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POLLING, MARKET RESEARCH
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YOUTH

STUDY

CREATED BY **Leger**

BEING A **YOUNG** PERSON
IN 2021

YOUTH STUDY

BEING A YOUNG PERSON IN 2021

The year 2020 will remain a milestone for all generations. At Leger, we wanted to understand how 2020 will influence Generation Z and millennials in the coming year and beyond. 2020 has been difficult for many, but for others, it has been an opportunity to question themselves, take a stand on different issues, adopt new habits, and make significant changes in their lives. Leger wanted to understand what changes young people are making, and how these changes will impact their lives. We wanted to find answers to this simple question: what does it mean to be a young person in 2021?

METHODOLOGY

3,035

millennials and members of
Generation Z
surveyed across Canada

2,030
millennials

1,005

members of Generation Z

GENDER



50% **50%**

AGE

43% 13-24
57% 25-39

EMPLOYMENT STATUS

47% full time
10% part time
27% students
6% unemployed

HOME

41% still live with
their parents

TABLE OF CONTENTS

1

FACING THE FUTURE

Young Canadians' moods in 2020, and looking forward to 2021. Are they confident next year will be better?

2

COVID-19

Psychological distress and profound changes. What are the short-term and long-term impacts of the pandemic on young Canadians?

3

MENTAL HEALTH

Fragile mental health and various sources of anxiety. How is their mental health?

4

DIGITAL WELL-BEING

Almost all are on social media, though not all are in the same place. What are their online habits, and what are the effects of social media on their lives?

5

ACTIVISM

Turning words into action. How are they changing our environmental, political, and social habits?

6

PERSONAL FINANCES

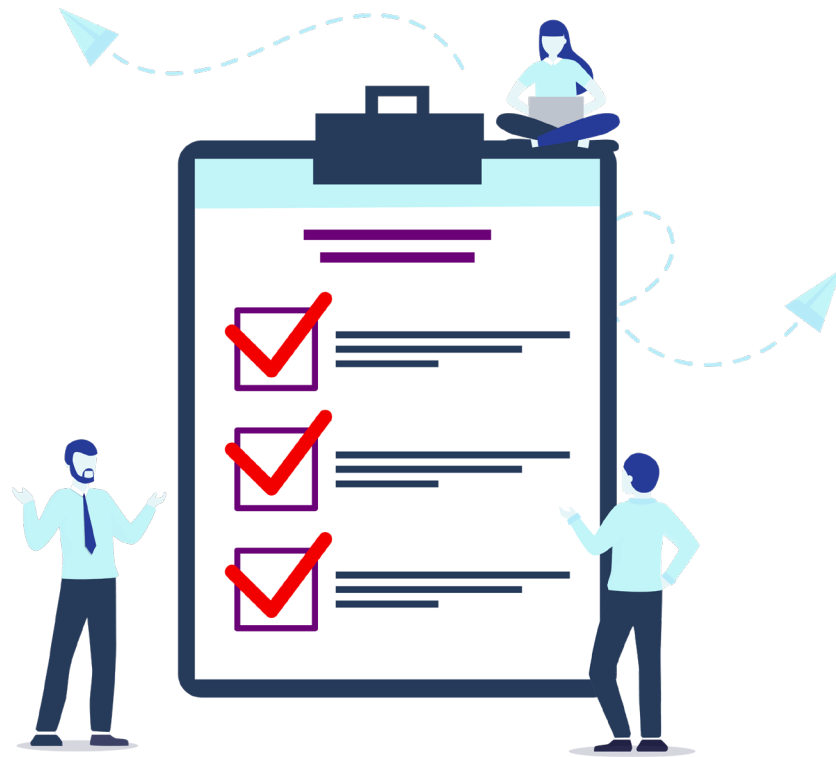
Challenges encountered, spending choices, and perceptions of financial institutions. How do young people take charge of their financial health?

GLOSSARY OF GENERATIONS

	BABY BOOMERS	GENERATION X	MILLENNIALS	GENERATION Z
Birth Year	1945 to 1964	1964 to 1980	1981 to 1996	1996 to 2010
Size	22% (9 million)	19% (7.3 million)	21% (8 million)	18% (7 million)
Context	Cold War	Economic Crisis	Globalization	Climate Change
Values	Idealism	Materialism	Individualism	Communalism
Media	Television	Internet	Smartphones	Social Media

METHODOLOGY

The 2020 Youth Study was conducted from November 1 to November 12, 2020 among 3,035 young people from across Canada, making it the largest study of the younger generations. During data collection, the number of COVID-19 cases was increasing, and most Canadian regions were beginning a second round of confinement. For comparison purposes, a similar probability sample of 3,035 respondents would have a margin of error of $\pm 1.8\%$, 19 times out of 20.



The first lesson of the 2020 Youth Study is that the lives of many young Canadians have changed in the past year.

It was a disruptive year, primarily due to COVID-19. This pandemic has shaken the entire world and will forever change the future of many young Canadians. However, **2020** was not just about a virus. The #BlackLivesMatter movement has shaken North America, as have crises related to how Canadians have treated Aboriginal communities. From the Wet'suwet'en crisis to Joyce Echaquan, a Canadian consciousness has materialized, due in part to the activism of many young people on social media. In Quebec, a new wave of denunciations against sexual violence has emerged. In the United States, Joe Biden defeated Donald Trump. All of these movements have been propelled by a new generation in search of equality and inclusion.

The year 2020 has also accelerated the trends we have been observing in recent years: concerns about the future, willingness to embody change, fragile mental health, and increasing demands as consumers and employees.

