

## Setting the scene

### Consumers

**16m+**

people have under  
£100 in savings

(Money Advice Service)

**£7.3bn**

cumulative lending  
in peer-to-peer platforms

(peer2peer Finance Association)

**20.4m**

of the UK's 27m households  
have contents insurance

(Association of British Insurers)



**£16bn**

withdrawn from  
cash points each  
month

(Link, 2016)

### Our work

**£26.2bn**

paid in redress for PPI to date



Over

**115,000**

consumers helped  
by our contact centre  
in 2016

**63m**

circulation of newspapers  
carrying our ScamSmart  
warnings

### A changing population

**850,000**

people living with dementia,  
including **1 in 6** over the  
age of **80**

(Alzheimer's Society)

**£9.2bn**

withdrawn from pensions  
**970,000** consumers since

(HMRC & FCA)

**66% of workers**

now members of a workplace pension

(The Pensions Regulator)



### UK financial services

**£4.3tn**

assets overseen by  
UK fund managers

(FCA)

**250+**

Foreign banks in London –  
more than any other centre

**37%**

of the global market for  
FX trading - largest in the world

(Bank for International Settlements, 2016)

**12%**

of total  
economic output

(TheCityUK)