



Title: Do you shop around for financial products?

Participant 1: Yeah, every couple of years I try to see what the market is doing and see if I can get a better rate. You know, always trying to save more money.

Participant 2: Usually once you've been with somebody for a year or so then they decide that they're going to put the price up. So, yeah. So you would just - it's always worth checking the other prices.

Participant 3: You're as well off, as I say, to shop around even house insurance, or as you say, car insurance because you'll always get someone probably that would be that little bit cheaper than the other.

Participant 4: Like I'm a bit unsure about a lot of that stuff. So I tend to do whatever is easiest. So maybe if they explained it better or yeah, gave us more options and kind of laid it out clear for us I might be more likely to change.

Participant 5: I think if you can actually speak to somebody I think it's a huge problem because everything is online and you're not speaking to an individual. So to me it's a waste of time.

Participant 6: I do, yeah. Online, yes. For car insurance, yes. But not for current accounts. I think once you have - you're with a bank, you tend to stick with one bank.