2020 has been a year of advances and setbacks, of uncertainty and anxiety, and of awareness and activism in the digital age. The 2020 Youth Study gives a voice to the young generations who will determine tomorrow's world.

It's up to you to listen to them.



#1

FACING THE FUTURE

Young Canadians' moods in 2020, and looking forward to 2021. Are they confident next year will be better?

Year after year, the youth mood barometer gives us a window into young Canadians' perspectives on the economy, their finances, the political and social context, and the environment. The Youth Study shows that 2020 has been a difficult year, and the majority of young Canadians do not believe the situation will improve by 2021. In their opinion, the economic recovery will be slow, the state of their wallets will not improve, and climate change will continue to worsen. That said, when asked about their long-term optimism, most young Canadians, especially those between the ages of 20 and 29, are positive about their future. Another tough year, they say, but in the long term, the future is bright.

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A fragile confidence in 2021

One would think that after 2020 when many young people lost their jobs, experienced a reduction in income, experienced financial difficulties or had to postpone projects, many would feel that 2021 will be better than 2020: a year in which the resumption of economic activities will provide economic recovery and stability. This is not the case: the majority of young Canadians feel that 2021 will not be a better year economically, politically, or environmentally. For example, only 24% believe that the economic situation will improve in 2021.

Base: All respondents (n=3,035)

FACING THE FUTURE

In general, do you think that (...) will change in the next year?

66%

do not think the economic situation will improve in 2021

70%

do not think that the political and social situation will improve in 2021

75%

do not think that the environmental situation will improve in 2021

Millennials feel they have fewer opportunities than Generation Z.

When asked whether members of their generation have more or fewer opportunities than previous generations at the same age, **38%** of millennials reported that they feel they have fewer opportunities. Gen Z is more optimistic about their opportunities.

Optimists in the long term

In the long term, both Generation Z and millennials are mostly optimistic about their future: among Generation Z, **64%** say they are optimistic, compared to **60%** of millennials.

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FACING THE FUTURE

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1

ANXIETY ABOUT 2021

According to 66% of Canadians aged 13 to 34, the Canadian economic situation will not improve in the coming year. Young Canadians are equally negative about their finances. Both collectively and individually, their economic outlook is relatively negative.

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GENERATIONAL OPPORTUNITIES

Contrary to previous generations, both Generation Z and millennials do not really share the perception that they have more opportunities than their parents.

IMPLICATIONS

The proportion of young Canadians who believe that the next year will not return to normal wallet wise bears similarities to the 2008 recession. In the face of instability and precariousness, we can expect a desire for stability and prudence in terms of spending and consumption on their part.

IMPLICATIONS

Whether they are members of Generation Z or millennials, the majority of young Canadians feel that opportunities are not as abundant for them as they were for previous generations. The 2008 crisis, recent political events, and the pandemic exacerbate this sense of concern.



#2

COVID-19

Psychological distress and profound changes. What are the short-term and long-term impacts of the pandemic on young Canadians?

COVID-19 has radically changed the life trajectories of the majority of young people. 43% of students say that COVID-19 has changed their educational path, and 38% of young Canadians who are employed say it has changed their professional path. In this context, companies must adapt to employees who are not as loyal and not in a hurry to enter the labour market. Also, on all statements related to mental health, young Canadians feel that COVID-19 has affected them negatively. COVID-19 has also accelerated certain consumption trends, such as online shopping and food delivery.

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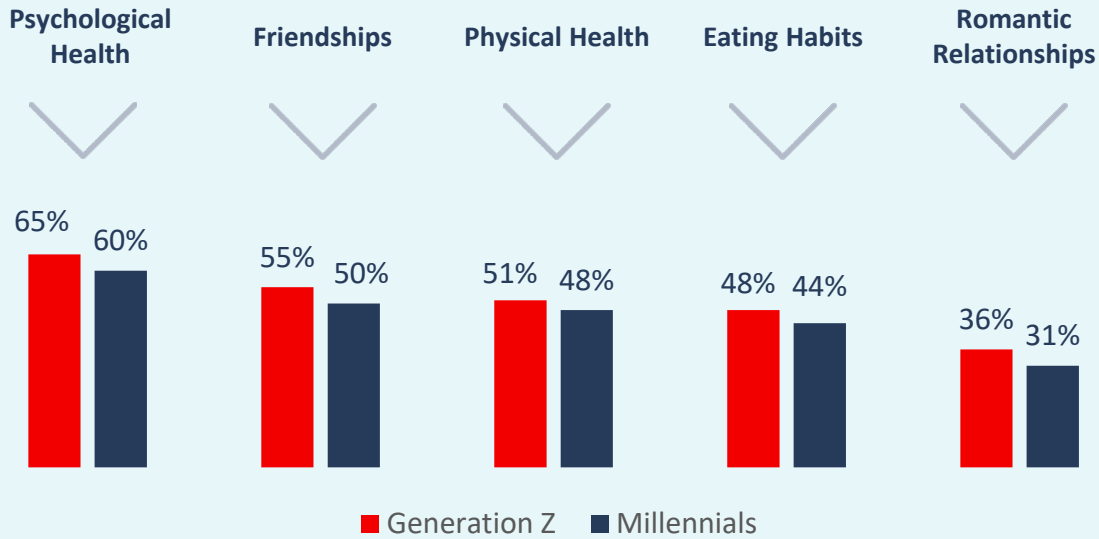
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COVID-19

The Effect of the Pandemic on Young Canadians

IN GENERAL, WHAT IMPACT HAS THE COVID-19 PANDEMIC HAD ON YOUR...?



