



ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

MARKET STUDIES INFORMATION STORE

SECTOR

FINANCIAL SERVICES

UPDATED: JULY 2020

Information Store

Jurisdiction:	United States – Federal Trade Commission (FTC)											
Sector:	Mergers											
Market:	Request for information to examine past acquisitions by large technology companies	Range of Possible Outcomes										
End Date:	Ongoing study											
Duration:	Announced February 11, 2020											
Source of idea for study:	FTC initiative											
		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome: (check all relevant boxes)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	<p>The Federal Trade Commission (Commission or FTC) issued orders to five large technology firms, requiring them to provide information about prior acquisitions not reported to the Department of Justice (DOJ) or FTC under the Hart-Scott-Rodino (HSR) Act, which requires mandatory notification of certain mergers. The orders require Alphabet Inc. (including Google), Amazon.com, Inc., Apple Inc., Facebook, Inc., and Microsoft Corp. to provide information and documents on the terms, scope, structure, and purpose of transactions that each company consummated between Jan. 1, 2010 and Dec. 31, 2019.</p> <p>The Commission issued these orders under Section 6(b) of the FTC Act, which authorizes the Commission to conduct wide-ranging studies that do not have a specific law enforcement purpose. The orders will help the FTC deepen its understanding of large technology firms' acquisition activity, including how these firms report their transactions to FTC and DOJ, and whether large tech companies are making potentially anticompetitive acquisitions of nascent or potential competitors that fall below HSR merger filing thresholds and therefore do not need to be reported to FTC and DOJ.</p>											

Link to report:	No report is available, as work is ongoing. Link to press release and related documents: https://www.ftc.gov/news-events/press-releases/2020/02/ftc-examine-past-acquisitions-large-technology-companies
Remarks (if any):	The Commission plans to use the information obtained in this study to examine trends in acquisitions and the structure of deals, including whether acquisitions not subject to HSR pre-merger notification might have raised competitive concerns, and the nature and extent of other agreements that may restrict competition. The Commission also seeks to learn more about how small firms perform after they are acquired by large technology firms. These and related issues were discussed during several sessions of the FTC's 2018-19 <i>Hearings on Competition and Consumer Protection in the 21st Century</i> , and this study is part of the follow-up from those <i>Hearings</i> . For more information on the related hearing, search for "nascent" within this document.

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Jurisdiction:	Brazil											
Sector:	Financial											
Market:	Payment Instruments Market	Range of Possible Outcomes										
End Date:												
Duration:												
Source of idea for study:	Own initiative	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome: (check all relevant boxes)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	The payment card industry has significantly increased its presence in Brazil due to convenience and safety concerns, but also interventions in the market followed by larger competitiveness among market participants. In face of the changes that the Brazilian Payments System went through over the last years, it was necessary to produce more studies in this area and conduct research regarding the potential competition concerns that might arise.											
Link to report:	http://www.cade.gov.br/acesso-a-informacao/publicacoes-institucionais/publicacoes-dee/Cadernodeinstrumentosdepagamento_27nov2019.pdf											
Remarks (if any):												

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Jurisdiction:	Colombia											
Sector:	Financial											
Market:	Mortgage credit	Range of Possible Outcomes										
End Date:	December 2019	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	8 month											
Source of idea for study:	Own initiative											
Outcome: (check all relevant boxes)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	The aim of this study is to analyze the market structure of mortgage loans which conditions will be affected by the fact that home buyers in Colombia use primarily mortgage loans											
Link to report:	https://www.sic.gov.co/estudios-economicos-sectoriales											
Remarks (if any):												

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Jurisdiction:	Australia											
Sector:	Financial Services											
Market:	Currency	Range of Possible Outcomes										
End Date:	2 September 2019											
Duration:	1 year											
Source of idea for study:	Government directed											
		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome: (check all relevant boxes)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	Foreign currency conversion services inquiry 2018: In 2018, the ACCC held an inquiry into the pricing of foreign currency conversion services in Australia and evaluated whether there are impediments to effective price competition in the sector. The inquiry was initiated after The World Bank revealed Australia was the third most expensive G20 country to send money overseas. The inquiry found that prices were difficult for consumers to compare, customer inertia was limiting the growth of small providers and new entrants and customers continued to display loyalty to banks rather than individual currency conversion providers. The inquiry recommended measures to improve how prices are presented to consumers, where suppliers should provide the total price of a money transfer in a more transparent manner and should also disclose international transaction fees. The ACCC also released a 'Guide to Consumers' to provide advice to consumers about how to shop around for the best price and note that suppliers offer the best retail rates online.											
Link to report:	https://www.accc.gov.au/system/files/Foreign%20currency%20conversion%20services%20inquiry%20-%20final%20report_0.PDF											
Remarks (if any):	The Federal Government supported the ACCC's recommendations to increase competition and lower transaction fees in currency conversion services. The Federal Government also supported the ACCC taking urgent action towards assisting third party provider's access to banking services by the major banks, who are also their competitors.											

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Jurisdiction:	Israel											
Sector:	Finance											
Market:	Brokerage	Range of Possible Outcomes										
End Date:	August 2019											
Duration:												
Source of idea for study:	Capital Market, Insurance & Savings Authority	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome: (check all relevant boxes)		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	<p>97% of retail brokerage clients in Israel operate through commercial banks, even though they charge higher commissions than other service suppliers; the commissions paid by the end customer are significantly higher than the commissions charged by the stock market. Regulatory changes in the Israeli capital market over the last few years have created an opportunity to improve the competitive environment of the brokerage services market.</p> <p>The purpose of this study was to examine different suggested solutions for the competitive problems arising in this market and provide recommendations for changes in regulation. A few advantages for banks were identified, among which are the perceived security of banks in comparison to other suppliers and the additional services that banks provide. In addition, it was found, that there is difficulty in comparing commissions and lack of information regarding the alternatives in the market. A set of short and long term solutions are suggested.</p>											
Link to report:	<p>Competition in the Brokerage Retail Market (August 6th, 2019) https://www.gov.il/he/departments/publications/reports/marketresearch-brokeragefinal (Hebrew)</p>											
Remarks (if any):												

Information Store

Jurisdiction:	European Commission DG Competition											
Sector:	Financial sector											
Market:	Capital markets	Range of Possible Outcomes										
End Date:	30/04/2019											
Duration:	2 years											
Source of idea for study:	Ex officio											
Outcome: (check all relevant boxes)		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	Loan syndication is an important source of capital in Europe, funding corporate and public financing needs. The aim of this market study is to undertake an assessment of the loan syndication market in terms of its effectiveness and functioning, and to identify potential competition concerns. The study also aims to formulate a methodology for analysing competition dynamics during the lifecycle of the loan.											
Link to report:	https://ec.europa.eu/competition/publications/reports/kd0419330enn.pdf											
Remarks (if any):												

