

Update on the retail banking market investigation

We have today published our [updated administrative timetable](#). This has been extended with a new statutory deadline of 12 August 2016, in part, to properly consider responses to the [Supplemental notice of possible remedies](#) which has also been published today for consultation. This supplemental remedies notice looks at a number of proposed remedies targeted at personal current account (PCA) overdraft users. These include measures to help customers better understand and manage their use of overdrafts, requiring banks to offer grace periods during which customers can take action to avoid unarranged overdraft charges, requiring banks to give PCA customers a choice on whether to have an unarranged overdraft facility or not, and measures to limit maximum unarranged overdraft charges each month. We welcome responses from all interested parties by Monday 21 March 2016.

We have today also published a [working paper](#) setting out our further thinking on our proposed remedy for a price comparison website for small and medium-sized enterprises (SMEs) (remedy 4 in our [Remedies Notice](#)) and welcome parties' views by the same deadline of Monday 21 March 2016.

Finally, we have also published today the [results of our remedies research](#): qualitative research conducted by Optimisa Research and the SME and the PCA Omnibus surveys conducted by BDRC Continental and GfK NOP, respectively.

We published on 26 February 2016 a [paper](#) setting out our assessment of the potential impacts of the changes to the tax regime for banks which came into effect from January 2016. Responses to the paper are requested by Friday 11 March 2016.

Updates and notices on our ongoing work, as well as non-confidential versions of key submissions we receive, will continue to be published on the [investigation case page](#) as they become available. Please subscribe to our [banking case alerts](#) to be kept up to date with all news on this investigation and if you wish to submit any information or raise any concerns relevant to the investigation please contact retailbanking@cma.gsi.gov.uk.

7 March 2016