Total % Negative (somewhat negative + very negative)

63%

feel that COVID-19 has had a negative impact on their psychological health

Base: All respondents (n=3,035)

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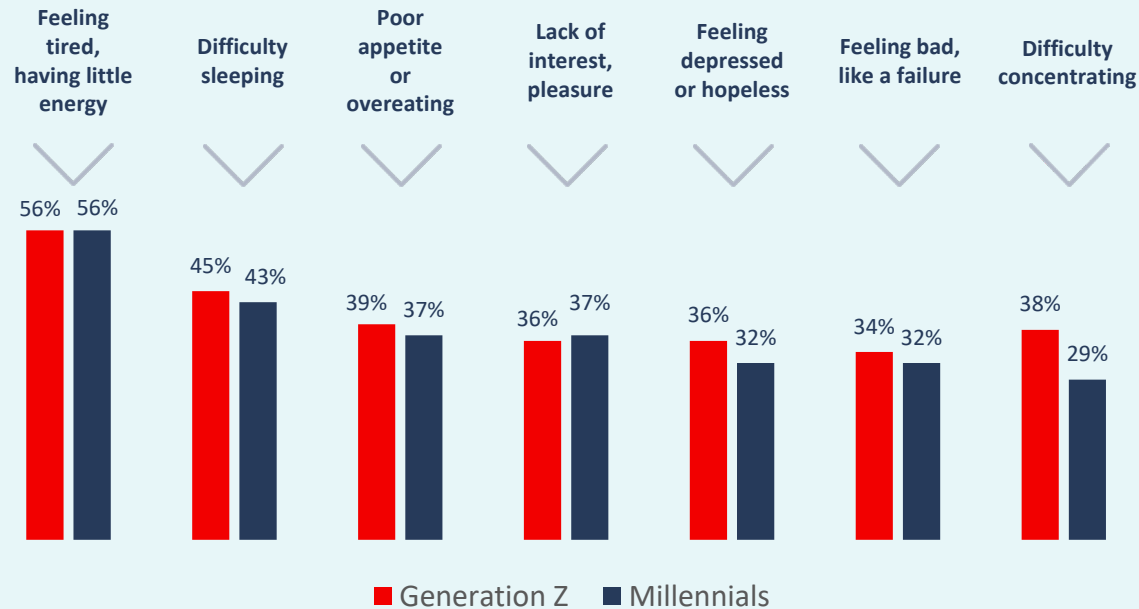
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COVID-19

Analysis of Symptoms of Depression in the Past 2 Weeks

OVER THE PAST TWO WEEKS, HAVE YOU BEEN BOTHERED BY ANY OF THE FOLLOWING?



78%

say they have experienced at least one of the seven symptoms of depression in the past 2 weeks.

Base: All respondents (n=3,035)

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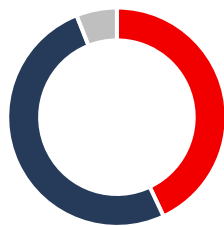
Changes to expect

For young Canadians, the COVID-19 pandemic is a time to reflect on their future. Many have lost their jobs or their income has decreased, while others have used the past year as an opportunity to adjust. For example, **38%** of those who are employed report that they have experienced changes in their career paths, suggesting changes in jobs, work sectors, or delays in entering the labour market.

The complement to 100% corresponds to the statements "This does not apply to my situation" and "I don't know/I prefer not to answer."

COVID-19 Changing Trajectories

Educational Path



Changed

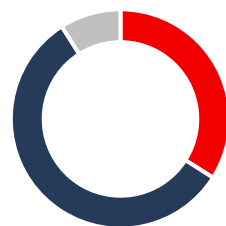
43%

Has Not Changed

51%

Among Students

Career Path

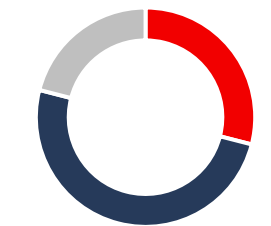


38%

53%

Among Those Who Are Employed

Purchase of a Property



29%

50%

Among Millennials



Has the COVID-19 pandemic changed your plans for...?



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A consumer trend accelerator

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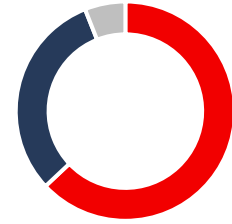
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In terms of consumption, it is not changes that are observed, but rather the acceleration of trends that we have been observing in recent years. As the graph shows, for example, **68%** of young Canadians believe that COVID-19 will change their online shopping habits, leading us to believe that the increase in online shopping in the last year will continue in the future. New trends are likely to become the norm in the future.

The complement to 100% corresponds to the statements "This does not apply to my situation" and "I don't know/I prefer not to answer."

COVID-19 Changes in Consumption

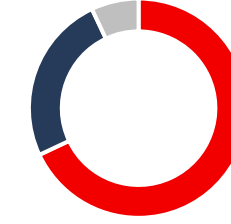
In-Store Shopping



Will Change **63%**
Will Not Change **31%**

13-39-year-olds

Online Shopping



Will Change **68%**
Will Not Change **25%**

13-39-year-olds

“Will the COVID-19 pandemic change your...habits?”

1

COVID-19

2

1

CHANGE IN TRAJECTORIES

A significant proportion of students and young professionals say COVID-19 has changed their life trajectory. As a result, many things – such as their personal finances, their first jobs, buying a house, etc. – are at risk of suffering from this realignment.

IMPLICATIONS

As a result, we can expect delays in the lives of many young Canadians. Generation Z is likely to delay their entry into the labour market – with all the consequences that this may entail – and millennials admit to having difficulty generating long-term wealth and saving for purchases such as a home or a vehicle.

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CHANGES IN CONSUMPTION

Approximately two-thirds of young Canadians already believe that COVID-19 will result in changes to online and in-store shopping in the future.

