



Property Search Report Bundles

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1 Introduction

Background

DJS Research (DJS) was commissioned to conduct a survey to assist the CMA's investigation of the completed acquisition of TM Group (TMG) by Dye & Durham (D&D).

D&D and TMG both provide a one-stop property search service to clients in the property market. Their customers include conveyancers, estate agents, and mortgage brokers, who use their services to order property search reports used in the process of real estate transactions in England and Wales. The reports are supplied in a single 'search pack' called a Property Search Report Bundle (or PSRB).

The research focused on conveyancers only.

Methodology and sample approach

Methodology

A telephone approach was recommended, in order to maximise response rates and due to higher quality responses being obtained compared to online surveys.

The CMA provided a questionnaire, which was reviewed by DJS Research. The survey was approximately 15 minutes in length (with a 5-minute introduction including a GDPR statement).

In the survey introduction, it was revealed that DJS were working on behalf of the CMA. In order to avoid biasing responses, respondents were asked if they were happy to proceed with the survey, without the Merging Parties (D&D, TMG) being revealed until the end. Almost all of the respondents (163/170) agreed to this.

Sample approach

The majority of the sample (99%) had at least one named contact. Interviewers were instructed to ask for the named person in the first instance.

In cases where the named person was not available, or not the right person, a referral to a colleague who was an influencer or decision-maker was sought.

Screening questions were included to check that the person interviewed was responsible for deciding who to use (or at least had some influence over who to use) for suppliers of PSRBs.

However, decision-makers or influencers were not guaranteed to have full knowledge of the firms' policies and practices over the period of interest (January 2020-present).

Telephone interviewers also had an introduction email that they could send to respondents with an email address. Following the pilot, it became apparent that sending an email in many cases was the easiest way to make an appointment to speak to conveyancers. Therefore, at the start of the main fieldwork stage, an email was sent to all email addresses in the sample, in order to boost the response rate. A copy of the email is attached in the [Appendix](#).

Fieldwork

Fieldwork dates for the survey were 21st February to 15th March 2022.

A pilot ran from 21st-22nd February to check the questionnaire for length and understanding. Following this, no major changes were made to the questionnaire¹, therefore the interviews from the pilot are included within the final results.

Daily updates were sent to the CMA detailing the number of interviews and providing a breakdown of the sample result.

Challenges during fieldwork

There were several challenges during the fieldwork period, which are described below.

Lengthy GDPR introduction: the introduction included a lengthy GDPR statement, meaning the introduction and screening part of the interview took five minutes. We estimate the drop-out rate was around one in eight during this introduction, based on feedback from interviewers during the pilot stage.

Sample quality: some sample records did not include a phone number, or the phone number was incorrect. DJS undertook desk research to obtain new or replacement numbers, where possible.

Respondents (conveyancers) were very busy: the main refusal reason was being too busy and not having the time to take part in the survey. However, this was an anticipated challenge with this particular audience (conveyancers) and is not uncommon in business surveys in general.

Short fieldwork period: the relatively short fieldwork period meant that some respondents were not available during the fieldwork period and alternative contacts were also not available.

Sample and response rate

Customer lists were provided by the two Parties to the CMA, who merged and de-duplicated these lists. Of 2,148 pieces of sample initially provided by the CMA to DJS Research, 44 did not have usable contact details, and five sample records were requested to be removed by the CMA (for separate interviews with the CMA case team). This left 2,099 sample records to be dialled.

¹ Two questions were removed (Q11, Q15) and wording tweaked, mostly in relation to the introduction and screening questions.

Table 1: Breakdown of sample

Sample breakdown	Number	%
Interview complete	170	8%
In progress/appointments	1,091	52%
Unreachable	148	7%
Unusable	175	8%
Refusals	398	19%
Non-qualifier	117	6%

Of the remaining sample (in progress/appointments), the majority (57%) was dialled 5+ times over the fieldwork period, with 21% dialled 6+ times.

Therefore, whilst additional time could have led to more interviews, there was ample time to use the sample available.

For the unusable sample (wrong telephone number/number not recognised), desk research was undertaken by DJS to find alternative numbers, where this was possible.

Unreachable sample is where the person who we need to speak to is not available, and where there is no alternative contact.

Non-qualifier relates to businesses that do not qualify for the survey. The majority of these did not qualify due to longer performing conveyancing. Other reasons included the company has ceased trading or no longer purchases PSRBs.

Response rate

DJS interviewed 30% of the businesses contacted (70% refusal rate). This response rate is good, with B2B surveys typically having response rates of around one in five.

The main reasons for refusing to take part were: not having time to do the survey, not taking part in market research (company policy), or simply not being interested.

Table 2: Response rate

Participation rate	Number	%
Interview complete	170	30%
Refusals	398	70%
TOTAL	568	100%

Interpreting the results

Sample sizes

Whilst best efforts were made to achieve the maximum number of interviews in the time and with the available sample, the respondent base is relatively small (less than 100 per Party).

As a result, statistical inferences and population estimates are less reliable. Results have therefore been interpreted and reported in a way that cannot automatically be applied to the overall population.

For this reason, counts only have been included in this presentation. No significance testing was undertaken between sub-groups (e.g. commercial vs. residential).

Open questions

An 'other – please specify' option was provided where appropriate, giving respondents the opportunity to record something that was not in a pre-coded list. Where another response was provided that related to something already in the list, it was 'back coded' into the relevant response code. New codes were created for responses that differed substantially from any pre-codes.

All open-ended responses were reviewed by DJS and the CMA to ascertain where new codes should be added and where back coding was required.

Questions where coding and back coding took place are: Q06a; Q08a (impacts Q08b); Q12b; Q12c; Q13a (impacts Q13b); Q14a (impacts Q14b).

Back coding responses within questions which are the base for subsequent questions led to minor discrepancies in base sizes; where this occurs this has been noted in the tables.

2 Summary of key findings

Respondent overview

From a sample of 2,099 records, we achieved 170 interviews with conveyancers from 21st February to 15th March 2022. Of the conveyancers interviewed, 135 were asked about residential and 35 about commercial conveyancing.

Of these respondents, 65 are D&D (direct and indirect customers)², 63 TMG customers, 24 are customers of both, and 18 told us they used neither D&D nor TMG (despite being included in customer lists).

Use of suppliers of PSRBs

A large majority of respondents used one or more of the big four suppliers. Around half of respondents used TMG* and a similar proportion used D&D (including its different brands)**. Few respondents use small suppliers. Some use local authority or water companies directly.

Factors considered when choosing a supplier and reasons for single or multi sourcing

The top factor most commonly mentioned when choosing a supplier was quality / timeliness of service (64), followed by price (30), functionality (29), and customer service (28).

A majority of the respondents reported multi sourcing (around two-thirds). They were most likely to agree that 'shopping around encourages suppliers to remain competitive' and least likely to agree that they use different suppliers for different regions.

Respondents who single source were most likely to agree that they buy from one supplier because that 'is enough for the amount or type of conveyancing' their business does.

Switching behaviour

Since January 2020, 49 respondents reported having switched suppliers of PSRBs. A higher proportion of D&D customers had switched since January 2020, compared to TMG customers.

For D&D customers, ATI was the most mentioned alternative, though just over half could not name a good alternative supplier.

For TMG customers, ATI and Landmark were the most mentioned alternatives, though just under half could not name a good alternative supplier.

² D&D (direct and indirect customers) includes D&D, the Index PI franchise, the PSG Connect franchise, and other D&D brands.

*TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)

**D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place), also includes other D&D brands (Homeinfo UK Limited, FCI, Terrafirma, ACS Searches Ltd)

3 Survey results: respondent overview

Customer type

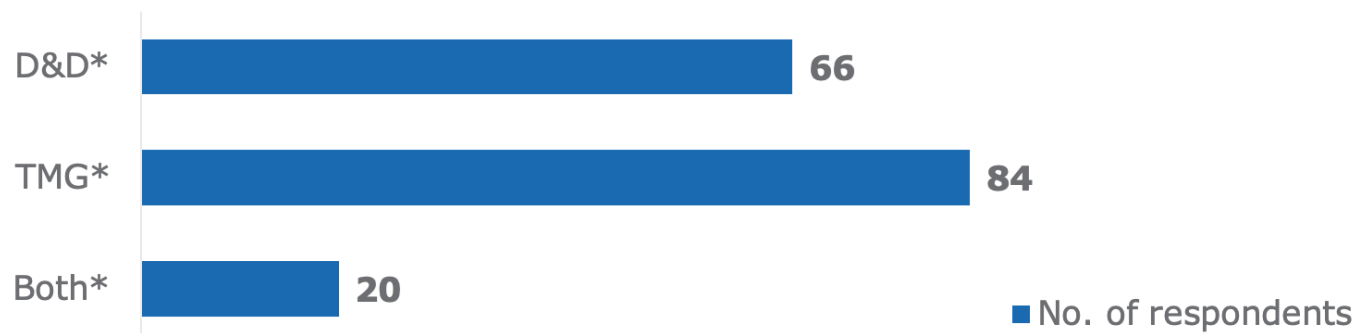
Respondents are categorised below based on customer type (the suppliers they used at Q06a or Q06b) and customer source (which sample list they came from). There is a slight discrepancy between the two, particularly in the TMG sample; however, the samples provided were reasonably accurate overall.

Figure 1: Customer type (from survey answers)



Source: Q06a. Since January 2020, which supplier or suppliers of property search report bundles has your business used? Q06b. And since January 2020, which of the following suppliers of bundles has your business used, if any? **Base:** all respondents (n=170). *and/or one or more of its brands or franchisees³.

Figure 2: Customer source (from sample: customer lists)



Source: Sample (customer lists). *and/or one or more of its brands or franchisees⁴.
Base: all respondents (n=170).

³ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey), D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place).

⁴ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey), D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place).

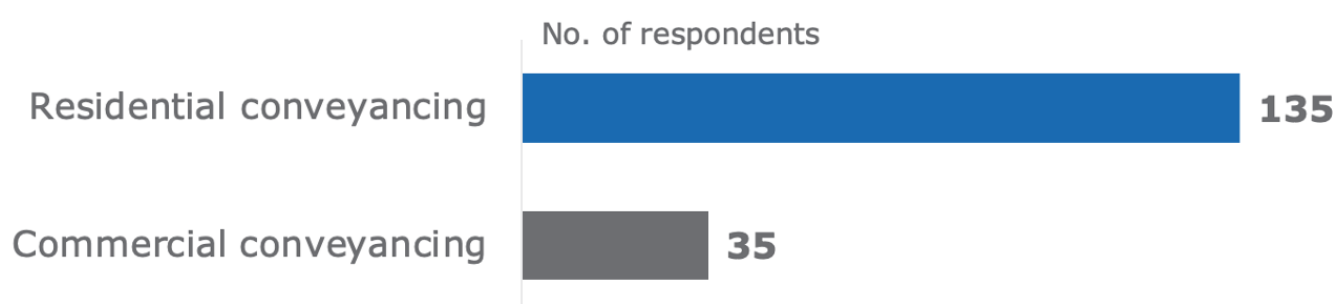
Type of conveyancing

Respondents were asked about the type of conveyancing that their business undertakes (residential and two different types of commercial conveyancing). If respondents answered only residential or commercial, they were surveyed about that particular type of conveyancing.

Those involved in both commercial and residential conveyancing were asked which type of conveyancing they do more of (based on the number of transactions) and then surveyed about that type of conveyancing. For those doing an equal amount of residential and commercial conveyancing (50/50) or who could not report which type of conveyancing they did more of, the script randomly assigned the type of conveyancing they would be asked about during the survey.

Most respondents answered the survey regarding residential conveyancing. A higher proportion of TMG customer respondents were surveyed about commercial conveyancing.

Figure 3: Type of conveyancing (asked about)



Source: Q04 and Q05a⁵. **Base:** all respondents (n=170).

The type of conveyancing asked about has also been analysed by customer type. Whilst no statistical testing has been performed, the data shows that a higher proportion of TMG only respondents (around three in ten) answered about commercial conveyancing, compared to D&D only respondents (around one in five).

Table 3: Type of conveyancing asked about by customer type

No. of respondents	D&D customers only*	TMG customers only*	Both	Neither
Residential	53	45	20	17
Commercial	12	18	4	1

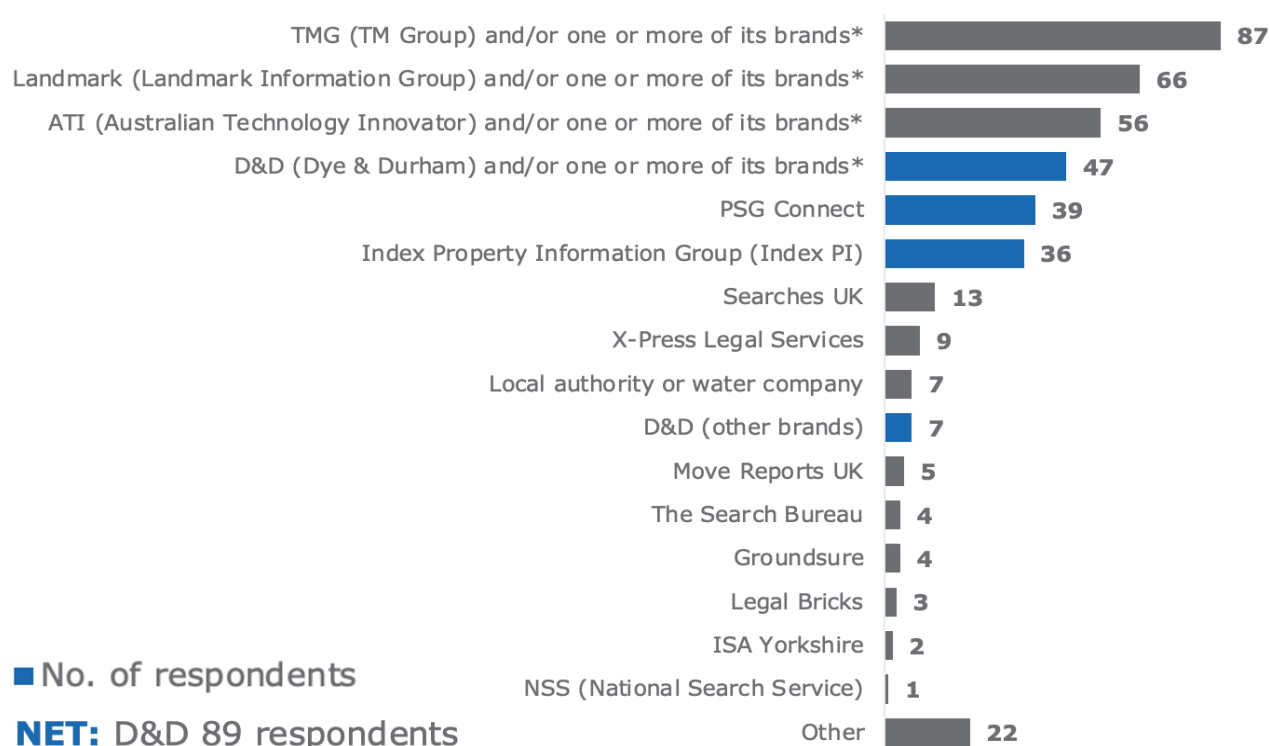
⁵ Q04. Which of the following types of conveyancing does your business do? Q05a. Thinking about the total number of transactions, would you say that your business, on balance, does more residential conveyancing or more commercial conveyancing?

4 Survey results: current use of suppliers

Respondents were asked which suppliers of PSRBs they had used since January 2020, both prompted (Q06a) and unprompted (Q06b). The combined results of these answers are shown below.

A large majority of respondents used one or more of the big four suppliers (D&D, TMG, Landmark, and ATI). Around half of respondents used TMG, and a similar proportion used D&D (including its different brands). A relatively small number of respondents use smaller suppliers. Some use local authority or water companies directly.

