

Ian Jenkins  
Call for Evidence co-ordinator  
Department for Culture, Media and Sport (DCMS)  
100 Parliament Street  
London  
SW1A 2BQ

From: Jon Riley  
Project Director

20 November 2015

cc [ticketing@culture.gov.uk](mailto:ticketing@culture.gov.uk)

Dear Mr Jenkins

**CMA's response to the BIS/DCMS Call for Evidence**

The Competition and Markets Authority (CMA) welcomes the opportunity to respond to the BIS/DCMS Call for Evidence that will inform Professor Waterson's independent review of consumer protection measures in the online secondary ticket market. We enclose our response with this letter.

The CMA is a non-ministerial government department which works to promote competition both within and outside the UK, for the benefit of consumers. Our aim is to make markets work well for consumers, businesses and the economy. We were created out of a merger between the Competition Commission and the Office of Fair Trading (OFT) in April 2014.

In our response, we draw in particular on our experience undertaking consumer enforcement work in this sector and on our leadership role on unfair contract terms issues.

The CMA is keen to assist Professor Waterson's review and looks forward to participating further in the work that follows this Call for Evidence.

Yours sincerely,

Jon Riley  
Project Director