IMPLICATIONS

The major consumer trends observed in recent years – an increase in online shopping, a reduction in in-store shopping, buying online and picking up in store – are likely to accelerate and crystallize as we emerge from the COVID-19 crisis.

3

THE COLLATERAL IMPACTS OF THE PANDEMIC

They have not been affected much by the physical consequences of the virus: few have experienced major complications, and they are less afraid of catching the virus. On the other hand, more than any other generations, they have experienced the psychological and economic impacts of the pandemic.

IMPLICATIONS

In the last week of March 2020, 60% of Canadians between 18 and 34 years of age reported a decrease in their income (according to the findings from Leger’s North American Tracker). In addition, 63% of Gen Zers and millennials said the pandemic has had a negative impact on their psychological health.



#3

MENTAL HEALTH

Fragile mental health and various sources of anxiety. How is their mental health?

About two-thirds of young Canadians admit to having experienced difficulties related to their mental health in their lifetime. The differences are significantly higher among women and young Canadians aged 20 to 29. The study tends to show that these two groups - young Canadians aged 20 to 29 and women - experience all the types of anxiety analyzed: a boring life, an inability to achieve one's ambitions, performance anxiety, financial difficulties and a feeling their lives are too fast-paced.

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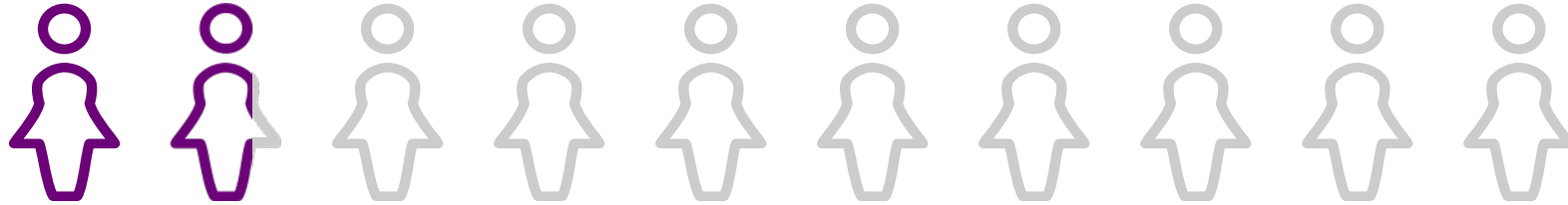
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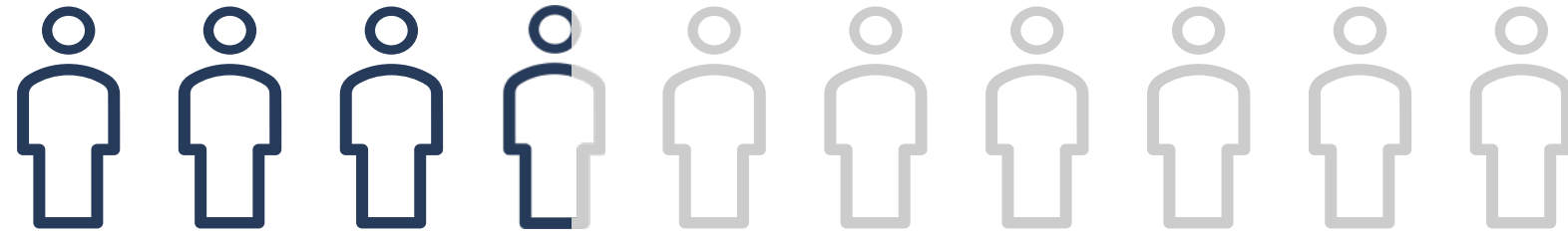
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MENTAL HEALTH

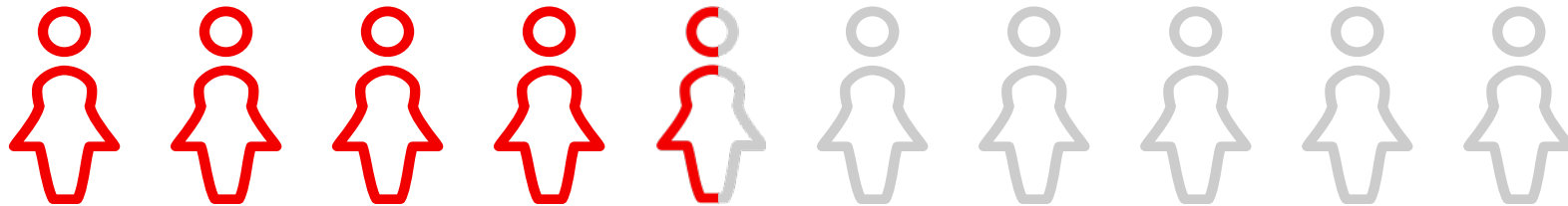
Self-Perception of Mental Health Difficulties



18%
have experienced a
major depression



38%
have experienced
moments of depression



47%
have experienced periods of
anxiety



Have you ever experienced major depression, moments of depression or periods of anxiety?



