

30 years

## A look at the UK banking landscape and current trends

Simon-Kucher annual banking conference

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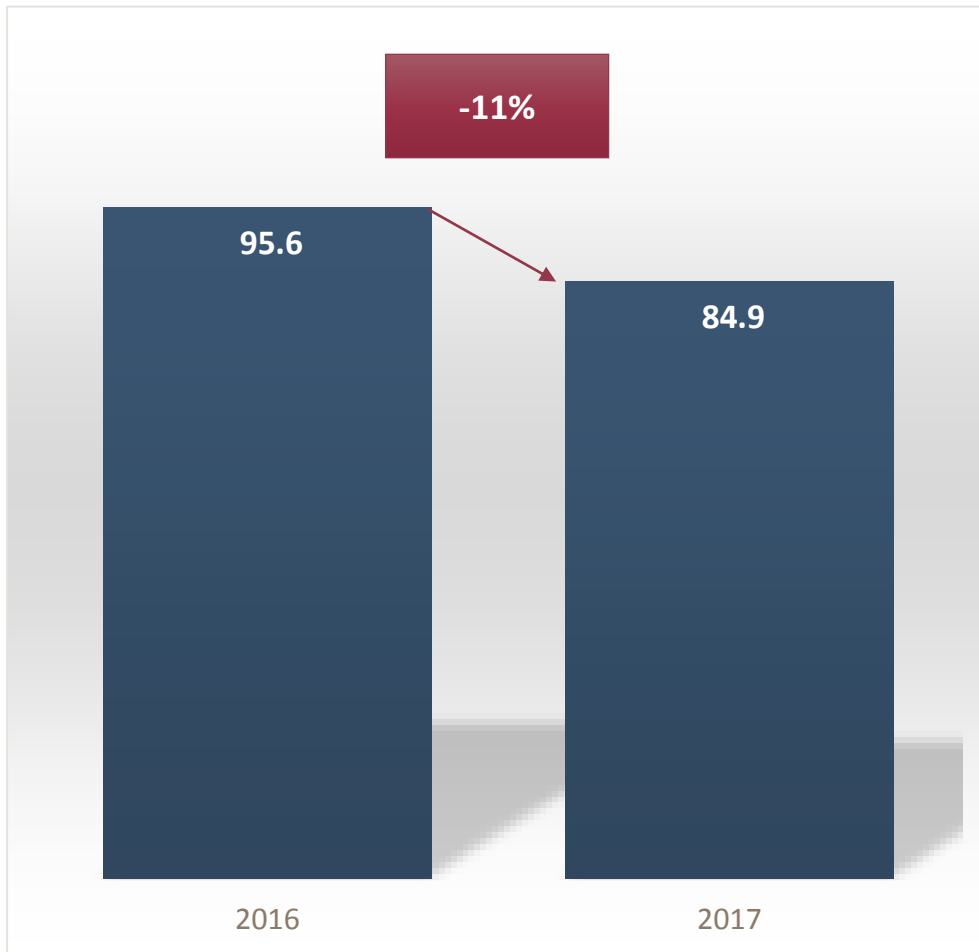
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# In 2017, UK banks have slashed costs and kept credit exposure under control...

