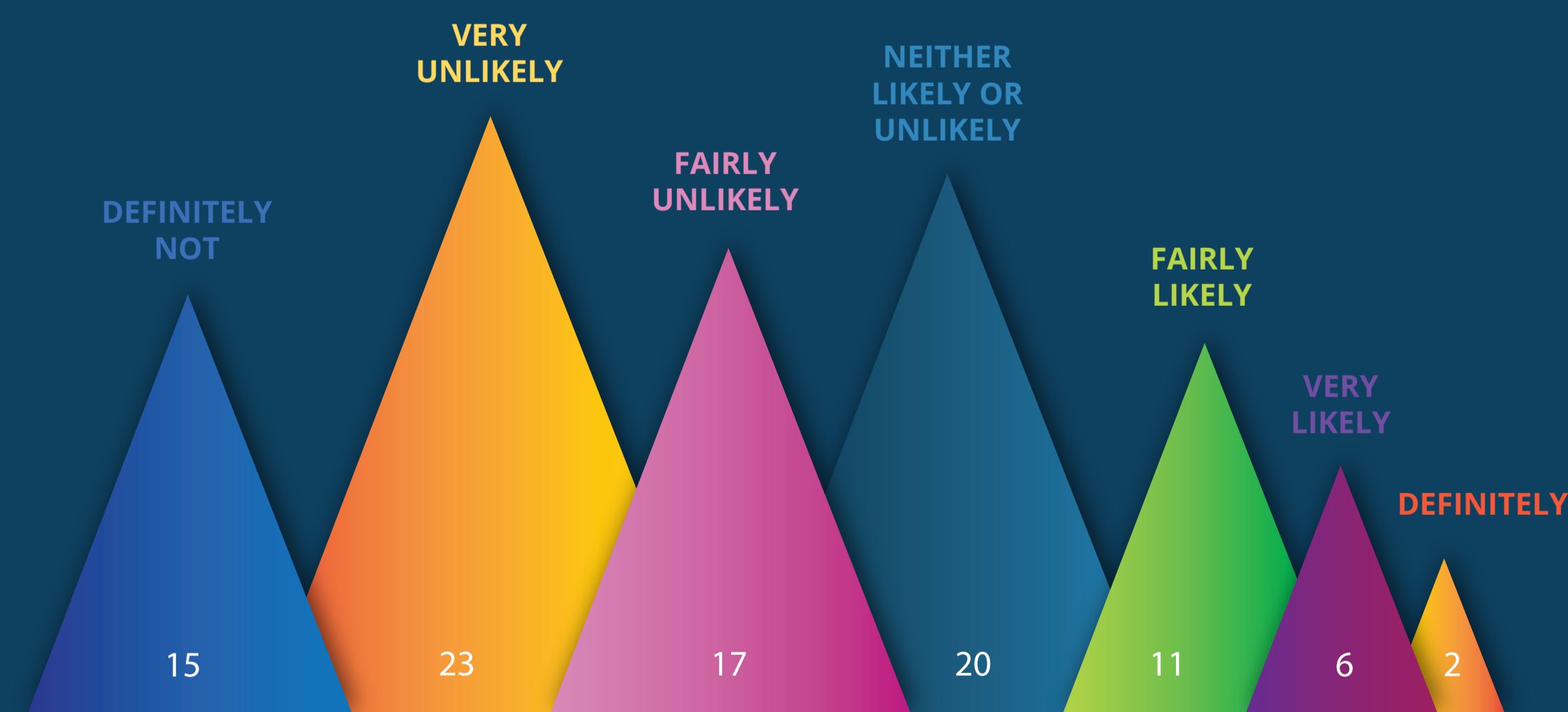
(% OF CUSTOMERS SURVEYED, 2018)