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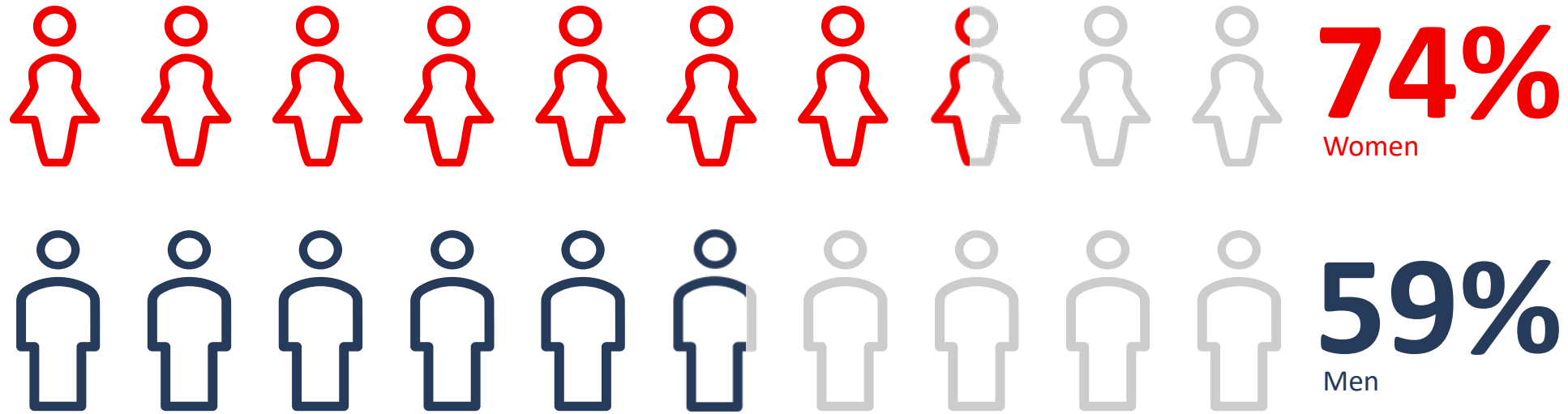
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MENTAL HEALTH

Self-Perception of Mental Health Difficulties by Gender



“

Have you ever experienced major depression, moments of depression or periods of anxiety?

”

% of respondents who experienced major depression, moments of depression or periods of anxiety

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MENTAL HEALTH

Sources of Anxiety among Young Canadians

	Total	Generation Z	Millennials
I often lack time	65%	62%	68%
I feel overwhelmed by what is going on around me	62%	62%	63%
I have the impression that others have more fun in life than I do	62%	62%	63%
I have the impression that others are succeeding more than I am	61%	57%	63%
I feel out of place in my life in general	48%	46%	49%
My life is too fast-paced	47%	45%	47%
I don't think I can make my dreams come true	46%	41%	50%
I don't think I can successfully achieve my ambitions	45%	38%	50%
I feel out of place at work	38%	33%	48%

There are multiple sources of anxiety that cannot be pinpointed to a specific cause. When asked about the sources that can cause anxiety, it should first be noted that young Canadians shared that they feel they lack time (65%) and feel overwhelmed by what is going on around them (62%). Next comes comparing oneself to others: the impression that others have more fun (62%) and are more successful (61%). Finally, the impression of not being able to fulfil their dreams (46%) and not living up to their ambitions (45%) is more prevalent among millennials. These sources of anxiety will likely increase over time for Generation Z as they enter the labour market.

“What is your level of agreement with the following statements?”

Total % AGREE (Strongly Agree + Somewhat Agree)

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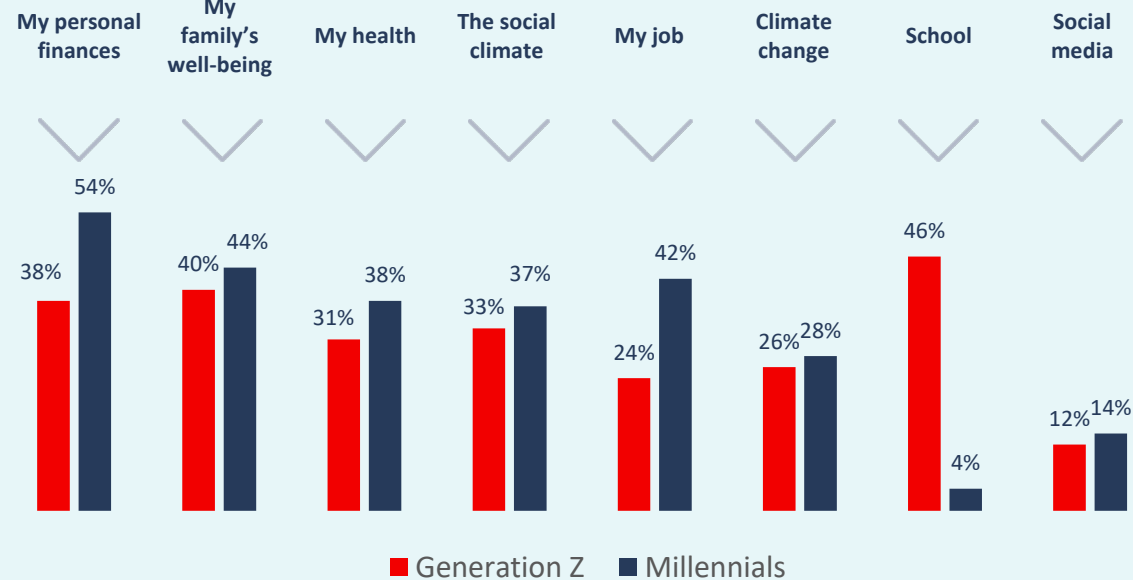
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MENTAL HEALTH

Analysis of the Younger Generations' Stressors

WHICH OF THE FOLLOWING, IF ANY, IS CURRENTLY CAUSING YOU STRESS?



54%

of millennials are stressed about their personal finances

Base: All respondents (n=3,035)
The "school" parameter was only asked to students

1

MENTAL HEALTH

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ANXIOUS AND DEPRESSED YOUNG CANADIANS

1

66% of Canadians aged 13 to 39 say they have experienced difficulties related to their mental health in their lifetime. This proportion is similar to the last two editions of the Youth Study.