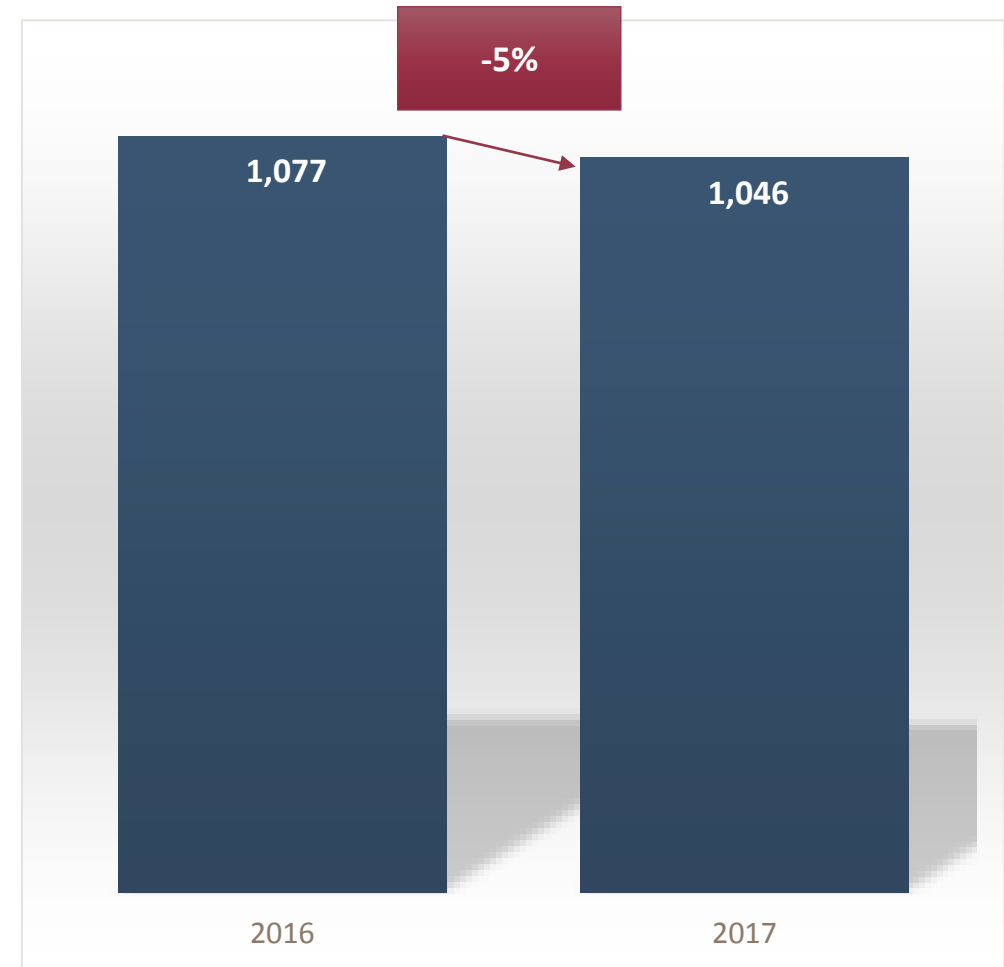
## Operative expenses

£ Bn



## RWA credit risk

£ Bn

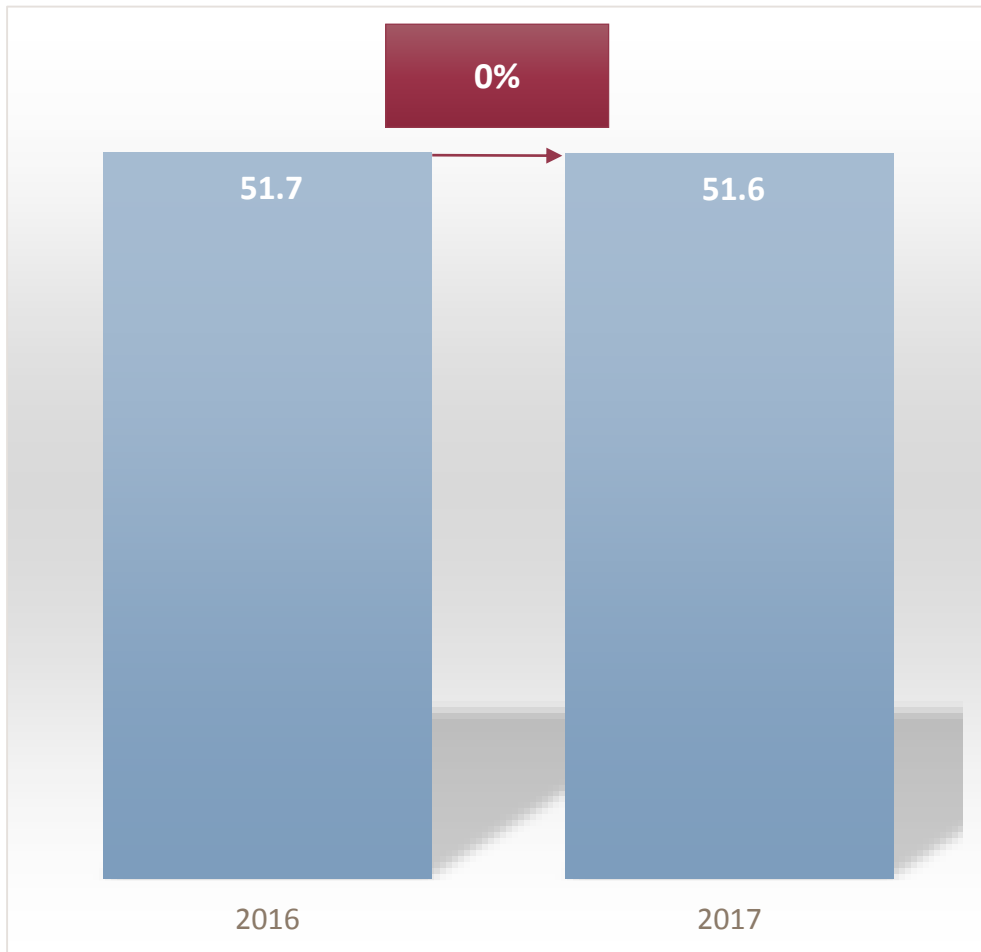


Source: Simon-Kucher analysis on annual reports 2017 and 2016 RBS, HSBC, Barclays, Lloyds  
Figures adjusted for FX between USD and GBP

...but revenue figures have remained flat...