Information Store

Jurisdiction:	United States – Federal Trade Commission (FTC)													
Sector:	Competition enforcement (Mergers)													
Market:	Merger retrospectives (all markets)	Range of Possible Outcomes												
End Date:	April 12, 2019	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Duration:	1 day hearing													
Source of idea for study:	FTC initiative													
Outcome: (check all relevant boxes)														
Reason for study (what were the underlying problems?):	<p>This hearing gathered information from experts to help guide the FTC's future merger retrospective research program.</p> <p>Speakers examined:</p> <ul style="list-style-type: none"> The findings of existing studies, and the requirements for informative retrospective studies; How the findings from merger retrospectives can be used to improve enforcement agencies' prospective merger enforcement programs, including merger simulation tools and design of merger remedies; How, or if, merger retrospectives can be used to evaluate and guide antitrust policy; and How the FTC should focus its resources on merger retrospectives in the near future. <p>FTC sought public comments in advance of and following the hearing.</p>													
Link to report:	https://www.ftc.gov/news-events/events-calendar/ftc-hearing-14-merger-retrospectives													

Remarks (if any):	<p>This hearing was the thirteenth session of the FTC’s <i>Hearings on Competition and Consumer Protection in the 21st Century</i> series. This series of hearings examined whether broad-based changes in the economy, evolving business practices, new technologies, or international developments might require adjustments to competition and consumer protection law, enforcement priorities, and policy. For information about other topics discussed at this series of hearings, search for “hearings” in this document, and visit https://www.ftc.gov/policy/hearings-competition-consumer-protection.</p>
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Information Store

Jurisdiction:	Japan Fair Trade Commission											
Sector:	Financial Services											
Market:	Credit Card	Range of Possible Outcomes										
End Date:	March 2019	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	1 year											
Source of idea for study:	Internal competition concern											
Outcome: (check all relevant boxes)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	<p>The majority of the amounts of cashless payments in Japan utilize credit cards and the amounts of payments using credit cards are growing. <i>Growth Strategy 2017</i> (approved by the cabinet on June 9, 2017) and <i>Growth Strategy 2018</i> (approved by the cabinet on June 15, 2018) include the target of “doubling the cashless payment settlement ratio, to about 40% within the next 10 years (by June 2027)”. Therefore, it is expected that the amounts of payments using credit cards will continue to increase in the future.</p> <p>Under these conditions, the JFTC has initiated a survey on the credit card market in order to identify whether or not there are trade practices in the credit card market which are likely to be problematic under the AMA and competition policy.</p>											
Link to report:	(Press release and full report in Japanese) https://www.jftc.go.jp/houdou/pressrelease/2019/mar/190313.html											
Remarks (if any):												

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Jurisdiction:	Australia											
Sector:	Financial services											
Market:	Banking	Range of Possible Outcomes										
End Date:	11 December 2018											
Duration:	A year and a half											
Source of idea for study:												
Outcome: (check all relevant boxes)		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	Residential mortgage products price inquiry 2017-2018: In 2017, the ACCC conducted an inquiry into the pricing of residential mortgage products by authorised deposit-taking institutions subject to the Major Bank Levy. The inquiry was initiated to improve pricing transparency of mortgage products and to help customers make more informed choices about mortgage products. The report found that opaque discretionary pricing caused inefficiency and stifled price competition, with new borrowers usually paying lower interest rates rather than existing borrowers. Regulatory requirements imposed by the Australia Prudential Regulation Authority also impacted on smaller banks gaining a larger residential mortgage portfolio. The inquiry observed there was more competition for borrowers who switched to a cheaper product with the same lender or switched lenders.											
Link to report:	https://www.accc.gov.au/system/files/ACCC%20Residential%20mortgage%20price%20inquiry%20-%20Final%20report%20November%202018_1.pdf											
Remarks (if any):	N/A											

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Jurisdiction:	Sweden											
Sector:	Financial Services											
Market:	Financial services	Range of Possible Outcomes										
End Date:	Feb 12, 2018	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	9 months											
Source of idea for study:	Government commissioned inquiry											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	General concerns and monitoring of markets. Concentrated markets and growing margins in mortgage market. Reforms in payment markets that is to be implemented and concerns connected to its roll-out.											
Link to report:	http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport 2018-1.pdf see also http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport 2017-7.pdf and http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport 2016-12.pdf and http://www.konkurrensverket.se/globalassets/publikationer/uppdraagsforskning/forsk-rapport 2016-4.pdf and											

	<p>http://www.konkurrensverket.se/globalassets/publikationer/rapporter/rapport_2016-2.pdf see also</p> <p>http://www.konkurrensverket.se/globalassets/publikationer/uppdraagsforskning/forsk_rap_2015-6.pdf</p>
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Jurisdiction:	Canada											
Sector:	Financial Services											
Market:	FinTech:	Range of Possible Outcomes										
End Date:	December 2017	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	20 months											
Source of idea for study:	Own impulse, strategic scanning for industries with potential competition concerns											
Outcome: (check all relevant boxes)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	The study aimed to identify barriers to the entry and competition of FinTechs in the Canadian financial sector due to regulation and other marketplace characteristics, and provide recommendations to regulators and policy makers on ways to foster competition and innovation in the sector. The study focused on three subsectors within financial services: retail payments, lending and equity crowdfunding, and investment dealing and advice.											
Link to report:	https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04322.html											
Remarks (if any):												

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Financial Services

Jurisdiction:	Sweden											
Market:	Investment funds	Range of Possible Outcomes										
End Date:	October 2015	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	16 months											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	A follow up and development of previous study from 2013 into financial sector (see below). The reason for the study was to analyse market and competition conditions within the Swedish mutual fund market (including the premium pension system) with a particular focus on customer mobility and fund charges. The intention was two-folded; in addition to being educational and informative, the report also intended to serve as a basis for discussions concerning possible proposals for reforms in the market.											
Link to report:	http://www.konkurrensverket.se/globalassets/publikationer/rappporter/rapport-2015-8.pdf (in Swedish with English summary)											

Jurisdiction:	Russia											
Market:	Market of services of private pension funds	Range of Possible Outcomes										
End Date:	July, 2015	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	9 months											
Source of idea for study:	An application for the transaction											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		The necessity of assessing of the impact of the effects of the petitioned transaction on the competitive environment in the market for private pension funds.										
Link to report:												