Around three in ten D&D customer respondents reported also buying from TMG and vice versa. Around a third of D&D and TMG customer respondents also bought from Landmark; around a quarter also bought from ATI.



Source: Q06a. Since January 2020, which supplier or suppliers of property search report bundles has your business used? Q06b. And since January 2020, which of the following suppliers of bundles has your business used, if any? **Base:** all respondents (n=170). *Footnotes include the details of all brands listed in the questionnaire⁶. N.B Quantus was included in the list of suppliers, but no respondents used this supplier and so it is excluded from the chart. D&D NET includes D&D, Index PI, PSG Connect and D&D (other brands).

⁶ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey); Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow); ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen); D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place). D&D other brands include Homeinfo UK Limited, FCI, Terraforma, ACS Searches Ltd.

5 Survey results: factors in choosing a supplier; reasons for single and multi sourcing

Most important factor when choosing a supplier

Respondents were asked what factors are important for their business when choosing a supplier of PSRBs. At first (Q08a), they could list as many factors as they wished. At Q08b, they were asked to rank their top factors (up to three). The table below shows a summary of the top-ranked factors. Individual codes have been netted in themes for analysis purposes. A full breakdown of top-ranked factors is available in the [Appendix](#).

Table 4: Top factors (1st) when choosing a supplier of PSRBs

NETs	No. of respondents
Quality (and timeliness of service)	64
Pricing	30
Functionality and quality of software platform	29
Customer Service	28
Range of service	4
Brand strength	2
Any other mentions/can't say	13

Source: Q08a/b (ranked 1st) What factors are important for your business when choosing a supplier of property search report bundles? Of the factors you've mentioned, which is the most important for your business? **Base:** all respondents (n=170).

Within the net 'Quality (and timeliness of service)', there are two main codes which were selected broadly equally as the most important factor for their business when choosing a supplier of PSRBs; 'quality of product (e.g. accuracy of data)' was selected by 34 respondents and 'speed of supply' selected by 28 respondents.

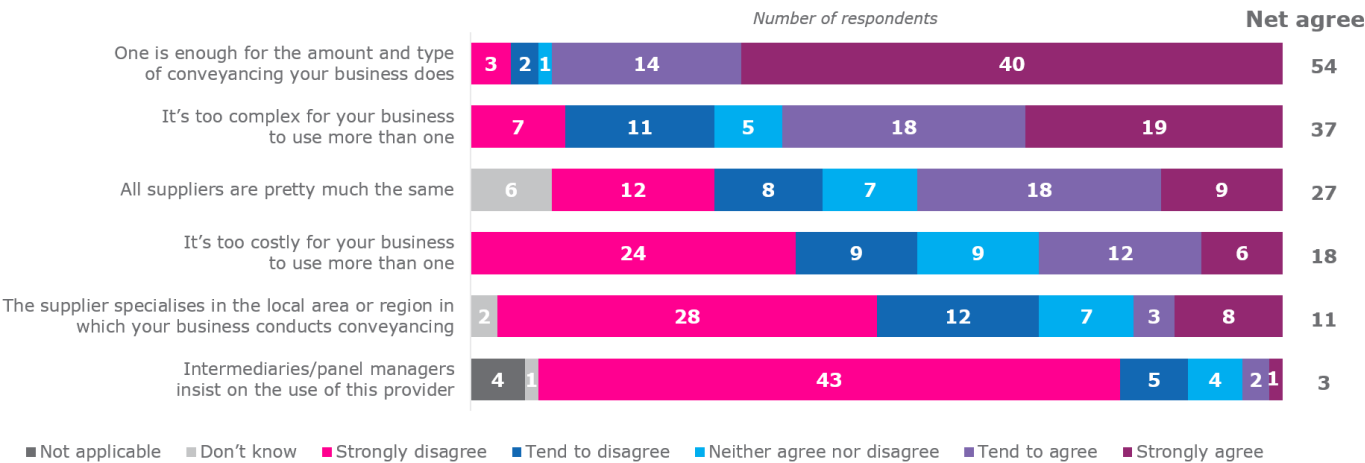
Respondents who answered about residential conveyancing were more likely to choose price as their most important factor (27/135) than those who answered about commercial conveyancing (3/35). Respondents who answered about commercial conveyancing were more likely to choose functionality as their most important factor (9/35) than those who answered about residential conveyancing (20/135).

Reasons for single and multi sourcing

Reasons for single sourcing

Respondents who buy PSRBs from one supplier (60), were asked the extent to which they agree with six statements, as a reason to why they buy from only one supplier.

Figure 4: Reasons for single sourcing



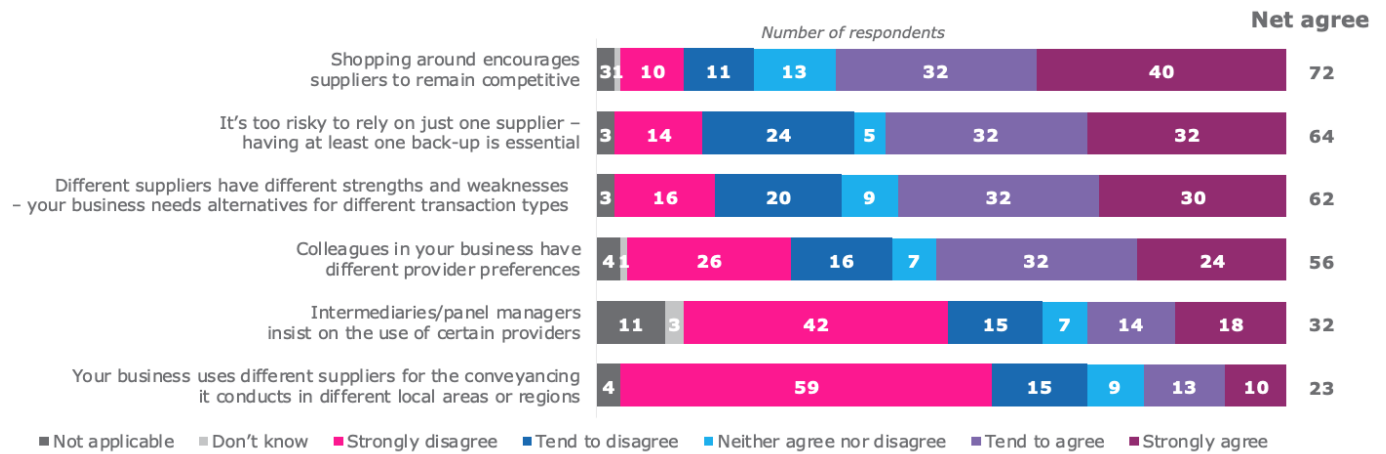
Source: Q09a. You said that your business currently buys property search report bundles from one supplier. To what extent do you agree or disagree that each of the following is a factor in why you do this (instead of buying them from two or more providers)? **Base:** those buying from one supplier (n=60).

Respondents were most likely to agree that they buy from one supplier because that 'is enough for the amount and type of conveyancing' their business does (54 agree). There was also a high level of agreement that 'it is too complex to use more than one supplier' (37 agree) and that 'suppliers are pretty much the same' (27 agree).

Reasons for multi sourcing

Respondents who buy PSRBs from multiple suppliers (110), were asked the extent to which they agree with six statements, as a reason to why they only buy from two or more suppliers.

Figure 5: Reasons or multi sourcing



Source: Q10a. You said that your business currently buys property search report bundles from two or more suppliers. To what extent do you agree or disagree that each of the following is a factor in why you do this (instead of buying them from a single provider)? **Base:** those using more than one supplier (n=110).

Respondents were most likely to agree that they buy from two or more suppliers because 'shopping around encourages suppliers to remain competitive' (72 agree). Respondents were least likely to agree that they use a different supplier for different local areas or regions (23 agree).

