

# **Retail banking market investigation: provisional findings report**

## **Addendum**

The chart used in a presentation to the press on 22 October 2015 contained an error and this has been updated in Figure 5.17 of section 5 of the published provisional findings (PFs). The Co-op Bank's satisfaction rating should have been 60% but was shown in the chart at 56%, while Clydesdale's satisfaction rating should have been 59% but was shown in the chart at 60%. Figure 5.17 in the published PFs is based on Which? data from June 2015. This correction has no impact on our analysis in our provisional findings.

We intend for any equivalent chart in our final report to be updated using the data available at the relevant time. Which? has [recently released](#) more recent satisfaction data.