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Jurisdiction:	Netherlands	Range of Possible Outcomes										
Market:	Competition in Dutch SME loan market											
End Date:	June 2015	<div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):												
Reason for study (what were the problems)?		<p>Due to the dependence of SMEs on the major banks, it is vital that the SME financing market functions properly. A lack of competition in the SME financing market can be harmful in a number of ways. It can lead to higher financing costs for SMEs, poorer service, and less innovation. It is not only SMEs that experience these adverse effects: SMEs can be forced to pass on the higher financing costs to the customers of their products or services. It is thus also important for consumers and other customers of SMEs that this market functions properly. There have been many changes in the SME financing market over the last few years. SMEs have been hit hard by the recent credit crisis in that banks have been providing less financing, particularly to smaller enterprises. The liquidity and capital requirements set for banks by regulatory authorities have increased significantly. A number of banks have merged or have been taken over since 2008, while others have downscaled their SME activities or discontinued them. Lastly, although the growth rate of new players and alternative forms of financing has increased in recent years, these are still limited in size. All these developments may have consequences for the degree of competition in the market.</p> <p>The availability of SME financing is the topic of a lot of research. However, very little is known about the degree of competition among banks in the SME loan market. The purpose of this study is to provide insight into the degree of competition in the SME financing market and how this has developed in recent years. This can help to identify possible impediments to competition in this market.</p>										
Link to report:		https://www.acm.nl/en/publications/publication/14681/Competition-in-Dutch-SME-loan-market/										

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Jurisdiction:	Australia										
Market:	Debt collection	Range of Possible Outcomes									
End Date:	May 2015	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	July 2014 - May 2015 (11months)										
Source of idea for study:	ACCC Consumer Consultative Committee; complaints data.										
Outcome (tick relevant columns):		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	To examine a number of stakeholder concerns in relation to debt collection practices in Australia.										
Link to report:	https://www.accc.gov.au/publications/research-into-the-australian-debt-collection-industry										

Jurisdiction:	Poland										
Market:	Financial audit	Range of Possible Outcomes									
End Date:	April 2015	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	3 years										
Source of idea for study:											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The main purpose of the study was to analyse competition on the financial audit market.										
Link to report:											

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Jurisdiction:	Estonia	Range of Possible Outcomes										
Market:	Mandatory pension funds											
End Date:	March 2015											
Duration:	1 month											
Source of idea for study:	Public resources	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The purpose of the analysis was the evaluation the level of the transparency of fees and reimbursable costs of financial institutions managing the mandatory pension funds. No clearly articulated recommendations.											
Link to report:	Not available											

Information Store

Jurisdiction:	Netherlands	Range of Possible Outcomes										
Market:	The effects of financial standard products on the functioning of financial markets											
End Date:	February 2015											
Duration:	6 months											
Source of idea for study:	In its final report, the Commission on the Structure of Dutch Banks (2013) makes the recommendation that "(...) banks must be obliged to offer a standard variety of complicated financial products that have a substantial and long-term impact on households." The Dutch Ministry of Finance subsequently asked the Netherlands Authority for Consumers and Markets to carry out a study into the "(...) opportunities and risks of standard products to competition in the various financial submarkets."											
Outcome (tick relevant columns):		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Reason for study (what were the problems)?	<p>According to various stakeholders, financial standard products may promote competition in financial markets, as well as help consumers make better choices.</p> <p>Standard products are products with identical features (except price) that every provider in the market is required to offer. The features of the standard product are determined by the Ministry of Finance. The Commission on the Structure of Dutch Banks and other stakeholders believe that financial standard products help promote competition in</p>											

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the financial markets, in having consumers make socially desirable choices, and in reducing under consumption as a result of choice overload. Partly at the request of the ministry, ACM has conducted a study into the effects of a possible introduction of financial standard products. The ministry has asked ACM to conduct a study into the opportunities and risks of standard products the functioning of financial markets. The possible presence of market failures may prevent the market from reaching a welfare optimum on its own. The presence of market failures may thus be a reason for government intervention. Without concluding anything about whether such market failures exist in the financial sector, ACM has assessed to what extent market failures are reduced by the introduction of standard products. The emphasis of ACM's study is on the market failure 'market power,' or to what extent standard products help improve competition. The study has been a theoretical analysis because the market failures have not yet sufficiently been proven in practice, and because there is not enough empirical data about the effects of introducing standard products. In order to be able to conclude anything about the likely effects, several assumptions have been made.

Link to report:

<https://www.acm.nl/en/publications/publication/14046/The-effects-of-financial-standard-products-on-the-functioning-of-financial-markets/>

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Jurisdiction:	Norway	Range of Possible Outcomes										
Market:	Mortgage lending market											
End Date:	2015	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:	Price signalling through media as well as competition concerns with government regulations on equity based on stability											
Outcome (tick relevant columns):		√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	√	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>The report study competition in the mortgage lending market in the period 2007-2014, and conclude that the banks' profits on mortgage lending has increased and that price patterns has become more aligned over time. The NCA in particular raises concerns related to observed price signalling; a behaviour to which this market will be especially vulnerable. Moreover, the authority also assess proposals from the country's bank regulator meant to tighten mortgage lending, and conclude that the suggested changes would hurt competition in the banking market.</p>											
Link to report:	<p>http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport_konkurransen-i-boliglansmarkedet1.pdf (in Norwegian)</p>											

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Jurisdiction:	Israel	Range of Possible Outcomes										
Market:	Payment card industry											
End Date:	September 2014	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	About 18 months											
Source of idea for study:	Prior familiarity with the structure and competitive issues in the credit card industry.											
Outcome (tick relevant columns):		✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Reason for study (what were the problems)?	Indications of softened competition in the credit card industry and significant difference in distribution of transactions types (using payment cards) relative to other relevant countries.											
Link to report:	http://www.antitrust.gov.il/subject/195/item/33329.aspx											

Jurisdiction:	Mexico	Range of Possible Outcomes										
Market:	Financial Sector and its Markets											
End Date:	July 2014	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	6 months (180 natural days)											
Source of idea for study:	Financial Reform											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		Improvement of the market conditions to guarantee more competition between financial institutions. Need to increase access levels and financial inclusion.										
Link to report:		https://www.cofece.mx/cofece/images/Estudios/COFECE trabajo investigacion prot.pdf										

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Jurisdiction:	Mexico - Federal Economic Competition Commission (COFECE)											
Sector:	Financial Services											
Market:	Financial Sector and its Markets	Range of Possible Outcomes										
End Date:	July 2014											
Duration:	6 months (180 natural days)											
Source of idea for study:	Financial Reform											
Outcome: (check all relevant boxes)		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the underlying problems?):	Improvement of the market conditions to guarantee more competition between financial institutions.											
Link to report:	https://www.cofece.mx/cofece/images/Estudios/COFECE_trabajo_investigacion_prot.pdf											
Remarks (if any):	Study only available in Spanish language.											