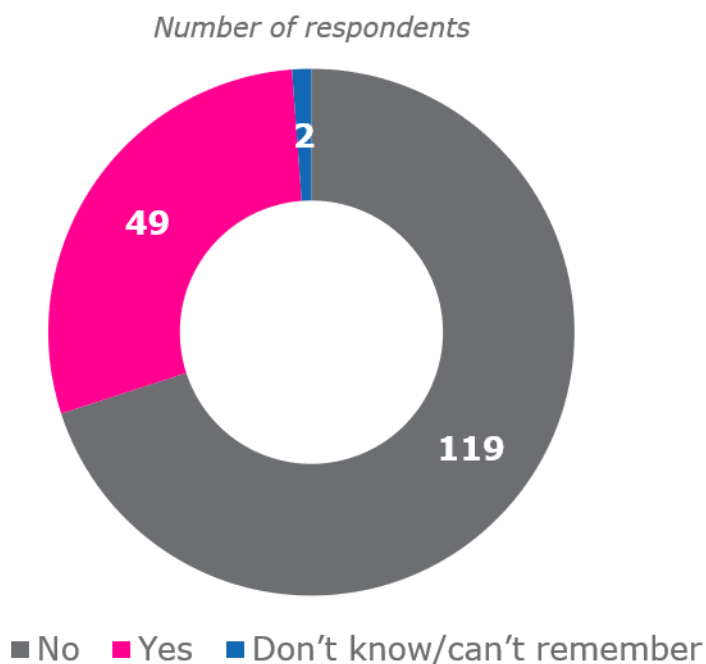
It is worth noting that the questionnaire routing made it difficult to ascertain whether respondents were in fact multi sourcing or if they had switched from using one single supplier to using another single supplier since January 2020. Where the latter was apparent, respondents have been coded into N/A. However, there may be a few respondents who didn't clarify this, and therefore, may be included in the data set as multi sourcers where this would not be strictly accurate.

6 Survey results: switching behaviours

Respondents were asked if they had switched suppliers since January 2020. A definition of switching was given, which is included in the footnotes below⁷.

Since January 2020, the majority of respondents (119) had not switched suppliers. During the same time period, 49 respondents said they had switched.

Figure 6: Switching (since January 2020)



Source: Q12a. Since January 2020, have you switched supplier? **Base:** all respondents (n=170).

A lower proportion of TMG customers had switched since 2020, compared to D&D customers.

⁷ We use "switching" to mean a formal decision within your business: to move a substantial proportion of bundle orders away from a supplier, that is, to use a particular provider less often and place the orders with an alternative provider OR to stop using a supplier completely and either to make more use of an existing alternative or to start using a new alternative

Table 5: Switching by customer type

	D&D customers only*	TMG customers only*	Both	Neither
Yes	24	9	9	7
No	40	54	14	11
Don't know	1	0	1	0
Total	65	63	24	18

Source: Q12a. Since January 2020, have you switched supplier? **Base:** all respondents (n=170).

Brands switched to and from

Respondents who said they had switched since January 2020 (49) were asked which supplier they had switched **to** and **from**.

Respondents were most likely to switch **to** D&D or ATI (each with 15 mentions). D&D was the brand most commonly switched **from** (21). Those who switched **to** TMG did so evenly **from** ATI, D&D, and Landmark.

	ATI* (switched from)	D&D* (switched from)	Landmark* (switched from)	TMG* (switched from)	Other (switched from)	Don't know/ can't remember (switched from)
ATI* (switched to)	1	4	4	3	2	1
D&D* (switched to)	3	8	0	0	4	0
Landmark* (switched to)	0	1	0	0	0	1
TMG* (switched to)	2	2	2	0	0	0
Other (switched to)	1	6	1	2	0	0
Don't know/ can't remember (switched to)	0	0	0	0	0	1

*and/or one of its brands or franchises, listed in footnotes⁸

⁸ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey); Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow); ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen); D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place). Also includes Index PI, PSG Connect and D&D (other brands - Homeinfo UK Limited, FCI, Terraforma, ACS Searches Ltd)

Those who switched from D&D mostly switched to another D&D brand or franchise. The sub-brands related to this inter Party switching are mostly known. Of the eight respondents;

- Four respondents reported switching from PSG Connect to Index PI
- Three respondents reported switching from D&D to Index PI
- One respondent reported switching between D&D and one of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG or York Place), but we don't know in which direction

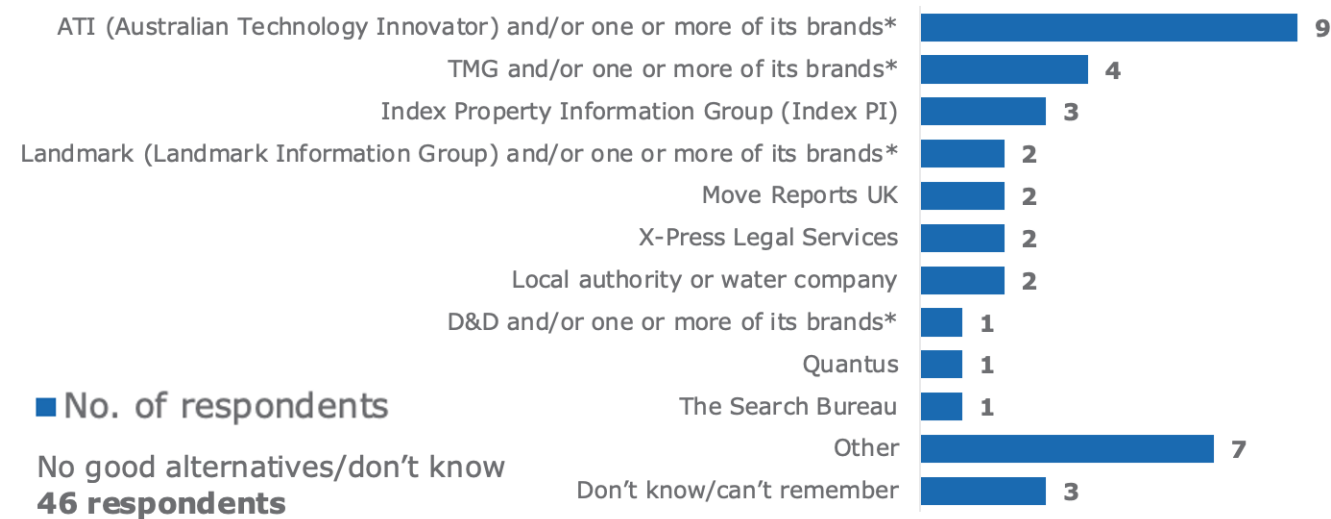
Alternative suppliers to D&D

The 83 respondents using D&D* were asked which suppliers they consider to be a good alternative to their current supplier. Of these, 31 said they 'don't know/can't remember' a good alternative supplier, and 15 said 'there are no good alternatives'.

The remaining 37 respondents were then asked to identify their best alternative (where necessary).

The most common best alternative supplier mentioned was ATI and/or one or more of its brands.

Figure 7: Best alternative supplier to D&D*



Source: Q13a. Thinking about other suppliers in this market, which (if any) do you consider to be a good alternative to your particular D&D supplier? Q13b. And of these good alternatives, which one would you say is the best alternative? **Base:** those who use D&D, Index PI and/or PSG Connect (n=83). Legal Bricks, NSS, PSG Connect and Searches UK were not chosen by any respondents and are excluded from the chart. *Footnotes include the details of all brands included in figures⁹.

⁹ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey); Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow); ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen); D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place).