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YOUNG CANADIAN WOMEN ARE MORE AFFECTED BY ANXIETY

2

There is a gap of +21 percentage points between young Canadian women who say they have experienced periods of anxiety, and young Canadian men who say they have experienced it. The proportion who have experienced periods of anxiety rises to two out of three among women aged 20 to 29.

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THE DIFFERENT TYPES OF ANXIETY

3

The elements that cause more anxiety in young Canadians' lives vary according to age, gender and mother tongue.

IMPLICATIONS

Being a young person in 2020 probably means having to cope with fragile mental health. Any organization or company dealing with young Canadians – as employees or customers – must take into account that the majority of them are experiencing difficulties with their mental health.

IMPLICATIONS

Women are more affected by all of the mental health difficulties mentioned. All the sources of stress related to social media – feeling compared to others, the impression of leading a boring life, the impression of not achieving one's ambitions – are observed more among women.

IMPLICATIONS

Generation Z is mainly preoccupied with school and the well-being of their families. Millennials are more worried about their personal finances and employment, especially after a year in which nearly 47% of them say they have experienced a reduction in income.



#4

DIGITAL WELL-BEING

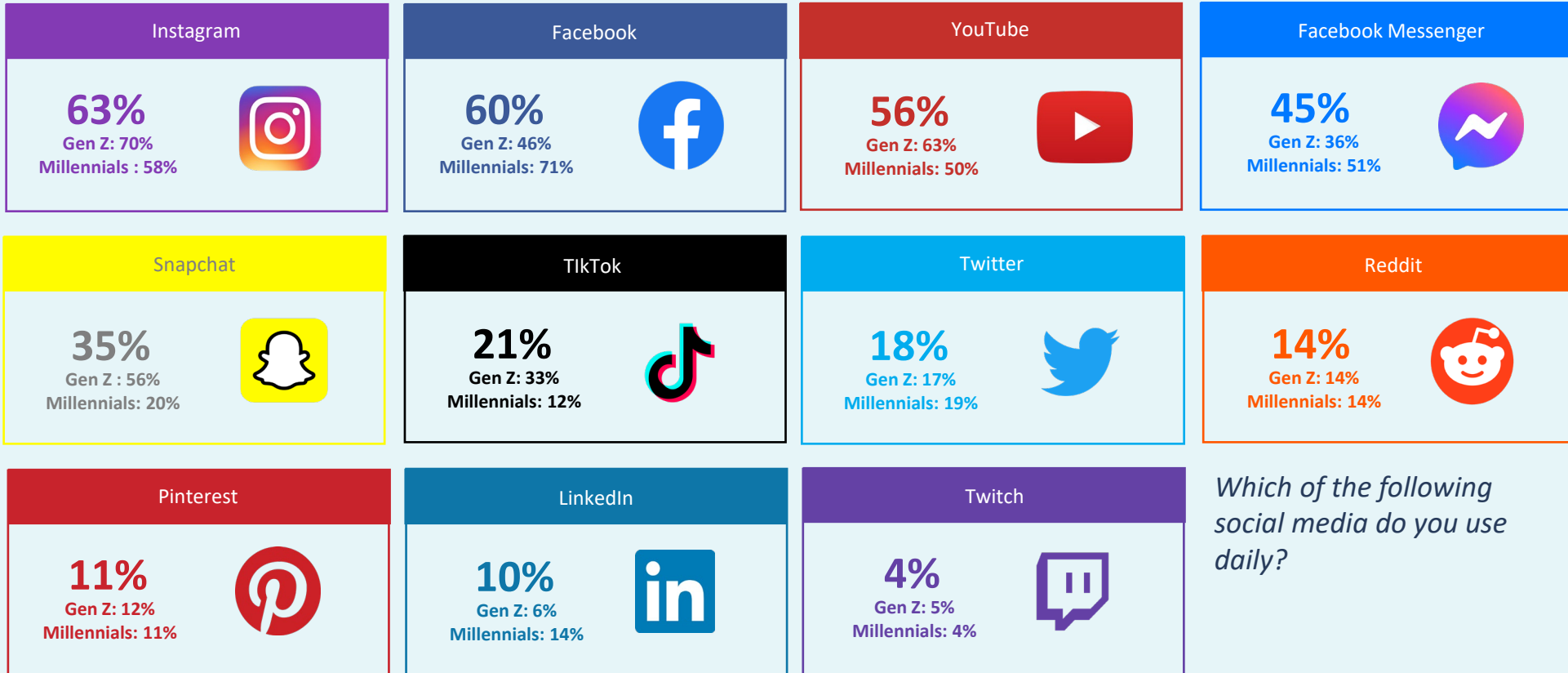
Almost all on social media, though not all are in the same place.
What are their online habits, and what are the effects of social media on their lives?

The Youth Study measures it year after year: social media has both positive and negative consequences in the younger generations' lives. On the one hand, they see social media as a tool to connect with their friends and family, get information, develop their identity, and belong to groups of people that are similar to them. On the other hand, young Canadians feel that social media generates decreases in their attention span, a constant feeling of leading a boring life, and of course, a distorted image of themselves and others. That said, young Canadians are digitally literate – both aware and fearful of the possible effects of social media – yet they are not planning to leave it anytime soon.