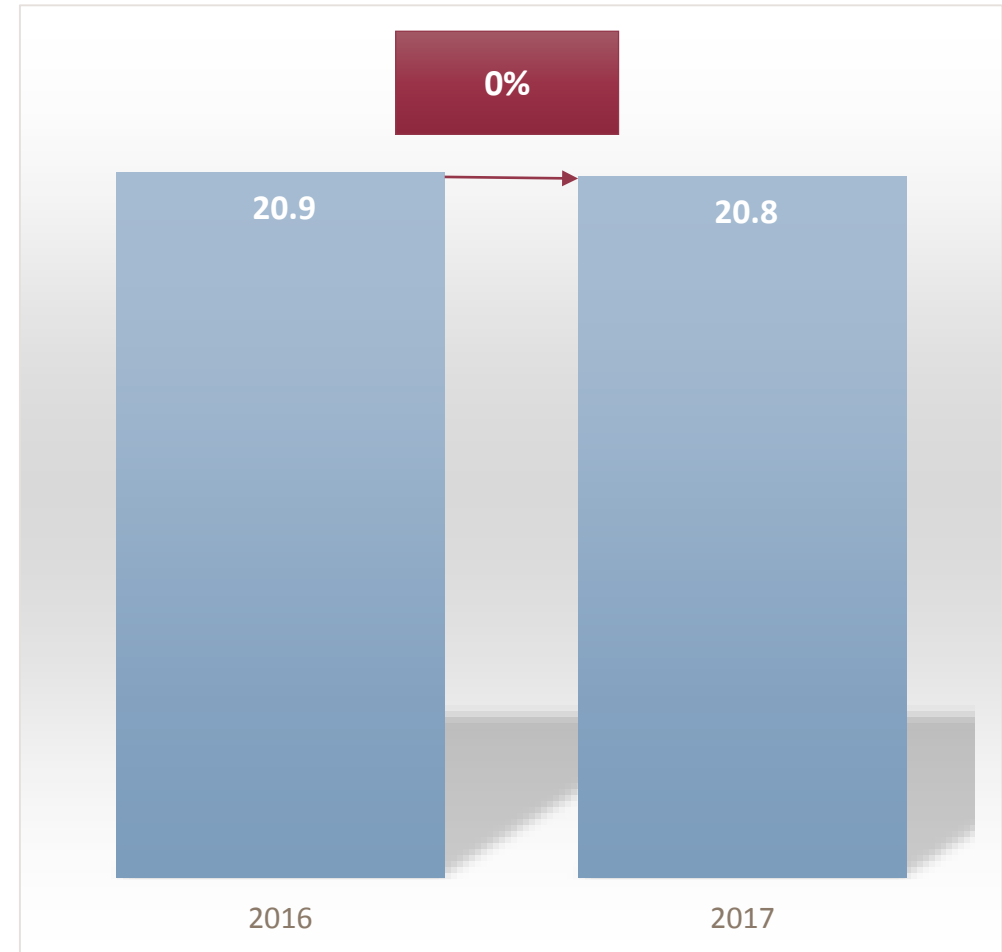
### Net Interest Income

£ Bn



### Net Commission Income

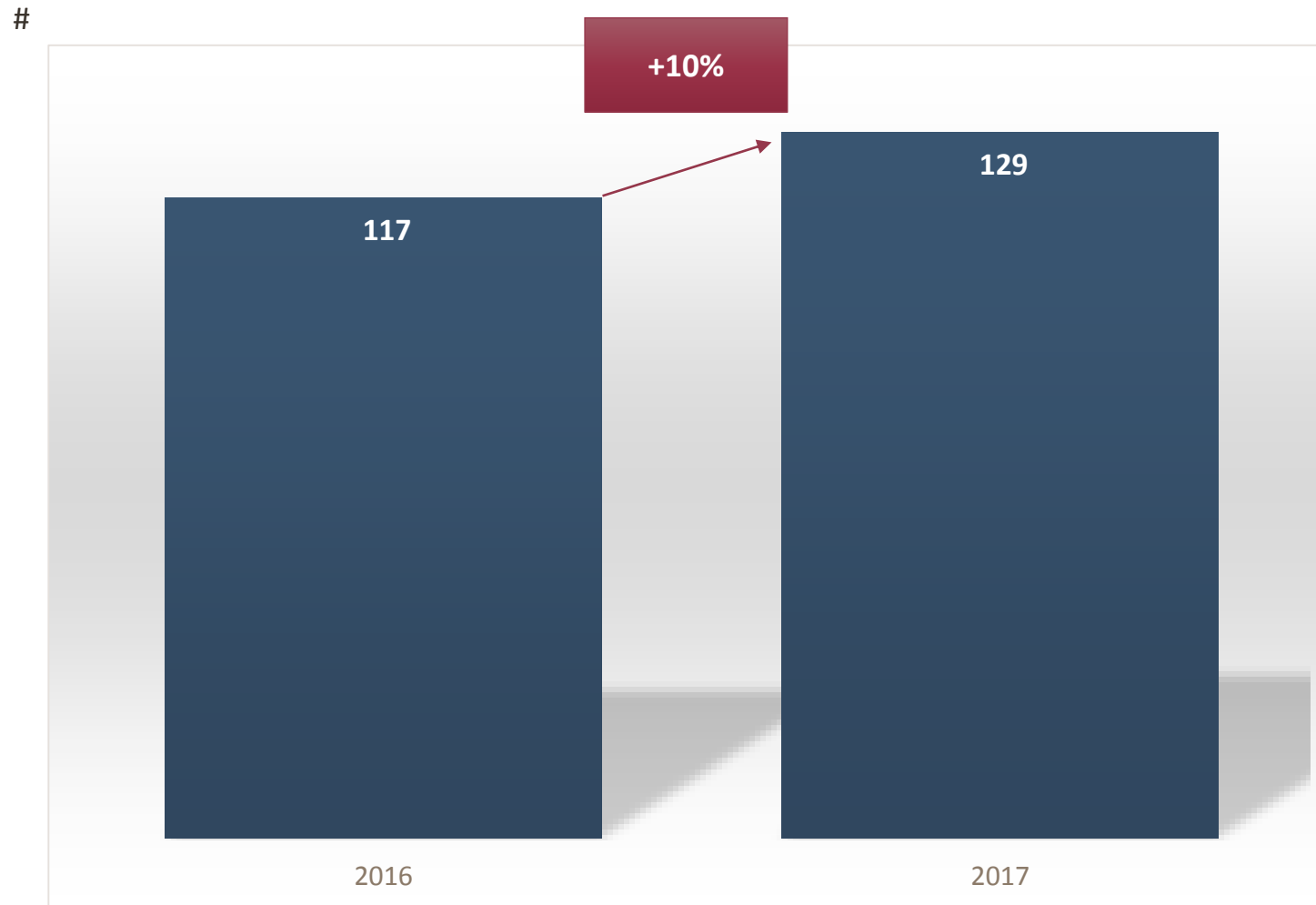
£ Bn



Source: Simon-Kucher analysis on annual reports 2017 and 2016 RBS, HSBC, Barclays, Lloyds  