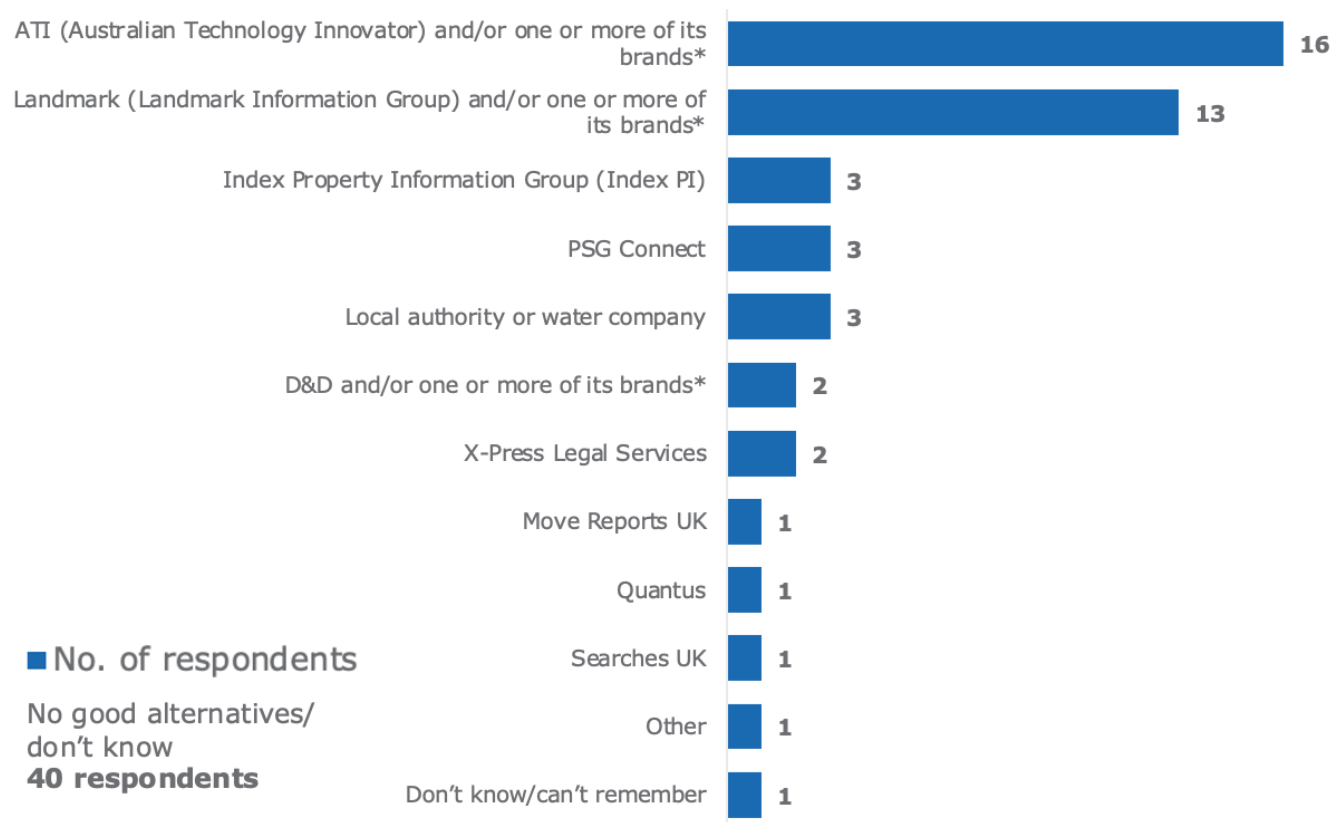
Alternative suppliers to TMG

The 87 respondents using TMG* were asked which suppliers are a good alternative. Of these, 23 said they 'don't know/can't remember' a good alternative supplier and 17 said 'there are no good alternatives'.

The remaining 47 respondents were then asked to identify their best alternative (where necessary).

The most common best alternative supplier mentioned was ATI and/or one of its brands, followed by Landmark and/or one of its brands.

Figure 8: Best alternative supplier to TMG*



Source: Q14a. Thinking about other suppliers in this market, which (if any) do you consider to be a good alternative to your particular TMG supplier? Q14b. And of these good alternatives, which one would you say is the best alternative? **Base:** those who use TMG and/or brand or franchisee (n=87). Legal Bricks, NSS, The Search Bureau and TMG (TM Group) were not chosen by any respondents and are excluded from the chart. *Footnotes include the details of all brands included in figures¹⁰

¹⁰ TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey); Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow); ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen); D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place).

7 Appendix

Factors when choosing a supplier (full breakdown)

A full breakdown of the responses given at Q08b (most important factor when choosing a supplier of PSRBs) is shown below.

Figure 9: Top factor (full breakdown)



Source: Q08a/b (ranked 1st) What factors are important for your business when choosing a supplier of property search report bundles? Of the factors you've mentioned, which is the most important for your business? **Base:** all respondents (n=170).

Questionnaire

Client name:	CMA
Project name:	D&D/TMG customer survey
Job number:	8371
Methodology:	CATI
Version	VFINALFORMAINSTAGE 23 rd February 2022

SCREENING QUESTIONS

S01.

BASE: ALL

Hello. My name is _____ and I'm calling from DJS Research on behalf of the Competition and Markets Authority. I asked to speak to the person with responsibility for deciding who to use (or someone with involvement or influence in the decision about who to use) as a supplier of property search reports for the conveyancing work your business undertakes, and I've been put through to you. Have I reached the right person?

ADD IF RESPONDENT QUERIES: The CMA is an independent, non-ministerial department of the UK government, and the UK's primary competition regulator.

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

S02.**Base: those who say no at S01 (S01/2)**

Are you able to transfer me back to the switchboard or to the correct person?

Interviewer note: We are looking to speak to the person with responsibility for deciding who to use as a supplier of property search reports for the conveyancing work your business undertakes

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		GO BACK TO S01
2	No		THANK AND CLOSE (APPOINTMENT TO CALL BACK UNLESS REFUSE)

S03.**BASE: those who say yes at S01 (S01/1)**

Would you mind giving me your name and job title?

NAME: OPEN**JOB TITLE: OPEN**

Code	Answer list	Scripting notes	Routing
86	Refused/prefer not to say (do not read out)	EXCLUSIVE	

S04.**Base: all respondents who say yes at S01 (S01/1)**

Before I go any further, please may I check that you are the person with responsibility for deciding who to use (or that you have some involvement or influence in the decision about who to use) as a supplier of property search reports for the conveyancing work your business undertakes?

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		GO BACK TO S02

S04b.

Base: those who say yes at S01 (S01/1)

We're conducting a short survey for the CMA. It takes about 15 minutes to complete – is it convenient for me to talk to you now?

ADD IF RESPONDENT QUERIES: The CMA is an independent, non-ministerial department of the UK government, and the UK's primary competition regulator.

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		CONTINUE
2	Not right now		MAKE APPOINTMENT
85	No (outright refusal)		THANK AND CLOSE

S05.

Base: those who say yes at S01 (S01/1)

The CMA is currently investigating the merger between two suppliers of property search reports to businesses providing conveyancing in England and Wales. The CMA has asked DJS Research to survey customers of the two suppliers to assist with the CMA's evidence-gathering. The information you provide will help the CMA to understand the possible impact of the merger on businesses like yours.

Participation in the survey is entirely voluntary. In taking part, the information you provide will be used by the CMA (and DJS on behalf of the CMA) only in connection with the merger investigation. It won't be possible for the Merging Parties to identify individual respondents or businesses in any of the data that the CMA shares with the Merging Parties, nor in any of the survey findings that the CMA makes public.

All interviews are recorded for training and quality purposes.

Before we go any further, there's a GDPR statement that I must read to you. We've kept it as short as possible!

The CMA has used its legal powers under section 109 of the Enterprise Act 2002 to require the Merging Parties to share certain items of personal data relating to individuals in approximately 2,200 conveyancing businesses, for the purposes of conducting a customer survey and subsequent statistical analysis. Where known by the Merging Parties, they provided the name, job title, direct line/business telephone number and business email address of a contact in each business. The CMA's legal basis for processing this personal data is because it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority. Although the survey is voluntary, it is based on the CMA's statutory powers and therefore the CMA does not require consent to process this personal data, nor any other personal data it collects through the survey, under data protection laws. This personal data will be processed securely while the merger investigation is ongoing, and then securely deleted on its conclusion. I will be able to email a link to the CMA's privacy notice, and to DJS Research's privacy policy, to you at the end of the interview.

