

Omnibus research about CMCs

A majority of the public believe that consumers who have been mis-sold PPI should have the option of professional help

- A majority of the public (67%) agree that consumers should have the option of professional help to claim money back from banks that mis-sold them PPI, including three-in-ten (30%) who strongly agree. Less than one-in-ten (8%) disagree, whilst a quarter (25%) are either neutral or unsure.
- Strong agreement is lower amongst AB (26%) respondents, particularly compared to DE (34%) respondents, and is highest in middle age categories. A third (33%) of adults aged 35-44 strongly agree compared to 26% of over 65s.

Q.1: To what extent, if at all, do you agree or disagree that consumers should have the option of professional help to claim money back from banks that mis-sold them payment protection insurance (PPI)?

Strongly agree	30%
Somewhat agree	37%
Neither agree nor disagree	20%
Somewhat disagree	5%
Strongly disagree	3%
Don't know	5%

Half of GB adults would feel confident investigating and reclaiming money from the banks that mis-sold them PPI

- Half (49%) of respondents are confident that they could investigate and reclaim money from banks that mis-sold them PPI, including 16% who are very confident they could do this. Two-in-five (42%) are not confident, and 10% do not know.
- Men are more likely to be confident that they could investigate and reclaim money back themselves than women are (55% vs 43%). Those in higher social grades are also more likely to be confident than those in the lower social grades (56% of ABs compared to 41% of DEs).
- Nearly three-in-five (57%) adults aged 35-44 say they would feel confident investigating and claiming back money themselves, compared to three-in-ten (30%) adults aged under 25 and half (49%) of adults aged 65 and over.

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Q.2: How confident, if at all, would you feel investigating and reclaiming money yourself from the banks that mis-sold you PPI?

Very confident	16%
Quite confident	32%
Not very confident	30%
Not at all confident	12%
Don't know	10%

A majority think that the public awareness campaigns advising entitlement to compensation for mis-sold PPI products lead to banks paying consumers more money

- Three-in-five (59%) believe that public awareness campaigns about entitlement to mis-sold PPI compensation have led to banks repaying consumers more money, including more than a quarter (27%) who believe that the campaigns have led to banks repaying consumers a lot more money. One-in-five (20%) believe the campaigns have had no impact on the amount of money paid, whilst just 5% think the campaigns have led to less money being paid out.
- Women, under 25s and those in the DE social grade are less likely to think that these campaigns have led to more money being paid out (56%, 49% and 53% respectively) and more likely to say they don't know (18%, 22% and 19% respectively).

Q.3: Claims management companies (CMCs) run public awareness campaigns advising people that they may be entitled to compensation for mis-sold PPI products. Do you think that this has led to banks repaying consumers more money, less money, or had no impact?

A lot more money	27%
A little more money	32%
No impact on the amount of money paid	20%
A little less money	3%
A lot less money	3%
Don't know	16%

Nearly half think that legislation to tackle the issues of nuisance calling and upfront fees provide greater legitimacy to CMCs

- Nearly half (47%) believe that if further regulation was introduced to tackle issues such as providers that use nuisance calling or request fees upfront, it would make the role of

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CMCs in helping customers more legitimate. This includes one-in-six (17%) who believe that this legislation would make the role of CMCs much more legitimate. One-in-ten (12%) that it would make the role of CMCs less legitimate, including just 4% who believe it would make their role a lot less legitimate.

- A quarter (24%) believe that further regulation would make no impact on the legitimacy of CMCs in helping customers, whilst nearly one-in-five (17%) are unsure.
- Those in the higher social grades are more likely to say that this legislation would make CMCs more legitimate (50% in both the AB and C1 social grades). Women and under 25s are much more likely to say that they don't know (21% and 25% respectively).

Q.4: If further regulation was introduced to tackle issues such as providers that use nuisance calling or request fees upfront, do you think this would make the role of claims management companies (CMCs) in helping consumers more legitimate, less legitimate, or have no impact?

Much more legitimate	17%
A little more legitimate	30%
Neither more nor less legitimate	24%
A little less legitimate	8%
A lot less legitimate	4%
Don't know	17%

A majority of the public agree that companies that claim back mis-sold PPI should be able to charge a fee for their services

- More than half (55%) agree that regulated companies appointed by consumers that claim back mis-sold PPI should be able to charge a fee, including one-in-ten (10%) who strongly agree.
- One-in-five (19%) neither agree nor disagree and a further one-in-ten (10%) are unsure. Just 16% of respondents disagree that regulated companies that claim back mis-sold PPI should be able to charge a fee, though this rises to one-in-five (19%) amongst adults aged under 25.
- Men, adults over 65, and adults in higher social grades are most likely to agree that these companies should be able to charge a fee (59%, 64% and 60% agreeing respectively).

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Q.5 In the same way that Professional Services such as lawyers or financial advisers charge fees, to what extent, if at all, do you agree or disagree that regulated companies appointed by consumers that claim back mis-sold PPI should be able to charge a fee, provided that it is clear, transparent and not mis-leading?

Strongly agree	10%
Somewhat agree	45%
Neither agree nor disagree	19%
Somewhat disagree	11%
Strongly disagree	5%
Don't know	10%

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Populus interviewed a random sample of 2,016 adults online between 4 and 6 March 2016. Interviews were conducted across the United Kingdom and the results have been weighted to be representative of all adults. Populus is a member of the British Polling Council and abides by its rules.

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