On 22 October 2015 the Competition and Markets Authority (CMA) notified the provisional findings of its investigation into the retail banking market in which it provisionally found adverse effects on competition.

The Notice of possible remedies, also published on 22 October 2015, sets out our initial thinking on possible remedy approaches.

We have commissioned a programme of qualitative research that will aid in understanding some of the potential remedies and the possible implications for competition (details provided in a separate notice). We also consider that further quantitative research is needed to supplement the qualitative work.

The CMA has now appointed:

- BDRC Continental of 229-231 High Holborn, London WC1V 7DA to conduct research among small and medium-sized enterprises (SMEs); and

- GfK NOP of 245 Blackfriars Road, London SE1 9UL to conduct research among personal current account (PCA) customers.

**Research objectives**

The main objective of the quantitative research is to guide the development of the measures aimed at improving the account opening and switching process (remedies 6 to 11 in the Notice of possible remedies), building on the qualitative and quantitative evidence from the FCA Current Account Switch Service review.

**Methodology**

We have designed a suite of questions to be asked of SMEs and PCA customers on well-established omnibus surveys. We have invited comments on these questions from parties to the investigation.
For PCA customers we have commissioned questions on a wave of the nationally representative GfK omnibus survey. The survey interviews 2,000 adults per wave and is administered face to face.

For SMEs we are using the nationally representative, telephone-based BDRC Business Opinion Omnibus survey, which interviews 450 SMEs per wave. All interviews are conducted with senior financial decision-makers.

More details of the respective omnibus surveys are available on the GfK and BDRC websites.