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Jurisdiction:	Netherlands	Range of Possible Outcomes										
Market:	Barriers to entry in the Dutch retail banking sector											
End Date:	June 2014	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:	Research by DNB that revealed the market has become (even more) concentrated after the crisis.											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		<p>According to DNB, the market share of the three major banks in the Dutch banking sector exceeded 80% in 2011. Subsectors such as the mortgage market have also become more concentrated since the crisis. The combined market share of the three largest banks is very high in a number of other subsectors. As such, the three major banks had a combined share of more than 90% of the market for current accounts, as well as in the area of SME lending. While the degree of concentration of a market is not necessarily an adequate benchmark for competition, empirical studies do in general indicate a negative relationship between concentration and competition in the banking sector. The increase in concentration is partially attributable to the consolidation in the Dutch banking sector. This is caused by mergers, as well as bankruptcies of e.g. DSB and the absence of significant new entrants. Furthermore, the European financial market has the tendency to become increasingly fragmented. Instead of achieving a single European financial market, various foreign banks have in fact drastically scaled back their activities in the Netherlands since the start of the crisis. This phenomenon of banks pulling back to their domestic market is taking place throughout Europe. For example, European banks are increasingly investing in their domestic market rather than participating in cross-border lending.</p> <p>These changes are detrimental to the consumer</p> <p>Insufficient competition is accompanied by high prices, poor quality, limited innovation, and reduced lending to consumers and companies. Research performed by the MFS of ACM into e.g. the mortgage market has shown that the margins earned by the banks in the mortgage market have increased considerably since the crisis began. These higher margins have an adverse impact on the interest rates for consumers. There are also indirect adverse consequences ensuing from reduced competition. For example, reduced competition in SME lending can lead to higher lending rates. This</p>										

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impedes economic growth and innovation.

Removal of barriers to entry desirable

New market entrants or even the threat thereof — not only foreign market participants but also e.g. pension funds, insurers or new initiatives — can stimulate competition in the Dutch banking sector. Removing or lowering the barriers to entry makes it easier for such new entrants to become active in the Dutch banking sector. This increases the pressure on the existing market participants and ensures that there is more capital available to fund Dutch activities. Ultimately, this additional competition will result in lower prices, better quality, increased innovation, and more lending to consumers and firms.

In addition, new entrants can also cause a decline in the systemic importance of the existing market participants, as Dutch consumers then become less dependent on the existing large market participants.

Purpose of the study

The degree of competition in the Dutch banking sector was already suboptimal before the crisis and became worse from there on. The entry of new market participants in the Dutch banking sector, or the threat thereof, can encourage competition. The importance of stimulating competition is emphasised by the Dutch House of Representatives and Cabinet. It is necessary to lower the barriers to entry as much as possible in order to encourage new market participants. Structural improvements can be effected in this manner, including creating a

single European market. This ensures a robust and competitive Dutch banking sector in the long term.

In view of the above, ACM has decided to conduct this study of barriers to entry. The focus of this study is on retail banking markets in which consumers and SMEs are the buyers. Concrete recommendations are made for the significant barriers identified by ACM that can be reduced through policy.

In addition to competition, policymakers and politicians naturally also include other objectives, such as financial stability, when shaping policy for the financial industry. Ultimately, it is up to the politicians to achieve a balance between these objectives, if necessary. Here, ACM would like to emphasise that competition and stability are not necessarily mutually exclusive objectives, but can in fact reinforce each other, according to recent scientific literature. Hence, the widely-held view that there is a trade-off between competition and financial stability is not unequivocally true.

Link to report:

<https://www.acm.nl/en/publications/publication/13257/Barriers-to-entry-into-the-Dutch-retail-banking-sector/>

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Jurisdiction:	Slovak Republic											
Market:	Bank products	Range of Possible Outcomes										
End Date:	April 2014	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The European Commission, in its sector investigation into retail banking, identified the Slovak Republic to be one of the countries which almost 100% of tying selected bank products.											
Link to report:	http://www.antimon.gov.sk/data/att/1484.pdf											

Jurisdiction:	Russia											
Market:	Market of services leasing of air aviation ships	Range of Possible Outcomes										
End Date:	January, 2014	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	2 years											
Source of idea for study:	Application for the transaction											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Necessity of impact assessment of the effects of the transaction, which was petitioned in the application, on the competitive environment in the market of services of leasing of aviation air ships.											
Link to report:												

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Jurisdiction:	Brazil											
Market:	Bank sector	Range of Possible Outcomes										
End Date:	2013	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	Not specified											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	This contribution focused on the Drawback Rule and Origin Regime of Mercosur, in order to measure the impacts of such regimes in the national competition policy and its engagement in the regional context. (DEE, Nota Técnica 003/2013/DEE, 2013).											
Link to report:												

Jurisdiction:	Italy	Range of Possible Outcomes										
Market:	Current accounts											
End Date:	July 2013	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	28 months											
Source of idea for study:	High costs of banking services in Italy.											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		A previous market study (2007) had already pointed out some competitive concerns in the sector of current accounts. The objective of this study was to update the previous investigation and to ascertain the enduring of anti-competitive bank policies.										
Link to report:		http://www.agcm.it/en/newsroom/press-releases/2097-ic45-banks-antitrust-there-is-room-to-reduce-the-costs-of-current-accounts-possible-savings-of-up-to-180-but-citizens-need-to-be-better-informed.html										

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Jurisdiction:	Sweden											
Market:	Deposits, mortgages and investment funds	Range of Possible Outcomes										
End Date:	June 2013	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	12 months											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reason for study (what were the problems)?	The financial service sector is of vital importance to the Swedish industry, as well as to household finances. The cost of financial services constitutes a substantial proportion of Swedish household expenditure. Over recent years, there has been intense debate regarding the high fees, margins and profitability of the banks, circumstances which may indicate that competition could be improved.											
Link to report:	http://www.konkurrensverket.se/globalassets/aktuellt/nyheter/konkurrensen-pa-den-finasiella-markanden.pdf (in Swedish with English summary)											