It will be really helpful if we can do the interview without me identifying the Merging Parties until right at the end. Is that OK?

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Will proceed without identifying the Merging Parties		CONTINUE TO INFO01
2	Will not proceed without identifying the Merging Parties		S06
85	Will not proceed at all		THANK AND CLOSE

S06.

Base: those who will not proceed without identifying the merging parties (S05/2)

The Merging Parties are Dye & Durham (UK) Limited and TM Group (UK) Limited. Is it OK to proceed?

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		CONTINUE TO Q01
2	No		THANK AND CLOSE

MAIN QUESTIONNAIRE

INFO 01

CATI – INTERVIEWER READ OUT:

The focus of our survey today is the supply of Property Search Report Bundles used in the process of buying and selling residential and commercial properties. By 'property search report bundle', we mean a package (or bundle) of property search reports that a third-party provider compiles and supplies to a conveyancer as a single product.

Q01.**Base: All respondents**

To start, please may I check whether your business ever buys property search report bundles?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Yes		CONTINUE
2	No		SCREEN OUT
85	Don't know		SCREEN OUT

INFO 02

Thank you. In the rest of the interview, I may just say 'bundle' or 'bundles' to mean "property search report bundle(s)".

Q02. REMOVED DURING DRAFTING**Q03.REMOVED DURING DRAFTING****Q04.****Base: All respondents**

Which of the following types of conveyancing does your business do?

INT: read out

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	Residential conveyancing		
2	Commercial conveyancing with either a value or a complexity significantly higher than most residential conveyancing		
3	Commercial conveyancing with both a value and a complexity broadly comparable to most residential conveyancing		
85	Don't know	EXCLUSIVE	SCREEN OUT
87	None of the above	EXCLUSIVE	SCREEN OUT

Q05a.

Base: All respondents doing a mix of commercial and residential conveyancing (Q04/1 AND Q4/2 or 3)

Thinking about the total number of transactions, would you say that your business, on balance, does more residential conveyancing or more commercial conveyancing?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Residential		
2	Commercial		
3	Can't say – it's roughly the same/half and half/a similar volume of both		
85	Don't know		

Q05b.

Base: All respondents doing both types of commercial (Q04/2 AND Q04/3 NOT Q04/1) or (Q04/2 AND Q04/3 AND Q05A/2)

And does your business do more ...?

INT: read out codes 1 and 2

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Commercial conveyancing with either a value or a complexity significantly higher than most residential conveyancing		
2	Commercial conveyancing with both a value and a complexity broadly comparable to most residential conveyancing		
3	Can't say – it's roughly the same/half and half/a similar volume of both		
85	Don't know		

INFO2

ALL WHO CODE ONLY Q04/1 AND ALL WHO CODE Q05A/1 and a random 50% of Q05A/3 or 85:

Thinking **[TEXT SUB ALL WHO ARE Q05A/1 and the random 50% of Q05A/3 or 85: only]** about your **residential** conveyancing as you answer the next questions...

ALL WHO CODE ONLY Q04/2 OR ONLY Q04/3 AND ALL WHO CODE Q05A/2 and a random 50% of Q05A/3 or 85:

Thinking **[TEXT SUB ALL WHO ARE Q05A/2 AND THE RANDOM 50% OF ALL WHO CODE Q5A/3 or 85: only]** about your **commercial** conveyancing as you answer the next questions...

Q06a.

Base: All respondents

Since January 2020, which supplier or suppliers of property search report bundles has your business used?

INT: Do not prompt; probe carefully **only** to clarify/confirm a name if needed; use 'other' only if you cannot locate a supplier's name in the pre-code list.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen)		
2	D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place)		
3	Index Property Information Group (Index PI)		
4	Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow)		
5	Legal Bricks		
6	Move Reports UK		
7	NSS (National Search Service)		
8	PSG Connect		

9	Quantus		
10	Searches UK		
11	The Search Bureau		
12	TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)		
13	X-Press Legal Services		
80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
83	Other (please specify)	OPEN	
84	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	

Q06b.

And since January 2020, which of the following suppliers of bundles has your business used, if any?

INT: Read out each item in full, incl. all sub-brand names

SINGLE GRID, RANDOMISE ROW

Statement no.	Answer list	Scripting notes	Routing
1	Yes		
2	No		
85	Don't know/can't remember		

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
2	D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	

3	Index Property Information Group (Index PI)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
4	Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
5	Legal Bricks	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
6	Move Reports UK	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
7	NSS (National Search Service)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
8	PSG Connect	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
9	Quantus	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
10	Searches UK	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
11	The Search Bureau	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
12	TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	

13	X-Press Legal Services	PULL THROUGH ALL CODES NOT SELECTED AT Q06A	
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Q06c.

Base: all who code Index Property Information Group (Q06A/3 or Q06B/3)

You said that your business has used Index Property Information Group (Index PI). Can you tell me which office (or offices) you use? A rough idea is fine if you don't know the exact name, or if you only know the office location or the areas it covers.

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
2	Most or all offices	EXCLUSIVE	
85	Don't know	EXCLUSIVE	

Q06d.

Base: all who code PSG Connect (Q06A/8 or Q06B/8)

You said that your business has used PSG Connect. Can you tell me which office (or offices) you use? A rough idea is fine if you don't know the exact name, or if you only know the office location or the areas it covers.

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
2	Most or all offices	EXCLUSIVE	
85	Don't know	EXCLUSIVE	

DATA to CREATE two variables:

- **"MULTI SOURCE" i.e. uses at least two suppliers of PSRBs:**
- **All who single code Q6A/1-84 & one or more of answers at Q06B/1-13 is "Yes"**
- **All who are "Yes" to only one answer at Q06B/1-13 & select one or more codes at Q06A/1-84**
- **All who are multi-code at Q06A/1-84**
- **All who are multi-code at Q06B/1-13 (including those who select Q06A/85)**

“SINGLE-SOURCE” i.e. use one supplier

- **All who single code Q06A/1-84 & NONE of the answers Q06B/1-13 are “Yes”**
- **All who are “Yes” to only one code at Q06B/1-13 & have selected none of codes Q06A/1-84 / only yes to Q06AQ/85**

Q07.

Base: MULTI SOURCE variable

Of the suppliers you’ve told me about, is there one that your business uses more than any other, or not? Which one?

INT: *do not prompt*

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
2	D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
3	Index Property Information Group (Index PI)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
4	Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
5	Legal Bricks	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
6	Move Reports UK	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	

7	NSS (National Search Service)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
8	PSG Connect	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
9	Quantus	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
10	Searches UK	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
11	The Search Bureau	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
12	TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
13	X-Press Legal Services	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
80	PULL THROUGH Q06A/80	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
81	PULL THROUGH Q06A/81	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
82	PULL THROUGH Q06A/82	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	

83	PULL THROUGH Q06A/83	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
84	PULL THROUGH Q06A/84	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
85	Don't know/can't remember	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	
87	No	PULL THROUGH ALL CODES SELECTED AT Q06A/1-84 AND Q06B/1-13	

INFO3

As you answer the following questions, please think about the full range of suppliers in this market and not just those that we've talked about so far.

Q08a.

Base: All respondents

What factors are important for your business when choosing a supplier of property search report bundles?

INT: DO NOT PROMPT, probe for as many factors as possible, clarify which code if unclear.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	Brand familiarity		
2	Brand innovation		
3	Brand reputation		
4	Brand track-record		
5	Range of property search reports offered		
6	Range of additional/value-added services offered		

7	Supplier's local/regional expertise or focus		
8	Supplier's national coverage		
9	Quality of product (for example, accuracy of data)		
10	Reliability of supply		
11	Speed of supply		
12	Competitive fees (what they charge per order for their services on top of the disbursements/the fixed costs of the reports)		
13	Contractual flexibility		
14	Pricing model(s)		
15	Ease of contact		
16	Good customer service/technical support		
17	Knowledgeable staff		
18	Compatibility/ease of integration with other business software		
19	Easy to use/intuitive interface/platform for ordering		
20	Real-time workflow reporting/dashboard information		
21	Acceptability of the provider to intermediaries/panel managers		
22	Financial resilience of the provider		
23	Provision of indemnity cover		
80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	

Q08B.