Excludes 0.2% of respondents who did not know

...AND LIKELIHOOD TO SWITCH

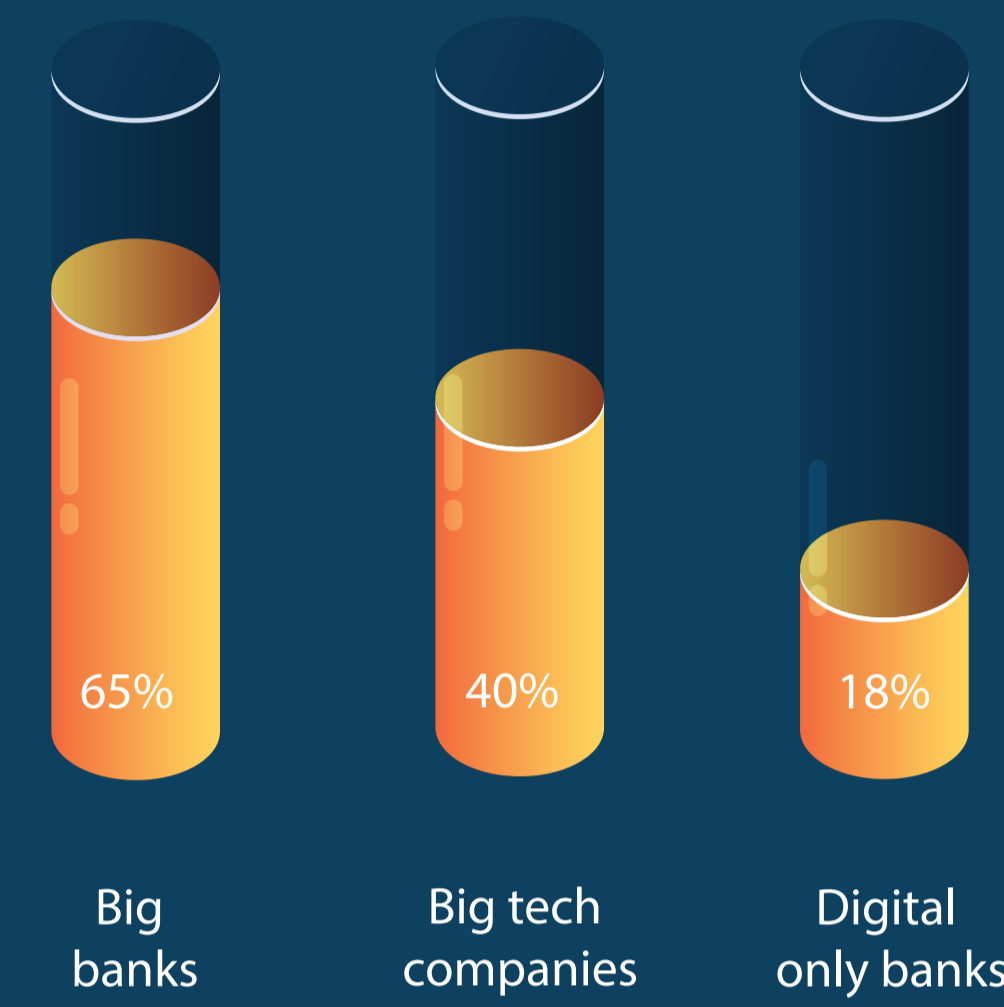
(% OF CUSTOMERS SURVEYED, 2018)



