

INVESTMENT CONSULTANTS MARKET INVESTIGATION

Invitation to Comment on the Proposed Methodology and Draft Questionnaire for the CMA's Research with Pension Scheme Trustees

1. On 21st September 2017 the CMA announced that it was appointing the market research agency IFF Research to survey trustees of UK occupational pension schemes as part of its investigation. The research will aim to gather evidence on how pension scheme trustees use investment advisory and fiduciary management services and how they view these markets. For example, the survey will explore:
 - How trustees purchase from, and monitor and switch between, providers of investment advisory and fiduciary management services
 - The motivations that trustees have for engaging with these providers
 - How satisfied trustees are with the services that they receive
 - The attitudes that trustees have towards potential conflicts in the markets for these services.
2. Our intention is to carry out a quantitative telephone survey of pension scheme trustees. To do this we have requested information about schemes, including contact details, from The Pensions Regulator. The request did not cover schemes with fewer than 12 members or contract based schemes. The Pensions Regulator has provided details of about 7,000 schemes. Interviewers in the IFF telephone unit will be instructed to use contact details provided by The Pensions Regulator as initial leads for identifying one trustee for each scheme who can speak knowledgeably about investment advisory and/or fiduciary management services for that specific scheme. The survey company will be asked to achieve as many completed interviews as they are able to within the fieldwork period.
3. The survey interview will vary in length depending on the type of services purchased. For example, we estimate that the interview will not take more than 15 minutes for a trustee responding about a scheme which does not purchase either investment advisory or fiduciary management services. For a

trustee of a scheme using both types of service the questionnaire will take about 30 minutes.

4. A draft questionnaire is available on request from peter.swan@cma.gsi.gov.uk (please title all requests "Request for survey questionnaire"). It will be piloted with a small sample of pension scheme trustees, but other than as part of that pilot, the CMA would prefer potential respondents not to read the questionnaire ahead of the survey. We therefore respectfully ask recipients not to share copies of the draft questionnaire with pension scheme trustees or seek their views on it. Similarly, we respectfully ask trustees of pension schemes themselves not to request a copy of the draft questionnaire.
5. We would welcome comments on the proposed methodology set out above and on the draft questionnaire. In accordance with the tight timetable which is necessary for this work, comments are required **by 9am on Friday 20 October 2017**. To submit comments, please email Peter Swan, Project Manager, at peter.swan@cma.gsi.gov.uk or write to him at:

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