

RETAIL BANKING MARKET INVESTIGATION

PCA Customer survey – draft questionnaire

1. On 2 December 2015, the CMA published a notice confirming the appointment of GfK NOP Ltd (GfK) to conduct on its behalf a quantitative sample survey of Personal Current Account (PCA) customers in the United Kingdom.
2. We now welcome comments on the draft questionnaire to be used in the survey. In accordance with the tight timetable which is necessary for this work, the deadline for comments is by **5pm Wednesday 21 January 2015**.
3. The draft questionnaire can be found on the [retail banking market investigation case page](#). To submit comments, please email retailbanking@cma.gsi.gov.uk or write to:

Retail banking team
Competition and Markets Authority
Victoria House
Southampton Row
London
WC1B 4AD

4. A [PCA methodology paper](#) was published on 15 January. As stated, it is proposed that the survey will comprise approximately 5,000 telephone interviews taking around 20 minutes on average.
5. The questionnaire will be rigorously tested through cognitive testing and pilot survey and may be revised ahead of the main fieldwork.

16 January 2015