Excludes 6% of respondents who did not know

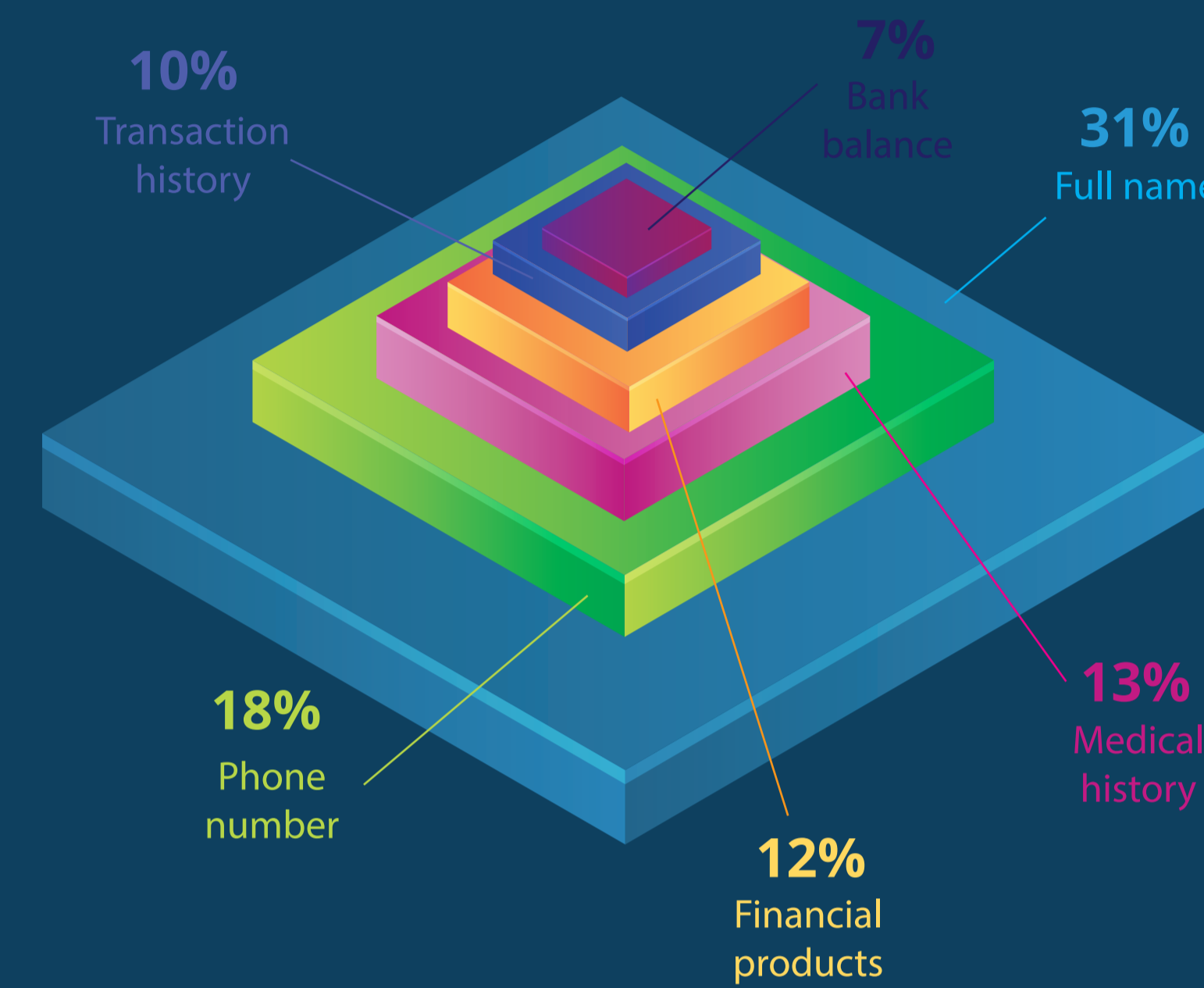
CUSTOMER CONSIDERATION OF DIFFERENT PROVIDERS