Figures adjusted for FX between USD and GBP

...while emphasis on customer satisfaction has increased...

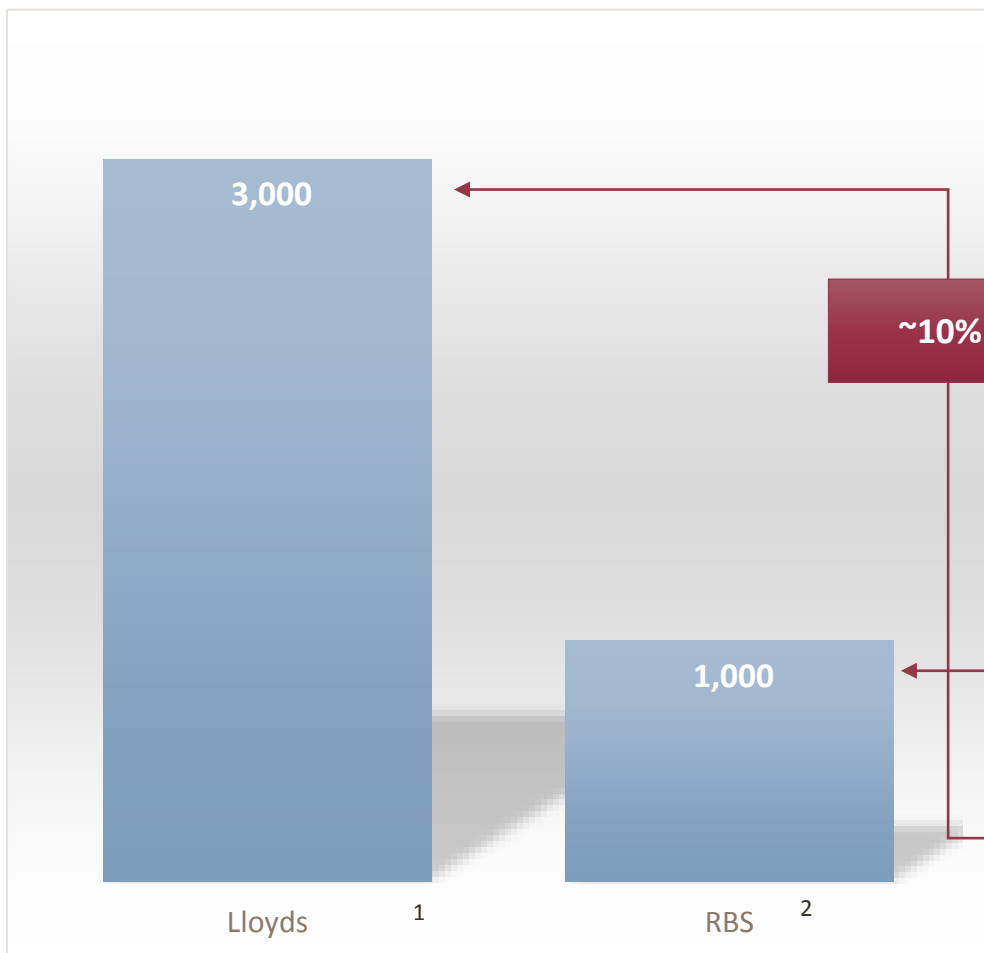
# of mentions of «NPS», «Customer service», «Advocacy», «Loyalty»