Base: All respondents selecting two or more codes at Q08A/1-82

Of the factors you've mentioned, which is the most important for your business?

Those selecting two factors: Interviewer note: Code remaining answer as 2nd

Those selecting three factors: Which one would you say is the second most important factor for your business? Interviewer note: Code remaining answer as 3rd.

Those selecting four or more factors: Which one would you say is the third most important factor for your business?

INT: DO NOT PROMPT. RANKING 1-2 or 1-3

DP NOTE: CAN RANK UP TO THREE FACTORS BUT CAN ALSO RANK 1-2 IF JUST TWO FACTORS SELECTED

Code	Answer list	Scripting notes	Routing
1	Brand familiarity	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
2	Brand innovation	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
3	Brand reputation	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
4	Brand track-record	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
5	Range of property search reports offered	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
6	Range of additional/value-added services offered	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
7	Supplier's local/regional expertise or focus	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
8	Supplier's national coverage	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
9	Quality of product (for example, accuracy of data)	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	

10	Reliability of supply	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
11	Speed of supply	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
12	Competitive fees (what they charge per order for their services on top of the disbursements/the fixed costs of the reports)	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
13	Contractual flexibility	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
14	Pricing model(s)	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
15	Ease of contact	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
16	Good customer service/technical support	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
17	Knowledgeable staff	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
18	Compatibility/ease of integration with other business software	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
19	Easy to use/intuitive interface/platform for ordering	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
20	Real-time workflow reporting/dashboard information	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
21	Acceptability of the provider to intermediaries/panel managers	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
22	Financial resilience of the provider	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	

23	Provision of indemnity cover	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
80	PULL THROUGH Q08A/80	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
81	PULL THROUGH Q08A/81	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
82	PULL THROUGH Q08A/82	PULL THROUGH ALL CODES SELECTED AT Q08A IF MULTI-CODED	
85	Don't know	EXCLUSIVE	
87	Can't say (at least two factors of the same importance)	EXCLUSIVE	

Q09a.

Base: SINGLE-SOURCE variable

You said that your business currently buys property search report bundles from one supplier. To what extent do you agree or disagree that each of the following is a factor in why you do this (instead of buying them from two or more providers)?

INT: READ OUT ROWS, DO NOT READ OUT SCALE BUT CLARIFY STRONGLY/TEND TO WHEN SAY AGREE OR DISAGREE

SINGLE GRID, ORDERED COLUMNS, RANDOMISE ROWS

Code	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Tend to agree		
3	Neither agree nor disagree		
4	Tend to disagree		
5	Strongly disagree		
85	Don't know		
87	Not applicable	SHOW ONLY FOR ROW 2	

Statement no.	Statement	Scripting notes	Routing
1	All suppliers are pretty much the same		
2	Intermediaries/panel managers insist on the use of this provider		
3	One is enough for the amount and type of conveyancing your business does		
4	It's too complex for your business to use more than one		
5	It's too costly for your business to use more than one		
6	The supplier specialises in the local area or region in which your business conducts conveyancing		

Q09b.

Base: SINGLE-SOURCE variable

And is there anything else that is an important factor in why you do this (instead of buying them from two or more providers)? INT: DO NOT PROMPT

OPEN

Code	Answer list	Scripting notes	Routing
80	(Please specify)	OPEN	
81	(Please specify)	OPEN	
82	(Please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	
87	No nothing else	EXCLUSIVE	

Q010a.**Base: MULTI SOURCE variable**

You said that your business currently buys property search report bundles from two or more suppliers. To what extent do you agree or disagree that each of the following is a factor in why you do this (instead of buying them from a single provider)?

INT: READ OUT ROWS, DO NOT READ OUT SCALE BUT CLARIFY STRONGLY/TEND TO WHEN SAY AGREE OR DISAGREE

SINGLE GRID, ORDERED COLUMNS, RANDOMISE ROWS

Code	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Tend to agree		
3	Neither agree nor disagree		
4	Tend to disagree		
5	Strongly disagree		
85	Don't know		
87	Not applicable	SHOW ONLY FOR ROW 1,3,6	

Statement no.	Statement	Scripting notes	Routing
1	Colleagues in your business have different provider preferences		
2	Different suppliers have different strengths and weaknesses – your business needs alternatives for different transaction types		
3	Intermediaries/panel managers insist on the use of certain providers		
4	It's too risky to rely on just one supplier – having at least one back-up is essential		
5	Shopping around encourages suppliers to remain competitive		
6	Your business uses different suppliers for the conveyancing it conducts in different local areas or regions		

Q010b.

Base: MULTI SOURCE variable

And is there anything else that is an important factor in why you do this (instead of buying them from a single provider)?

INT: do not prompt

OPEN

Code	Answer list	Scripting notes	Routing
80	(Please specify)	OPEN	
81	(Please specify)	OPEN	
82	(Please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	
87	No nothing else	EXCLUSIVE	

Q011. REMOVED AFTER PILOT

Q012A.

Base: All respondents

The next question is about any "switching" of suppliers that you have done since January 2020.

We use "switching" to mean a **formal** decision within your business:

- to move a substantial proportion of bundle orders away from a supplier, that is, to use a particular provider less often and place the orders with an alternative provider

OR

- to stop using a supplier completely and either to make more use of an existing alternative or to start using a new alternative

Since January 2020, have you switched supplier?

Interviewer note: If you read out the first sentence and, before you get to "We use ...", the respondent says categorically that they have used the same, single supplier only since Jan 2020, skip the definition and go straight to code 2.

If you read out the first sentence and, before you get to "We use ...", the respondent says they have used the same pair/group of suppliers since Jan 2020, please continue to the definition regardless.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
85	Don't know/can't remember		

Q012b.

Base: All who have switched supplier Q12A/1

From which supplier did you switch (that is, use less or stop using)?

INT: do not prompt; probe carefully only to clarify/confirm a name if needed; use 'other' only if you cannot locate a supplier's name in the pre-code list. If more than one supplier mentioned, ask which supplier the largest proportion of bundle orders was taken away from.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen)		
2	D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place)		
3	Index Property Information Group (Index PI)		
4	Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow)		
5	Legal Bricks		
6	Move Reports UK		
7	NSS (National Search Service)		
8	PSG Connect		
9	Quantus		
10	Searches UK		
11	The Search Bureau		

12	TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)		
13	X-Press Legal Services		
80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
83	Other (please specify)	OPEN	
84	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	

Q012c.

Base: All who have switched supplier Q12A/1

To which supplier did you switch (that is, use more or start using)?

INT: do not prompt; probe carefully only to clarify/confirm a name if needed; use 'other' only if you cannot locate a supplier's name in the pre-code list. If more than one supplier mentioned, ask which supplier the largest proportion of bundle orders was switched to.

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator) and/or one or more of its brands (InfoTrack, Phoenix Searches and Search Acumen)		
2	D&D (Dye & Durham) and/or one or more of its brands (GlobalX, LegalinX, Property Information Exchange (PIE), SDG and York Place)		
3	Index Property Information Group (Index PI)		
4	Landmark (Landmark Information Group) and/or one or more of its brands (One Search Direct and SearchFlow)		
5	Legal Bricks		
6	Move Reports UK		
7	NSS (National Search Service)		

8	PSG Connect		
9	Quantus		
10	Searches UK		
11	The Search Bureau		
12	TMG (TM Group) and/or one or more of its brands (Conveyancing Data Services (CDS), tmConnect, and tmConvey)		
13	X-Press Legal Services		
80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
83	Other (please specify)	OPEN	
84	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	

Q013a.