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Jurisdiction:	Russia											
Market:	Market of representatives services authorized for consideration of demands of the victims of the insurance payments and for insurance payments on compulsory insurance of civil liability of vehicle owners (OSAGO)	Range of Possible Outcomes										
End Date:	March, 2013	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found										
Duration:	2 years											
Source of idea for study:	The problems identified by the results of the analysis of the market insurance services (OSAGO)											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The mechanism of implementation of the Institute of representation on the insurance market (OSAGO) in some cases could lead to a restriction of competition.											
Link to report:												

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Jurisdiction:	Colombia	Range of Possible Outcomes										
Market:	Pensions in Colombia											
End Date:	2012	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	4 months											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Make a competition analysis of the pensions system in Colombia through concentration and dominance indicators, including a deep understanding of the two active regimes and their structure.											
Link to report:	http://www.sic.gov.co/drupal/masive/datos/estudios%20economicos/Documentos%20%20elaborados%20por%20la%20Delegatura%20de%20Protecci%C3%B3n%20de%20la%20Competencia/2012/Sistema P ensiones.pdf											

Jurisdiction:	Colombia	Range of Possible Outcomes										
Market:	Consumers Credit in Colombia											
End Date:	2012	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	4 months											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Analysis of the financial regulation and its effects on competition between system operators. The aim is to try to see if regulatory barriers diminish the competitiveness of the industry in accordance with the Evaluation Guide of Competition of the OECD.											
Link to report:	http://www.sic.gov.co/drupal/masive/datos/estudios%20economicos/Documentos%20%20elaborados%20por%20la%20Delegatura%20de%20Protecci%C3%B3n%20de%20la%20Competencia/2012/5.%20Cr%C3%A9dito%20de%20Consumo%20DPC.pdf											

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Jurisdiction:	Estonia											
Market:	Interchange fees for card payments	Range of Possible Outcomes										
End Date:	February 2012	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	-											
Source of idea for study:	European Commission											
Outcome (tick relevant columns):		✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Analysis of procedures and pricing practice of banks regarding the interchange fees on the Estonian domestic card payments applied by the banks operating in Estonia.											
Link to report:	http://www.konkurentsiamet.ee/public/Aastaraamat/ECA Annual Report 2012.pdf page 12											

Jurisdiction:	Russia											
Market:	Market of services of the organization of exchange trade	Range of Possible Outcomes										
End Date:	January, 2012	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	3 years											
Source of idea for study:	In accordance with the work plan of the FAS Russia											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Assessment of the state of competition in the market for the organization of exchange trade.											
Link to report:	http://fas.gov.ru/documents/documentdetails.html?id=1649											

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Jurisdiction:	El Salvador										
Market:	Credit and Debit cards	Range of Possible Outcomes									
End Date:	24th August 2011 DECISION DATE										
Duration:	Start date (contract): July/2010 End date (decision): August/2011										
Source of idea for study:	Based on a preliminary evaluation of the credit and debit cards sector in El Salvador, the SC determined that it was necessary to understand the performance and competition conditions of this sector, in so far as frequently used means of payment. Moreover, credit cards constitute a relevant source of credit for the population. Considering the abovementioned from a consumer's welfare perspective it is a relevant sector and prior to the beginning of the study it appeared as a market in which few economic agents of great size participated.										
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The aim of the study is to support and promote the compliance with the Competition Law and its principles, by making a characterization of the credit and debit card sector in El Salvador that would allow to identify its relevant aspects, with the objective of establishing its competition conditions and the factors that affect them, with the										

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	purpose of diagnose, and, if necessary, to propose the appropriate measures to improve the sector's efficiency and that this translates into an increase in consumer welfare.
Link to report:	http://www.sc.gob.sv/pages.php?id=1109 Decisions: http://www.sc.gob.sv/pages.php?id=1524

Jurisdiction:	Poland	<div>Range of Possible Outcomes</div> <div> <div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div> </div>									
Market:	Banking services market										
End Date:	June 2011										
Duration:	10 months										
Source of idea for study:											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	UOKiK Department of Consumer Policy (now Department of Consumer Protection) requested a detailed analysis of the banking services market in relation to the ongoing debate on a special privilege of banks in Poland (the right of banks to issue bank enforcement titles).										
Link to report:	https://uokik.gov.pl/download.php?id=1272 (the right of banks to issue bank enforcement titles towards individuals) https://uokik.gov.pl/download.php?id=1271 (the right of banks to issue bank enforcement titles towards businesses)										

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Jurisdiction:	Japan	Range of Possible Outcomes										
Market:	Banking											
End Date:	June 2011	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	1 year											
Source of idea for study:	<ul style="list-style-type: none"> - A follow-up of the previous surveys (conducted in 2001 and 2006) - Internal competition concern 											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>It had been more than 4 years after the survey in 2006 and meanwhile the economic situation had been changing such as Lehman's fall in 2008 autumn and the continuing strong yen after 2010 summer. Given such situation, the JFTC examined the actual trade practices between banking and borrowers which could be changing.</p>											
Link to report:	<p>(Press release and full report in Japanese only) http://www.jftc.go.jp/houdou/pressrelease/h23/jun/110615gaiyo.html </p>											

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Jurisdiction:	Russia											
Market:	Voluntary insurance of responsibility for damage resulting from operation of hazardous production facilities	Range of Possible Outcomes										
End Date:	March, 2011	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	6 months											
Source of idea for study:	The implementation of compulsory type of insurance of responsibility for damage resulting from operation of hazardous production facilities											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The implementation of compulsory type of insurance of responsibility for damage resulting from operation of hazardous production facilities and problems arising from its implementation.											
Link to report:												

Jurisdiction:	Russia											
Market:	Market of services of private pension funds	Range of Possible Outcomes										
End Date:	January, 2011	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 years											
Source of idea for study:	In accordance with the work plan of the FAS Russia											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Assessment of competitive situation in the market of private pension funds.											
Link to report:												

Information Store

Jurisdiction:	Brazil											
Market:	Bank sector	Range of Possible Outcomes										
End Date:	2010	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	Not specified											
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The study examined the impact of public banks in the competitive financial environment. (DEE, Nota Técnica 004/2010/DEE, referente a estudo sobre impacto de bancos públicos no ambiente competitivo, 2010)											
Link to report:												

Jurisdiction:	Estonia											
Market:	Funded pensions	Range of Possible Outcomes										
End Date:	July 2010	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	6 months											
Source of idea for study:	Public resources											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		Pursuant to the Funded Pensions Act valid at the time being the units of a pension fund could be changed only once a year. In the opinion of the Competition Authority this was a serious restriction of the freedom of choice of the consumers and thus also of the competition between the trustees and the entry of new service providers to the market was difficult.										
Link to report:		http://www.konkurentsiamet.ee/public/AnnualReports_/ANNUAL REPORT 2010 ECA.pdf page 25										

