

RETAIL BANKING MARKET INVESTIGATION

Publication of quantitative and qualitative research results

7 March 2016

Further to:

- the [notice of intention to conduct qualitative research](#) (published on 25 November 2015); and
- the [notice of appointment of BDRC Continental and GfK NOP to conduct quantitative research](#) (published on 8 December 2015)

the Competition and Markets Authority (CMA) has now published the results of the qualitative and quantitative remedies research.

Research outputs published:

- Qualitative research:
 - A written report of findings (prepared by Optimisa Research).
 - A technical report (providing details of the methodology adopted).
- Quantitative research:
 - A set of data tabulations.
 - A technical overview (including the questionnaire).

Each of these has been provided separately for the SME and the PCA Omnibus survey.

If parties have comments in relation to the research results published, please submit these to retailbanking@cma.gsi.gov.uk by **Monday 21 March 2016** or write to the team at:

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