AVERAGE NET BRAND CONSIDERATION FOR FINANCIAL PRODUCTS / SERVICES



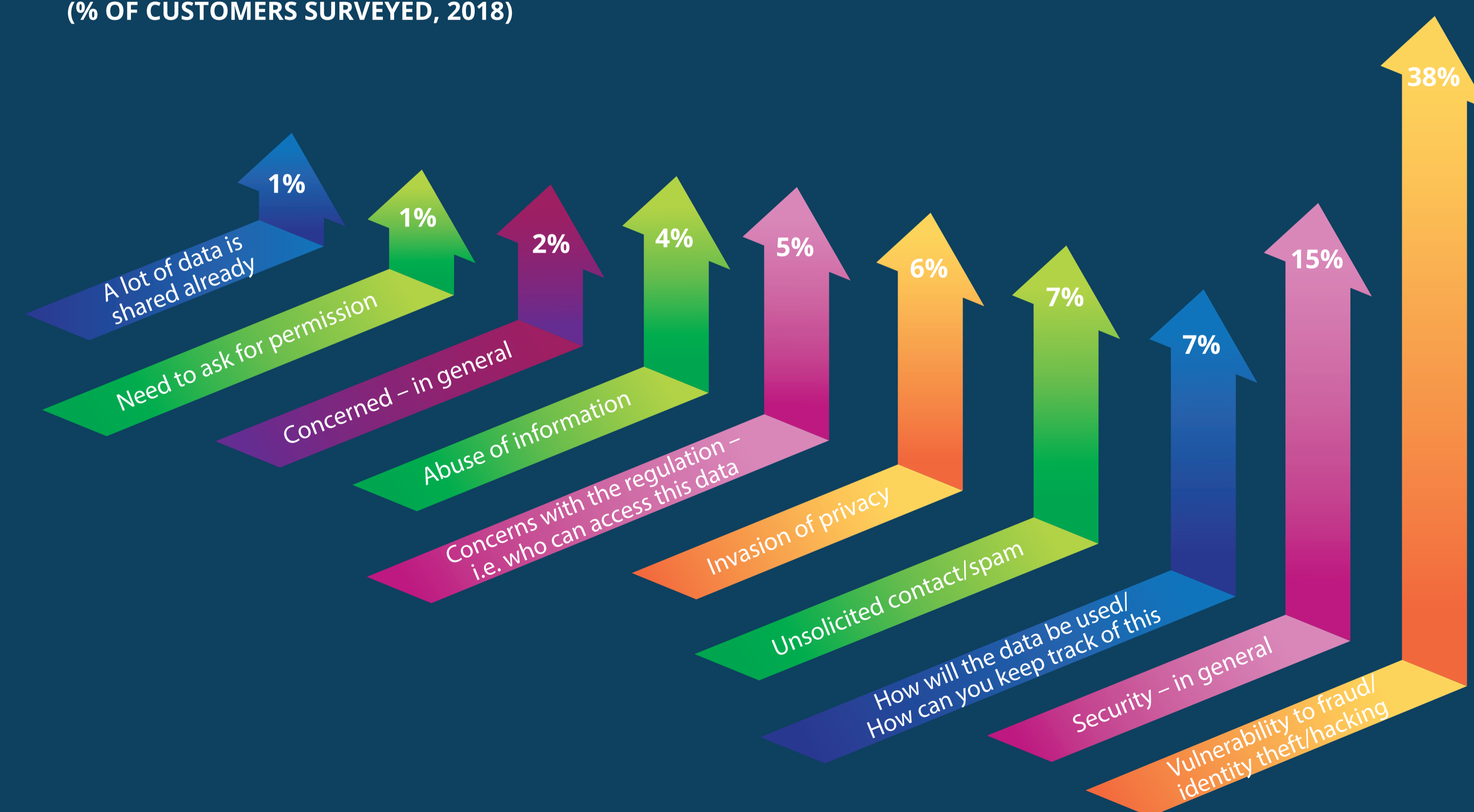
CUSTOMERS WILLINGNESS TO SHARE PERSONAL INFORMATION

(% OF CUSTOMERS SURVEYED WHO WERE NOT AVERSE TO SHARING DATA TYPE, 2018 ONLY UK)