Information Store

Jurisdiction:	Norway	Range of Possible Outcomes										
Market:	Pensions market											
End Date:	2010											
Duration:												
Source of idea for study:	To study competition in the pension market more closely, the Ministry of Government Administration, Reform and Church Affairs (FAD) asked the NCA to prepare a report.	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>Public sector occupational pensions as a product represent a standardized service where premium and price are regulated by collective agreements, legislation and actuarial principles. There is nevertheless scope for competition on both price and quality. However, the report show that the occupational pensions market for the municipal sector is highly concentrated and characterized by low customer mobility. The barriers to market entry are so high that there is little room for potential competition on the market. The analysis also shows that this market is affected by both transfer costs and lock-ins. Despite the factors that point towards competition being limited, the analysis of possible responses indicates that competition between the three existing suppliers is feasible and there is consumer choice. The degree of competition is strong when competitive tendering takes place. The problem is that virtually none of the municipalities put pensions out to tender. The analysis shows that only ten local authorities out of around 450 municipalities and counties invited bids in 2010. The report concludes that there is a potential for stronger competition in this market. Introduction of mandatory tenders in relation to occupational pension schemes would trigger increased competition on the pensions market. Stronger competition is important if the pensions of the future are to be managed efficiently and economically.</p>											
Link to report:	http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport-konkurransen-i-offentlig-tjenestepensjon.pdf (in Norwegian)											

Information Store

Jurisdiction:	Poland	Range of Possible Outcomes										
Market:	Consumer mobility in retail banking (personal accounts)											
End Date:	2010	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?												
Link to report:												

Jurisdiction:	US - FTC	Range of Possible Outcomes										
Market:	Debt Collection											
End Date:	December 2009 (workshops); July 2010 (report)	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	August-December 2009; July 2010											
Source of idea for study:	Previous work on debt collection (recommendation from FTC's February 2009 report)											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The FTC held three roundtable meetings in Fall 2009 to examine issues related to debt collection arbitration and litigation, as recommended in the FTC's February 2009 report, "Collecting Consumer Debts: The Challenges of Change – A Workshop Report," on general issues related to debt collection. After the workshops, the FTC issued another report, "Repairing A Broken System: Protecting Consumers in Debt Collection Litigation and Arbitration."											
Link to report:	Information from workshops is contained in the report "Repairing A Broken System: Protecting Consumers in Debt Collection Litigation and Arbitration," available at https://www.ftc.gov/reports/repairing-broken-system-protecting-consumers-debt-collection-litigation .											

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

Information Store

Jurisdiction:	Poland											
Market:	Financial intermediaries services	Range of Possible Outcomes										
End Date:	January 2010	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	24 months											
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Dynamic growth of the market along with a lack of authority of financial watchdog and the acts of bankruptcies that may cause severe financial consequences for consumers. The study seeks methods of achieving pro-consumer solutions in the market.											
Link to report:												

Jurisdiction:	UK											
Market:	Corporate Insolvency	Range of Possible Outcomes										
End Date:		Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:	Government											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	There is an increased amount of corporate insolvency arising as a result of the economic downturn. The OFT will study the market to determine whether it operates efficiently and in the best interests of the wider economy.											
Link to report:												

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

Information Store

Jurisdiction:	Estonia											
Market:	Business Loans for Real Estate Development	Range of Possible Outcomes										
End Date:	December 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2008-2009 (in process)											
Source of idea for study:	Publicly available information, information and market participants											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	Suspected restrictive pricing policy of banks (on real estate objects) in connection to loans for real estate developers.											
Link to report:												

Jurisdiction:	Pakistan											
Market:	Banking Sector in Pakistan	Range of Possible Outcomes										
End Date:	November, 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	01 Year											
Source of idea for study:												
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Acquisition of in-depth knowledge of the market.											
Link to report:	http://cc.gov.pk/images/Downloads/research_and_publications/banking_sector_report_nov2009-1.pdf											

Information Store

Jurisdiction:	Poland	Range of Possible Outcomes										
Market:	Consumer Credit Contracts											
End Date:	November 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	5 months											
Source of idea for study:												
Outcome (tick relevant columns):												
Reason for study (what were the problems)?		Legislative changes.										
Link to report:												

Jurisdiction:	Norway	Range of Possible Outcomes										
Market:	International card networks											
End Date:	2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	Approximately 1 year											
Source of idea for study:	Internal -The study is part of the NCA publication “Competition in Norway”											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		<p>The ownership structure in the Norwegian payment transfer system means that the banks in the BankAxept system are involved in most levels in the value chain. BankAxept is owned by the bank associations, but is operated by Bankenes Betalingssentral AS (BBS). The banks are involved through their own operations in inter alia issuing payment cards, acquiring transactions and sale or lease of card reading terminals. This ownership structure leads to weakened competition, and it is therefore important that other actors are secured access to the system on non-discriminatory terms.</p> <p>The NCA examines in this study whether the international card networks act contrary to the prohibition against competition-restricting cooperation. And the ownership structure in the BankAxept system leads to weakened competition.</p>										
Link to report:												

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MARKET STUDIES PROJECT

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Jurisdiction:	Hungary											
Market:	Bank Switching	Range of Possible Outcomes										
End Date:	May 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	26 months											
Source of idea for study:	Based on international experiences and effects on the Hungarian market.											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Limited mobility in certain areas of banking services may hinder competition. The inquiry examined current accounts and certain loan products, and found that limited transparency and high switching costs have a distorting effect on competition. The situation is exacerbated by limitations to the portability of government subsidies for loans, and the arbitrary use of unilateral contract modifications, which allow for uncontrollable reallocation of risks.											
Link to report:												

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

Information Store

Jurisdiction:	UK											
Market:	Northern Rock	Range of Possible Outcomes										
End Date:	March 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	7 months											
Source of idea for study:	Government											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	<p>Two main potential concerns in the identified relevant markets:</p> <p>1. In the case of personal current accounts, savings and investment product markets, due to consumer concerns about the stability of banks, consumers might choose NR because it is the only bank with a 100% deposit guarantee. NR might be in a position to capitalise on consumer perceptions and expand its market share. Consumer harm could result in the long run when the period of public support ended. Customer inertia could set back in and consumers might not switch to other banks which offered better rates.</p> <p>2. In the mortgage market, NR, might be able to take advantage of a lower cost of capital in the money markets to offer lower rates on its mortgage. If NR's rivals were, or still are, unable to access capital at equivalent costs for the sole reason that they did not receive public support then this distortion may allow NR to expand its market share. This could lead to an adverse impact on competition that may in turn lead to consumer harm.</p>											
Link to report:												

