

Elements for successful growth in financial services Poised for opportunities



7 in 10

executives said that competition in the industry has increased over the last year

Despite this, companies see existing products and markets as keys to growth

74%



If looking into new opportunities, the majority find new products preferable to new geographies



58% vs. 35%

products geographies

Deloitte's Global Financial Services Industry group views growth strategies in four categories:

Getting fit for growth



43%

of respondents need to continue to restructure to accommodate the effects of the recent crisis/recession



Nearly **30%**

of executives said that their companies need to address some core system issues in order to grow



Managing for growth



The **#1** consideration in managing the firm's growth strategy is ensuring sustainability



90%

of respondents identified reputational impact as one of the most important areas management considers when setting their growth strategy



Controlling for growth



60% believe strengthening compliance and risk management processes are both needed to prepare for sustainable growth



The relationship with regulators was deemed a key control by

6 out of 10

respondents



Staffing for growth



7 out of 10

said finding appropriately qualified talent is their major concern



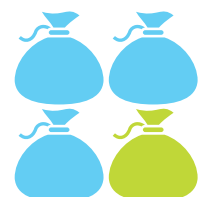
6 out of 10

said developing the right incentives to keep turnover at an appropriate level is their biggest talent struggle



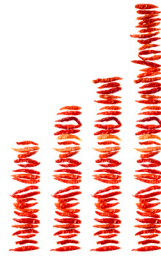
Through this survey, it is clear that growth is returning to the agenda for financial services companies around the world. After a period of uncertainty many firms are refocusing to seek growth. Achieving the right balance of these four elements — getting fit, managing, controlling, and staffing — will be the key to success in the financial services industry.

Nearly **75%** of executives indicated that management plans to return cash to shareholders once growth is achieved



About this survey

The data presented in this infographic are from a survey conducted by The Marketing Audit, Inc. on behalf of the Deloitte Touche Tohmatsu Limited Global Financial Services Industry group. The survey was conducted via phone interviews in the first half of 2013, and included feedback from 200 financial services executives. To view the full report please visit www.deloitte.com/globalfsurvey.



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