Base: All who say D&D, Index PI and/or PSG connect at Q06A or Q6B (Q06a/2, 3 or 8 or Q06b/2, 3 or 8)

Earlier on, you mentioned D&D (Dye & Durham) and/or one or more of its brands or franchisees as a supplier of bundles to your business. Thinking about other suppliers in this market, which (if any) do you consider to be a good alternative to your particular D&D supplier? In giving your answer, can we encourage you to think about the wider market and not only those suppliers we've already talked about today.

INT: Do not prompt; probe carefully **only** to clarify/confirm a name if needed; use 'other' only if you cannot locate a supplier's name in the pre-code list. If other response, please capture exact wording.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator)		
2	D&D (Dye & Durham)		
3	Index Property Information Group (Index PI)		
4	Landmark (Landmark Information Group)		
5	Legal Bricks		
6	Move Reports UK		

7	NSS (National Search Service)		
8	PSG Connect		
9	Quantus		
10	Searches UK		
11	The Search Bureau		
12	TMG (TM Group)		
13	X-Press Legal Services		
80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
83	Other (please specify)	OPEN	
84	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	
87	None – there are no good alternatives	EXCLUSIVE	

Q013b.

Base: all who multi-code at Q013A/1-84

And of these good alternatives, which one would you say is the best alternative?

INT: Do not prompt

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
2	D&D (Dye & Durham)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
3	Index Property Information Group (Index PI)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
4	Landmark (Landmark Information Group)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	

5	Legal Bricks	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
6	Move Reports UK	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
7	NSS (National Search Service)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
8	PSG Connect	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
9	Quantus	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
10	Searches UK	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
11	The Search Bureau	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
12	TMG (TM Group)	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
13	X-Press Legal Services	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
80	PULL THROUGH Q013A/80	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
81	PULL THROUGH Q013A/81	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
82	PULL THROUGH Q013A/82	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	

83	PULL THROUGH Q013A/83	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
84	PULL THROUGH Q013A/84	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	
85	Don't know/can't remember	IF MULTI-CODE AT Q013A PULL THROUGH ALL CODES SELECTED	

Q014A.

Base: All using TMG (Q06a/12 or Q06b/12)

You mentioned TMG (TM Group) and/or one or more of its brands as a supplier of bundles to your business. Thinking about other suppliers in this market, which (if any) do you consider to be a good alternative to your particular TMG supplier? In giving your answer, can we encourage you to think about the wider market and not only those suppliers we've already talked about today.

INT: Do not prompt; probe carefully only to clarify/confirm a name if needed; use 'other' only if you cannot locate a supplier's name in the pre-code list. If other response, please capture exact wording.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator)		
2	D&D (Dye & Durham)		
3	Index Property Information Group (Index PI)		
4	Landmark (Landmark Information Group)		
5	Legal Bricks		
6	Move Reports UK		
7	NSS (National Search Service)		
8	PSG Connect		
9	Quantus		
10	Searches UK		
11	The Search Bureau		
12	TMG (TM Group)		
13	X-Press Legal Services		

80	Other (please specify)	OPEN	
81	Other (please specify)	OPEN	
82	Other (please specify)	OPEN	
83	Other (please specify)	OPEN	
84	Other (please specify)	OPEN	
85	Don't know/can't remember	EXCLUSIVE	
87	None – there are no good alternatives	EXCLUSIVE	

Q014b.

Base: all who multi-code at Q014A/1-84

And of these good alternatives, which one would you say is the best alternative?

INT: Do not prompt

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	ATI (Australian Technology Innovator)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
2	D&D (Dye & Durham)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
3	Index Property Information Group (Index PI)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
4	Landmark (Landmark Information Group)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
5	Legal Bricks	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
6	Move Reports UK	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
7	NSS (National Search Service)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	

8	PSG Connect	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
9	Quantus	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
10	Searches UK	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
11	The Search Bureau	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
12	TMG (TM Group)	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
13	X-Press Legal Services	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
80	PULL THROUGH Q014A/80	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
81	PULL THROUGH Q014A/81	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
82	PULL THROUGH Q014A/82	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
83	PULL THROUGH Q014A/83	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
84	PULL THROUGH Q014A/84	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	
85	Don't know/can't remember	IF MULTI-CODE AT Q014A PULL THROUGH ALL CODES SELECTED	

Q15. REMOVED AFTER PILOT.

CLOSING

INFO4

BASE: ALL

Thank you – that’s the end of my questions about bundles, and your answers have been extremely helpful.

INFO5

Base: Those who weren’t told the parties at the start of the interview (S05/1)

Interviewer: READ OUT

I’m sure you’ve already realised, but the CMA is currently investigating the acquisition by Dye & Durham (UK) Limited of TM Group (UK) Limited. Just to reiterate, it will not be possible for either Party to identify an individual respondent (or the respondent’s business) in any of the survey data which the CMA shares with the Parties or otherwise places in the public domain – all the findings will be presented as aggregated statistics.

INFO 6

BASE: ALL

Interviewer: READ OUT

Please note that the CMA may wish to re-contact you, either to clarify some of your responses today or to cover a small number of additional questions with you. If the CMA does make contact, it will be before the end of August 2022, it will be in relation to the Dye & Durham/TM Group merger investigation only, and you will be under no obligation to agree to speak to the CMA.

C01.

Base: ALL

Would it be OK for DJS Research to re-contact you if we need to clarify any of the responses you’ve given today? We will only contact you about this specific survey and if you give your permission now, you can change your mind later.

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes VERIFY CONTACT DETAILS		
2	No		

C02.

Base: all

As part of its quality assurance processes, DJS Research contacts a small proportion of respondents to check that they were interviewed professionally and accurately. Would it be OK for DJS Research to contact you to conduct a check of this kind? Again, if you give your permission now, you can change your mind later.

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes VERIFY CONTACT DETAILS IF NOT VERIFIED AT C01		
2	No		

C03.

Base: all

For quality assurance purposes only, DJS Research may wish to share recordings of some interviews with the CMA. Do you consent to this?

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

C04.

Base: all

Would you like me to send you a link to the CMA's privacy notice, and to DJS Research's privacy policy, by email?

SINGLE RESPONSE, ORDERED

Code	Answer list	Scripting notes	Routing
1	Yes CAPTURE EMAIL ADDRESS IF NOT CAPTURED AT C01 OR C02		
2	No		

This research was conducted under the terms of the Market Research Society's Code of Conduct. If you would like to confirm DJS Research's credentials, please call the MRS verification service for free on 0800 975 9596.

Thank and close

Information email

Subject: Research on behalf of the CMA about Property Search Report Bundles

Dear xxx

DJS Research is conducting a survey on behalf of the **Competition and Markets Authority** (CMA). The CMA is an independent, non-ministerial department of the UK government, and the UK's primary competition regulator.

The CMA is currently investigating the merger between two suppliers of **property search reports** to businesses providing **residential and commercial conveyancing** in England and Wales. The CMA has engaged DJS Research to contact customers of the two suppliers (the Merging Parties) and ask those customers to complete a survey to assist with the CMA's evidence-gathering. The information you provide will help the CMA to understand the possible impact of the merger on businesses like yours.

Participation in the survey is entirely voluntary. In taking part, the information you provide will be used by the CMA (and DJS on behalf of the CMA) only in connection with the merger investigation. It will not be possible for the Merging Parties to identify individual respondents or individual conveyancing businesses in any of the data that the CMA shares with the Merging Parties, nor in any of the survey findings that the CMA makes public.

The questionnaire should take around 15 minutes, depending on your feedback.

The interview would be conducted under the Market Research Society rules.

You can review our privacy policy here <https://www.djsresearch.co.uk/about/terms>.

The CMA's privacy notice can be viewed [here](#).

If you have any queries about the research, please contact:

CMA: xxxxx, Senior Market Research Adviser, [xxx](#)

DJS Research: Rachel Stonehouse, Senior Research Manager,
rstonehouse@djsresearch.com

If you would be willing to take part, please contact Nathan Alsop on xxxxxxxx or reply to this email and I will be happy to set up an appointment at a convenient time and date.

Yours faithfully,

Nathan Alsop

DJS Research

For more information

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