

## Impacts of Demographic Change on Financial Service Providers: Market and Managerial Issues

### Conclusions / findings:

- Demographic shifts have caused a changed landscape in products and processes for the financial sector – this requires more transparency
- With transparency there is a need for more information and education to the public, also because of the shift between public and private responsibility (and even employer to employee)
- There is also a need for concerted action by the industry with governments – they have a role to play in providing incentives and encouragement to the public
- The financial sector has a duty and an opportunity to get engaged globally
- Companies need to get more knowledgeable about their workforce .. and also their clients