# ...plus, Open Banking and PSD II are set to change the competitive landscape once again

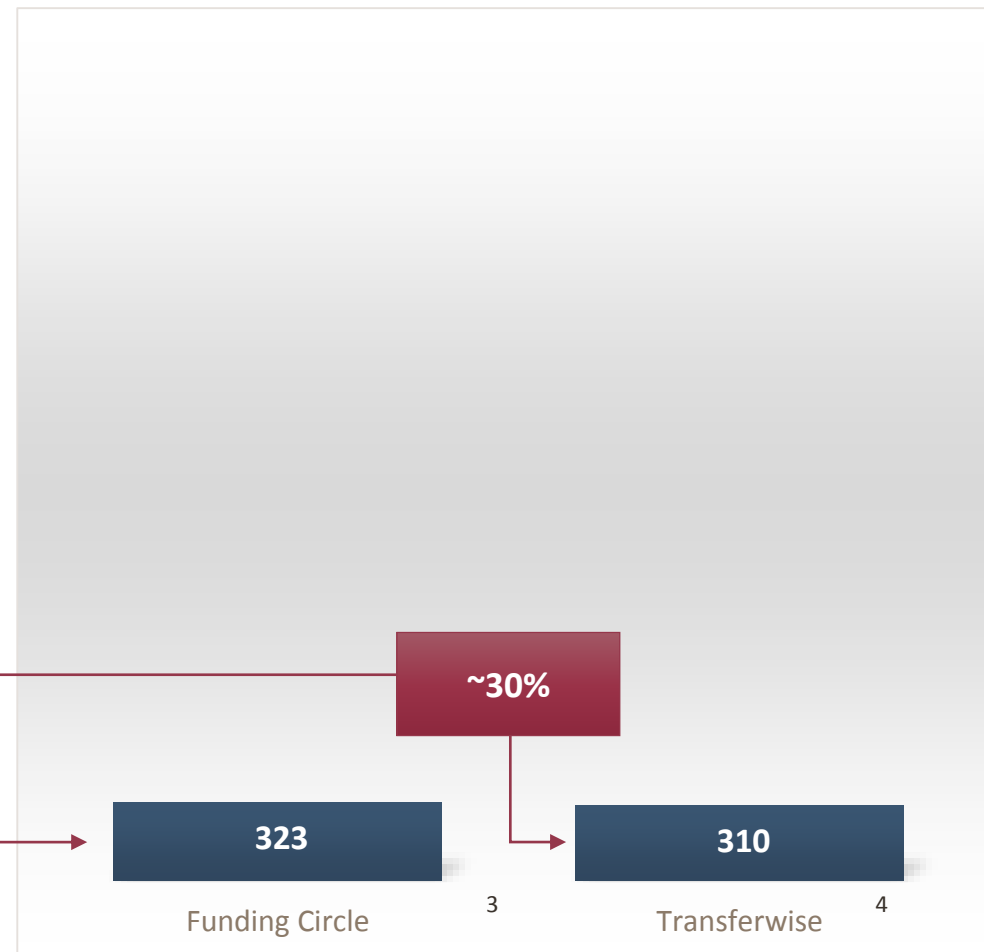
## Announced investments in digital

£ Mln



## Fintech funding rounds

£ Mln



Sources:

<sup>1</sup> <https://www.computerworlduk.com/it-vendors/rbs-invest-1-billion-in-digital-transformation-3527870/>

<sup>2</sup> <http://www.cityam.com/280990/lloyds-announces-gbp3bn-investment-new-digital-strategy>

<sup>3</sup> <https://www.crunchbase.com/organization/funding-circle#section-locked-marketplace>

<sup>4</sup> <https://www.crunchbase.com/organization/transferwise>

# So how can financial institutions achieve Commercial excellence and Customer satisfaction in an Open Banking world?

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