Information Store

Jurisdiction:	Italy											
Market:	Prepaid cards	Range of Possible Outcomes										
End Date:	March 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	21 months											
Source of idea for study:	Problems experienced by consumers in the use of prepaid cards											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	To investigate whether the high costs of prepaid cards and other problems experienced by consumers in their use might originate from regulatory restrictions.											
Link to report:	http://www.agcm.it/en/newsroom/press-releases/1262-conclusion-of-investigation-into-prepaid-cards.html											

Jurisdiction:	US - FTC											
Market:	Debt Collection	Range of Possible Outcomes										
End Date:	February 2009 Report	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	14 months											
Source of idea for study:	Bureau of Consumer Protection											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The FTC held a workshop and prepared a report examining consumer protection issues in debt collection proceedings against consumers.											
Link to report:	https://www.ftc.gov/reports/collecting-consumer-debts-challenges-change-federal-trade-commission-workshop-report											

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

Information Store

Jurisdiction:	Poland											
Market:	Banks' Fees and Commissions for Current Accounts	Range of Possible Outcomes										
End Date:	2008	<div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div>										
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Press articles along with significant increase in banks' fees and commissions for current accounts in space of few last years.											
Link to report:												

Jurisdiction:	Turkey											
Market:	Credit Card	Range of Possible Outcomes										
End Date:	July 2008	<div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div>										
Duration:	5 months											
Source of idea for study:	Complaints from market participants											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	There were several complaints from travel agencies. Main issue is the exclusivity agreement between banks and travel agencies where the credit card holder of a bank calls the phone number provided by the bank and buys the flight ticket from the agency which has concluded an agreement with the bank. The agreement includes exclusivity clauses in the sense that the bank authorises only a single travel agency to sell flight tickets. Upon several complaints from agencies which do not have such an agreement with the relevant banks, a market investigation was conducted so as to analyse the effects of exclusivity.											
Link to report:	Full Report (In Turkish): http://www.rekabet.gov.tr/File/?path=ROOT%2f1%2fDocuments%2fSekt%25c3%25b6r%2bRaporu%2fsektorrapor3.pdf											

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MARKET STUDIES PROJECT

Information Store

Jurisdiction:	UK																						
Market:	Personal Current Accounts																						
End Date:	July 2008																						
Duration:	16 months																						
Source of idea for study:	Internal competition and consumer concerns and external complaints																						
Outcome (tick relevant columns):	<table border="1"> <thead> <tr> <th>Competition Enforcement</th> <th>Consumer Enforcement</th> <th>Consumer Education</th> <th>Business Education</th> <th>Voluntary Business Compliance</th> <th>Voluntary Business Action</th> <th>Recommendations to Government for Changes in the Law</th> <th>Recommendations to Government to Change Market Structure</th> <th>Recommendations for Changes to Government Policy</th> <th>Referral to Third Parties</th> <th>No Problems Found</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found													
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
Reason for study (what were the problems)?	<p>Factors that influenced OFT's decision to proceed were:</p> <ol style="list-style-type: none"> 1. The significance of personal current accounts to consumers and economic growth 2. Complaints about the level and incidence of current account charges 3. Low levels of price transparency 4. Limited extent to which consumers help drive competition in the provision of personal current accounts. 																						
Link to report:																							

Jurisdiction:	Denmark																						
Market:	Pension Savings																						
End Date:	May 2008																						
Duration:	8 months																						
Source of idea for study:	Internal competition concerns																						
Outcome (tick relevant columns):	<table border="1"> <thead> <tr> <th>Competition Enforcement</th> <th>Consumer Enforcement</th> <th>Consumer Education</th> <th>Business Education</th> <th>Voluntary Business Compliance</th> <th>Voluntary Business Action</th> <th>Recommendations to Government for Changes in the Law</th> <th>Recommendations to Government to Change Market Structure</th> <th>Recommendations for Changes to Government Policy</th> <th>Referral to Third Parties</th> <th>No Problems Found</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found													
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
Reason for study (what were the problems)?	<p>The administration costs differ greatly between the various pension schemes. If competition were intense, the highly costly pension institutes are not likely to stay in business.</p>																						
Link to report:																							

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

Information Store

Jurisdiction:	Honduras											
Market:	Payment Cards	Range of Possible Outcomes										
End Date:	March 2008	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	7 months											
Source of idea for study:	Media publications											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	To look at the negative consumer effects caused by high interest rates, in addition to a similar level of interest rates among banks and among payment card brands.											
Link to report:												

Jurisdiction:	Denmark											
Market:	Payment Cards	Range of Possible Outcomes										
End Date:	January 2008	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	6 months											
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	According to the Act on Certain Payment Instruments the DCA is obliged every second year to publish a report on competition issues in the payment cards sector											
Link to report:												

Information Store

Jurisdiction:	EU Commission	Range of Possible Outcomes										
Market:	Business insurance											
End Date:	September 2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2.8 year											
Source of idea for study:	Ex officio											
Outcome (tick relevant columns):		✓	<input type="checkbox"/>	✓	✓	<input type="checkbox"/>	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		Objective was to identify factors on all levels of the supply chain that prevented the markets from working as well as they should										
Link to report:		http://ec.europa.eu/competition/sectors/financial_services/inquiries/business.html										

Jurisdiction:	Slovak Republic	Range of Possible Outcomes										
Market:	Bank Products											
End Date:	July 2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The European Commission, in its sector investigation into retail banking, identified the Slovak Republic to be one of the countries where almost all banks tie their selected bank products.											
Link to report:	http://www.antimon.gov.sk/data/att/1484.pdf											

Information Store

Jurisdiction:	US - FTC	Range of Possible Outcomes										
Market:	Consumer Mortgages											
End Date:	2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:	Bureau of Economics											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		FTC staff generated research on mortgage disclosures examined how consumers shop for mortgages, how well they understand current mortgage cost disclosures and terms. The results of the study show that current mortgage cost disclosures failed to convey key mortgage costs to many consumers, and that prototype disclosures developed for the study significantly improved consumer recognition of mortgage costs, demonstrating that better disclosures are feasible.										
Link to report:		https://www.ftc.gov/reports/improving-consumer-mortgage-disclosures-empirical-assessment-current-prototype-disclosure										

Jurisdiction:	UK	Range of Possible Outcomes										
Market:	Northern Ireland Personal Banking											
End Date:	May 2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 years											
Source of idea for study:	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002											
Outcome (tick relevant columns):		✓	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		Unduly complex charging structures and practices of banks.										
		Failure of banks to fully or sufficiently explain their charging structures and practices.										
		Failure of customers generally to actively search for alternative personal current accounts or switch banks.										
Link to report:												