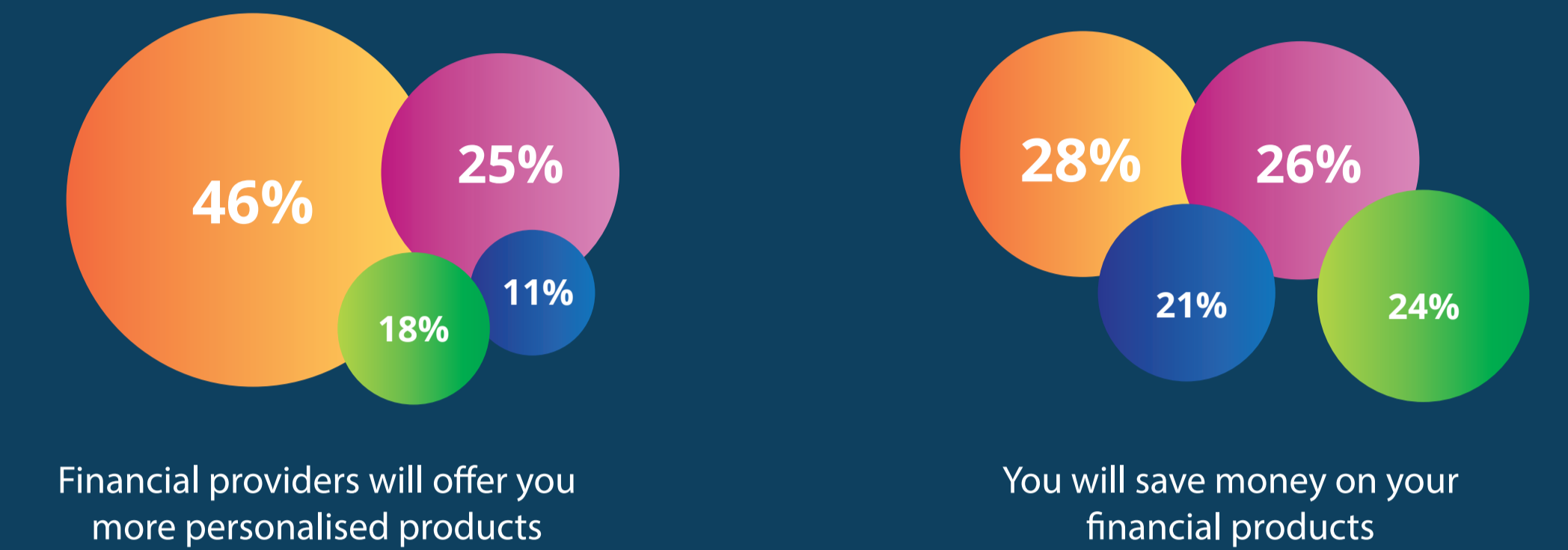
CUSTOMER SPONTANEOUS CONCERNS TO OPEN BANKING DATA SHARING

(% OF CUSTOMERS SURVEYED, 2018)



CUSTOMERS WHO AGREE THAT OPEN BANKING MEANS...

(% OF CUSTOMERS SURVEYED, 2018)



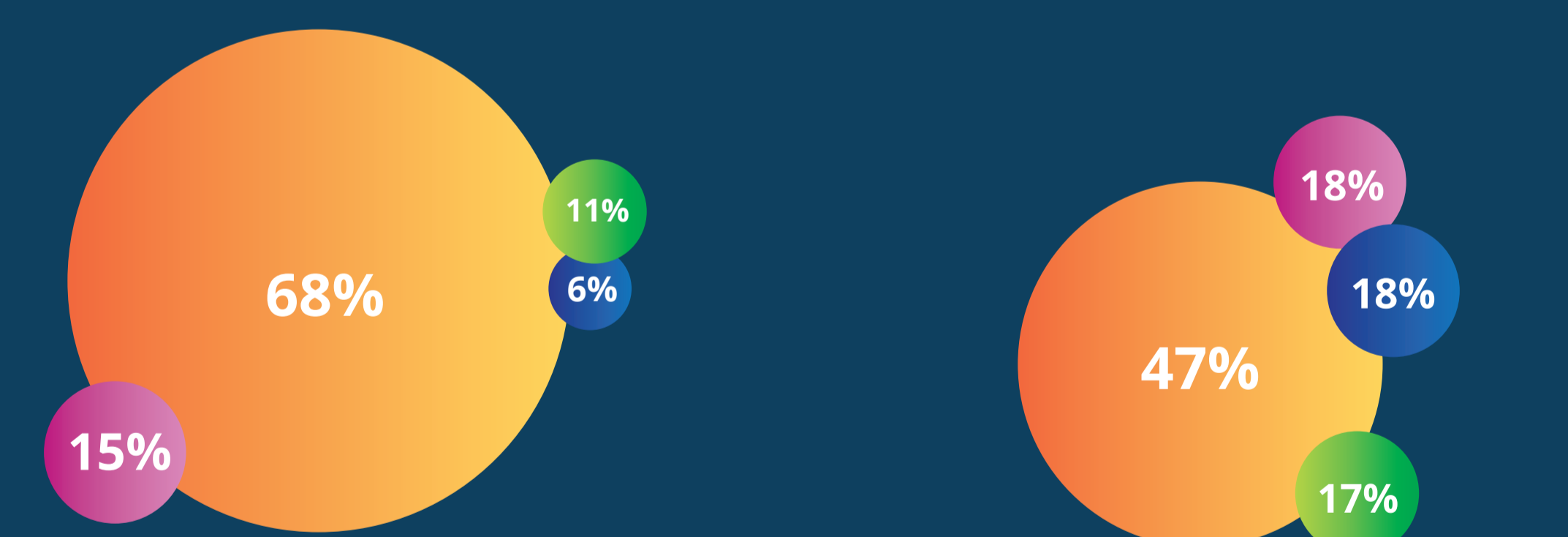
Financial providers will offer you more personalised products

You will save money on your financial products



Financial products will have more competitive rates (e.g. interest rates)

Your details will be more at risk of fraud



Your privacy may be impacted

You will have less control over your financial data

Legend: Net agree (orange), Neither agree or disagree (blue), Net disagree (purple), Don't know (green)