

Update on the retail banking investigation

This update sets out the key developments since the launch of the retail banking investigation on 6 November.

On 12 November, we published the Issues Statement setting out initial hypotheses of what features – if any – of the supply of retail banking services may give rise to an adverse effect on competition. Interested parties were invited to comment, including on whether they consider the issues identified by the group should or should not be the focus of the investigation or if there are other issues which have not been identified. We are and will continue to publish non-confidential versions of the submissions we receive on the [investigation case page](#).

We also published an administrative timetable on 12 November. Since then we have held a number of initial meetings and calls with relevant parties to discuss the process of the investigation as well as likely data and information gathering requirements.

We have been preparing in consultation with relevant parties a number of these data and information requests which followed on from our initial requests for standard off-the-shelf information. We have also been liaising closely with other regulators such as the [Financial Conduct Authority](#), the [Payment Systems Regulator](#) and the [Prudential Regulation Authority](#), as well as with various government departments.

We are undertaking a number of case studies looking at the barriers to entry that new and expanding participants in the retail banking market might face. We have published the list of studies on our [investigation case page](#). If interested parties have comments on the list of case studies please contact retailbanking@cma.gsi.gov.uk.

We have [now appointed GfK NOP Ltd](#) to conduct a survey of personal current account customers, and will be requesting customer details from key parties for the purposes of undertaking the survey. We will also be undertaking survey work in relation to SME customers and will publish a notice on this work in due course.

In January and February, we will be taking part in a number of site visits across the UK, visiting a selection of parties to the investigation to find out first-hand how they carry out their business and how they differentiate their offers to consumers. We will also be in contact with a range of stakeholders to better understand their perspectives.

Please subscribe to our [banking case alerts](#) to be kept up to date with all news on this investigation. If you wish to submit any information or raise any concerns relevant to the investigation please contact retailbanking@cma.gsi.gov.uk.

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