Jurisdiction:	EU Commission											
Market:	Retail banking	Range of Possible Outcomes										
End Date:	January 2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	1.5 years											
Source of idea for study:	Ex officio											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The inquiries examined whether competition was working in these markets and whether markets are competitive enough to deliver their full benefits to consumers. The inquiries were complementary to the Commission’s parallel initiatives to remove regulatory barriers within the Single Market for financial services. In carrying out the sector inquiries, the Commission worked closely with market participants and Member State authorities.											
Link to report:	http://ec.europa.eu/competition/sectors/financial_services/inquiries/retail.html											

Information Store

Jurisdiction:	UK											
Market:	Home Credit	Range of Possible Outcomes										
End Date:	November 2006	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 years											
Source of idea for study:	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>Customer conduct – insensitivity of customers to measures of price other than the level of weekly repayment.</p> <p>Supplier conduct – failure of suppliers to compete in any significant way using price as a competitive weapon.</p> <p>Market structure (features which preserve the incumbency advantage):</p> <ul style="list-style-type: none"> - inability of customers to convey information about their creditworthiness to lenders with whom they do not currently have a relationship; and - asymmetry of information about customers' creditworthiness between lenders which have a relationship with the customers and lenders which do not <p>Lack of data sharing and the inability of agents not already known to a customer to convey their reliability to that customer.</p> <p>Regulatory prohibition on door-to-door canvassing of cash loans.</p>											
Link to report:												

Information Store

Jurisdiction:	Mexico											
Market:	Pension Funds	Range of Possible Outcomes										
End Date:	November 2006	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:												
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Compulsory pension funds are found to have very high profits and low yields to savers. Consumers are not sophisticated, lacking in financial education and rarely switch between pension funds.											
Link to report:	http://www.cofece.mx:8080/cfcresoluciones/Docs/Mercados%20Regulados/V2/7/1382522.pdf											

Jurisdiction:	Finland	Range of Possible Outcomes										
Market:	Nordic Retail Banking											
End Date:	August 2006	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	1 year											
Source of idea for study:	Own initiative (study conducted in co-operation with competition authorities from the Nordic Countries)											
Outcome (tick relevant columns):		√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		To compile a report on competition in retail banking sector in the Nordic countries based on competition concerns raised regarding the concentration in the market, the low degree of consumer mobility and the high profitability. The study concentrated on two specific areas of concern: access to payment systems and consumer mobility in the Nordic retail banking markets.										
Link to report:		Nordic retail banking										

Information Store

Jurisdiction:	Japan											
Market:	Banking	Range of Possible Outcomes										
End Date:	June 2006											
Duration:	5 months											
Source of idea for study:	- Follow up of 2001 survey -A cease and desist order against a major bank concerning abuse of dominant bargaining position to borrowers - Internal competition concern	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	Even after the 2001 survey and establishing a guideline in 2004 following the survey, there was concern that major banks were abusing dominant bargaining positions as a cease and desist order was issued to a major bank in 2005.											
Link to report:	(Press release and full report in Japanese) http://www.jftc.go.jp/houdou/pressrelease/cyosa/cyosa-ryutsu/h18/06062103.html (Summary report in English) http://www.jftc.go.jp/en/pressreleases/yearly_2006/jun/2006_june_21_01.files/2006-june-21_01.pdf											

Jurisdiction:	Lithuania											
Market:	Payment Cards	Range of Possible Outcomes										
End Date:	May 2006	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	4 months											
Source of idea for study:	Following the experience of the European Commission and other national competition authorities											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓
Reason for study (what were the problems)?		To examine how and what kind of services provided by different entities are operating in the payment card market.										
Link to report:												

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Jurisdiction:	UK	Range of Possible Outcomes										
Market:	Store Card Credit Services											
End Date:	March 2006	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 years											
Source of idea for study:	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?		<p>Providers and retailers structure the store card offer in such a way that many store cardholders take out such cards to obtain the retail benefits they offer rather than the credit available on them.</p> <p>Most retailers offering store cards and most retailers' customers do not exert competitive pressure on store card APRs.</p> <p>Most retailers offering store cards and most retailers' customers do not exert competitive pressure on the level of late payment fees.</p> <p>Many providers combine different insurance products into packages (that is, payment protection insurance with one or both of purchase protection insurance and price protection insurance) which they sell in association with store cards.</p> <p>Most retailers offering store cards do not exert competitive pressure on providers to lower their insurance premiums to cardholders, or to offer the components of their insurance package separately.</p> <p>Most retailers' customers do not exert competitive pressure on premiums for insurance purchased in association with the provision and use of store cards.</p> <p>Providers do not include sufficient information on their store card statements.</p>										
Link to report:												

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MARKET STUDIES PROJECT

Information Store

Jurisdiction:	Norway											
Market:	Nordic Retail Banking	Range of Possible Outcomes										
End Date:	2006	<div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div>										
Duration:	Approximately 1 year											
Source of idea for study:	Nordic competition authorities - Joint report											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>The financial sector in the Nordic countries is important for many reasons. No consumer can manage without access to retail banking. An efficient financial sector is a prerequisite for an efficient and globalized economy. A number of reforms were underway that would shape the market conditions for many years to come. In addition, competition concerns have been raised concerning the concentration in the market, the low degree of consumer mobility, and the high profitability.</p>											
Link to report:												

Jurisdiction:	Portugal											
Market:	Credit Cards	Range of Possible Outcomes										
End Date:	July 2005	<div>Competition Enforcement</div> <div>Consumer Enforcement</div> <div>Consumer Education</div> <div>Business Education</div> <div>Voluntary Business Compliance</div> <div>Voluntary Business Action</div> <div>Recommendations to Government for Changes in the Law</div> <div>Recommendations to Government to Change Market Structure</div> <div>Recommendations for Changes to Government Policy</div> <div>Referral to Third Parties</div> <div>No Problems Found</div>										
Duration:	1 year											
Source of idea for study:	Public debate											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reason for study (what were the problems)?	<p>There was concern regarding high interchange fees.</p>											
Link to report:												

ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT
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Jurisdiction:	Turkey											
Market:	Credit Cards	Range of Possible Outcomes										
End Date:	May 2004	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 months											
Source of idea for study:	Complaints from merchants											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	There were several complaints from merchants. Certain credit card issuing banks formed exclusive relations with merchants. The effects of this exclusive relationship were analysed through a market investigation.											
Link to report:												