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DIGITAL WELL-BEING

Platforms Used on a Daily Basis



Base: All respondents (n=3,035)

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DIGITAL WELL-BEING

The Negative Effects of Social Media

% Negative Impact	Total	Generation Z	Millennials
On your attention span	57%	58%	56%
On your ability to accomplish tasks	54%	55%	53%
On your studies/education	50%	51%	45%
On your physical health	41%	41%	41%
On your psychological health	40%	37%	42%
On your self-esteem	40%	36%	42%
On your work	29%	27%	30%
On your romantic relationships	27%	23%	31%
On your relationships with your family	21%	22%	19%
On your relationships with your friends	16%	14%	17%

This table about the negative effects of social media indicates that the top three negative effects identified – attention span (**57%**), ability to perform tasks (**54%**), their studies (**50%**) – are related to inefficiencies caused by social media. Problems related to physical (**41%**) and psychological (**40%**) health and self-esteem (**40%**) come next. Finally, the least negative impacts of social media are related to romantic relationships (**27%**) and relationships with family (**21%**) and friends (**16%**). All in all, these social elements are viewed fairly positively by young Canadians. Essentially, young Canadians see social media as having a rather negative impact on themselves (their self-efficacy and self-esteem) and see social media’s impact on their relationships with others in a more positive light.

“ For you personally, does social media have a positive or negative impact on each of the following? ”

Total % NEGATIVE (Somewhat Negative + Very Negative)

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DIGITAL WELL-BEING

The Effects of Social Media

Social media... (% agree)	Total	Generation Z	Millennials
Allows me to be connected to what the people I know are doing	84%	84%	83%
Enables me to be more informed about current events	82%	84%	81%
Allows me to talk with those around me more often	78%	81%	75%
Enables me to acquire new knowledge	77%	80%	75%
My physical health would be better if I reduced the amount of time I spend on social media	61%	60%	62%
Enables me to take a stand on issues	60%	59%	60%
Makes my life easier	59%	60%	58%
My mental health would be better if I reduced the amount of time I spend on social media	58%	53%	61%
Enables me to showcase/talk about myself	57%	57%	58%
I couldn't do without social media	45%	49%	42%
Helps me at school and/or work	44%	45%	43%
I would like to stop using social media	40%	31%	47%

The ability to be connected (**84%**), talk with those around them (**78%**), get information about current events (**82%**) and acquire new knowledge (**77%**) are the positive effects of social media, according to young Canadians. The table also shows that young people have developed digital literacy— they know the ins and outs of social media. The majority of them believe that their physical (**61%**) and mental (**58%**) health would be better if they reduced their time spent on social media, but do not feel they would be able to stop or reduce their use (**45%**).

“
To what extent do you agree or disagree with the following statements?
”

Total % AGREE (Strongly Agree + Somewhat Agree)

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DIGITAL WELL-BEING

The Effects of Social Media

Have you posted (about) ... on social media?

	% Yes	Total	Generation Z	Millennials
A photo of myself		76%	73%	77%
Photos or videos of my family		62%	56%	67%
My personal achievements		56%	50%	60%
Causes that are close to my heart		47%	43%	50%
My emotions or personal problems		24%	18%	29%

	% Yes	Total	Generation Z	Millennials
Felt my life was less exciting than other people's lives		59%	60%	59%
Thought that the number of likes on my photos were important		52%	54%	50%
Hoped to have more followers		45%	55%	39%
Regretted a publication/post		43%	40%	44%
Had a hard time falling asleep		41%	43%	39%
Retouched a photo of myself		36%	35%	37%
Feared that photos of me will be disclosed without my consent		31%	27%	35%
Received degrading comments		31%	27%	34%
Exaggerated reality		27%	26%	28%
Experienced a panic attack		18%	18%	17%
Been a victim of sexual harassment		15%	13%	16%

The table of actions or feelings experienced in relation to social media indicates that members of Generation Z are less likely to have published/posted pictures of themselves (**73%** vs. **77%**), pictures or videos of their family (**56%** vs. **67%**), and/or posted about their personal accomplishments (**50%** vs. **60%**). When it comes to social media, **59%** of young Canadians have felt that their life is less exciting than others, had a hard time falling asleep (**41%**), received degrading comments (**31%**), feared that photos of them would be disclosed with their consent (**31%**), experienced a panic attack (**18%**) or been sexually harassed (**15%**).

“ On social media, or as a result of social media, have you ever... ”

Total % of elements that have been done or experienced

1

DIGITAL WELL-BEING

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1

ALMOST ALL THERE, BUT NOT ALL IN THE SAME PLACE

Almost all young Canadians are on social media, but not all are on the same platforms.

IMPLICATIONS

Millennials are more often found on Facebook, while Generation Z is quietly abandoning it in favour of Instagram, Snapchat and Tik Tok. These spaces are becoming places where young people express themselves and where companies must get involved and speak to them.

2

AWARE OF THE DANGERS

Don't think that young people don't know the issues social media creates. They are not unconcerned about the possible effects of social media on their lives. Young Canadians have a high level of digital literacy.

IMPLICATIONS

54% of Canadians aged 13 to 39 believe that social media has a negative impact on their ability to accomplish tasks, and 40% believe that social media has a negative impact on their self-esteem. The challenge is to mitigate the negative effects, rather than simply name them.

3

COMPLEX RELATIONSHIPS WITH THEMSELVES AND OTHERS

Many young Canadians differentiate between the effects of social media on their relationships with themselves and others. They consider social media a positive tool for relationships with the people surrounding them. With respect to themselves, they feel there are multiple impacts: loss of attention span and efficiency, deterioration of self-esteem, comparing themselves to others, difficulty sleeping, etc.

IMPLICATIONS

In this context, companies can become positive ambassadors and influencers on social media. In its own way, each company can share information, raise awareness, and take a stand in terms of causes related to these phenomena.



#5

ACTIVISM

Turning words into action. How are they changing our environmental, political, and social habits?

