

## PRIVATE MOTOR INSURANCE MARKET INVESTIGATION

### Invitation to comment on agencies invited to tender for market research

**4 January 2013**

As part of its investigation into private motor insurance (PMI), the Competition Commission (CC) intends to engage a Market Research Agency to carry out research. The objectives of the research will include (but will not necessarily be limited to) attaining an understanding of:

- consumer behaviour and experiences in the purchasing of PMI, including the decision process, switching between suppliers and consumers' awareness and understanding of their policies;
- the post-accident experiences of 'non-fault' claimants, including their needs following the accident, the claim management process, the goods and services received and their awareness of their legal rights under their motor insurance policies; and
- the post-accident experiences of 'fault' claimants.

The CC has approached a number of agencies regarding this work, details of which are set out below. The CC intends to decide which one or more of these firms will carry out this work by Friday 18 January 2013.

Accent	Chiswick Gate, 598-608 Chiswick High Road, London W4 5RT <a href="http://www.accent-mr.com">www.accent-mr.com</a>
IFF	Chart House, 16 Chart Street, London N1 6DD <a href="http://www.iffresearch.com">www.iffresearch.com</a>
Ipsos MORI	79-81 Borough Road, London SE1 1FY <a href="http://www.ipsos-mori.com">www.ipsos-mori.com</a>
TNS.BMRB	6 More London Place, London SE1 2QY <a href="http://www.tnsglobal.com">www.tnsglobal.com</a>

If any party to this investigation has reason to believe that any of the above-named firms should not undertake this study, either because of a potential conflict of interest or because of any other restriction on the firm's ability to carry out the work, that party should inform the CC as soon as possible and by no later than **5pm on Tuesday 15 January 2013**.

All comments should be addressed to Bob Gibbons, the Inquiry Manager, by email or in writing at either:

- [bob.gibbons@cc.gsi.gov.uk](mailto:bob.gibbons@cc.gsi.gov.uk); or
- Competition Commission, Victoria House, Southampton Row, London WC1B 4AD