The younger generations are sensitive to the values of inclusion and equality and use social media to speak up; 47% of young Canadians say they have already taken a stand on social media on political and social issues that are important to them. After a year in which advocacy movements like #BlackLivesMatter or compliance with COVID-19 rules put in place by governments have been omnipresent on social media, many young people want to embody their values in their daily lives. Whether on the street or with their wallet, young Canadians are demanding and taking action: around four-in-ten young people are cutting down on their meat consumption and refusing to buy fast fashion. Young Canadians want to improve their world; they embody this in their daily actions, and expect companies to do the same.

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ACTIVISM

The Events That Have Left an Impression on Young Canadians



COVID-19

72%



BLACK LIVES MATTER

25%



ELECTION OF DONALD TRUMP

25%



SEPTEMBER 11, 2001

20%



SCHOOL SHOOTINGS

18%

Me Too

THE #METOO MOVEMENT

12%

Other events included in the survey: election of Barack Obama (10%), terrorist attacks by the Islamic State (ISIS) (9%), the 2008 economic crisis (6%), the creation of Facebook (6%), the major climate agreements (5%), the Occupy movements (3%), the earthquake in Haiti (3%), Brexit (2%) and the Arab Spring demonstrations (2%).

“ Which of the following events left the greatest impression on you? ”

Base: All respondents (n=3,035)

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Young people have hope

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Young Canadians are hopeful, especially Generation Z. Only **18%** of them believe it is too late to reverse global warming.

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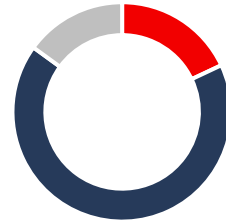
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ACTIVISM

Perceptions of Climate Change

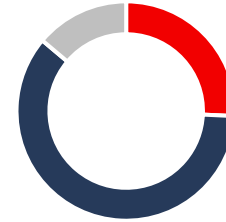
Generation Z



18%

of Gen Zers believe it is too late to reverse global warming.

Millennials



26%

26% of millennials believe it is too late to reverse global warming.



In your opinion, is it too late to reverse global warming?



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6

ACTIVISM

Actions Taken by Young Canadians



A large majority of young Canadians share certain actions: recycling everything they can (82%) and using less plastic (73%). Then there are the actions that are shared by half of Canadian youth who are concerned about the environment but are not activists: composting (56%) and reducing their car use (46%). Finally, a growing number of young people are taking action by refusing to buy fast-fashion (42%), reducing their meat consumption (41%), taking part in demonstrations to fight climate change (23%) and going vegan or vegetarian (17%). The fact that large proportions of young Canadians are ready to embody such significant changes in their daily lives signals profound societal changes that businesses will need to adapt to.

“ Which of the following actions apply to your situation? ”

Base: All respondents (n=3,035)

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ACTIVISM

1

EQUALITY AND INCLUSION

The most significant events that young Canadians have faced in recent years reveal their concerns and values more broadly. Young Canadians, impacted by COVID-19, the Black Lives Matter movement and the #MeToo movement, are committed to the values of inclusion and equality.

IMPLICATIONS

Young Canadians expect companies to become conduits for their concerns and values. In this context, they are calling on companies to take a stand on these various themes. If you choose to do so, they will not hesitate to share your actions and disseminate them within their networks.

2

HOPE FOR CHANGE

Although the year 2020 has been difficult in many ways, young people still feel that the situation can improve in the long term. Their pessimism does not prevent them from taking action.

IMPLICATIONS

Generally, although 2021 is shaping up to be a challenging year, young people feel that their communities and their personal situations will improve in the future. For example, on the topic of climate change, more than 63% of them believe that global warming is still reversible. According to them, there is still time to take action.



#6

PERSONAL FINANCES

Challenges encountered, spending choices, and perceptions of financial institutions. How do young people take charge of their financial health?

For young Canadians, 2020 has been a challenging year in terms of personal finances. Many were unable to enter the labour market, others lost their jobs, and the majority suffered reductions in their income, forcing them to postpone their saving and purchasing plans. First, the Youth Study shows that young Canadians do not have many interactions with financial institutions. Only 14% of Generation Zers and 34% of millennials have ever talked to an institution about improving their financial situation. Also, when it's time to seek advice, only 10% say they turn to a financial advisor. Young Canadians tend to turn to their families for advice, whether their parents or their significant others. Furthermore, the Youth Study indicates that few banking institutions manage to project an attractive image, adapt to new technologies or even stand out by offering a service adapted to Generation Z and millennials. We asked young Canadians about all these topics with respect to a series of financial institutions, allowing us to draw up a precise profile for each one.

- 1
- 2
- 3
- 4
- 5
- 6

Report on their Personal Finances

\$4,000

This report answers the following questions in particular and is available for purchase.

- How did young Canadians experience the COVID-19 pandemic from a financial perspective?
- How are they preparing for their post-pandemic future?
- What are their opinions on financial institutions?

25 questions to understand the state of young Canadians' wallets.

[CLICK HERE TO GET THE STUDY](#)

IN THIS REPORT...

SERVICES ADAPTED FOR YOUNG PEOPLE

Perceptions of Whether or Not Financial Institutions Offer Services Tailored to the Respondent's Age Group



In your opinion, are the products and services offered by each of the following financial institutions adapted to the needs of young people your age?

COSTLY EXPENSES

Expenses for Which Respondents Think They Are Paying Too Much



Do you think you are paying too much for the following?

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DO YOU HAVE COMMENTS, QUESTIONS, OR WOULD YOU LIKE US TO
PRESENT THIS CONTENT TO YOUR ORGANIZATION?

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