



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**MARKET STUDIES INFORMATION STORE**

**SECTOR:**

**FINANCIAL SERVICES**

**UPDATED: DECEMBER 2015**

**Information Store**

**Financial Services**

<b>Jurisdiction:</b>	Sweden											
<b>Market:</b>	Investment funds	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	16 months											
<b>Source of idea for study:</b>	Own initiative											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	<a href="http://www.konkurrensverket.se/globalassets/publikationer/rappporter/rapport_2015-8.pdf">http://www.konkurrensverket.se/globalassets/publikationer/rappporter/rapport_2015-8.pdf</a> (in Swedish with English summary)											

<b>Jurisdiction:</b>	Russia											
<b>Market:</b>	Market of services of private pension funds	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	9 months											
<b>Source of idea for study:</b>	An application for the transaction											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>												

### Information Store

<b>Jurisdiction:</b>	Netherlands	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Competition in Dutch SME loan market											
<b>End Date:</b>	June 2015	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>										
<b>Duration:</b>												
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<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>											
<b>Link to report:</b>	<a href="https://www.acm.nl/en/publications/publication/14681/Competition-in-Dutch-SME-loan-market/">https://www.acm.nl/en/publications/publication/14681/Competition-in-Dutch-SME-loan-market/</a>											

### Information Store

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

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

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<b>Jurisdiction:</b>	Estonia	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Mandatory pension funds											
<b>End Date:</b>	March 2015	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>	1 month											
<b>Source of idea for study:</b>	Public resources											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	Not available											

**Information Store**

<b>Jurisdiction:</b>	<b>Netherlands</b>	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	<b>The effects of financial standard products on the functioning of financial markets</b>											
<b>End Date:</b>	February 2015	<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><b>Source of idea for study:</b></p> <p>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."</p> </div> <div style="width: 65%;"> <p style="text-align: center;"><b>Competition Enforcement</b></p> <p style="text-align: center;"><b>Consumer Enforcement</b></p> <p style="text-align: center;"><b>Consumer Education</b></p> <p style="text-align: center;"><b>Business Education</b></p> <p style="text-align: center;"><b>Voluntary Business Compliance</b></p> <p style="text-align: center;"><b>Voluntary Business Action</b></p> <p style="text-align: center;"><b>Recommendations to Government for Changes in the Law</b></p> <p style="text-align: center;"><b>Recommendations to Government to Change Market Structure</b></p> <p style="text-align: center;"><b>Recommendations for Changes to Government Policy</b></p> <p style="text-align: center;"><b>Referral to Third Parties</b></p> <p style="text-align: center;"><b>No Problems Found</b></p> </div> </div>										
<b>Duration:</b>	6 months											
<b>Outcome (tick relevant columns):</b>			<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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	<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/>

### Information Store

<b>Jurisdiction:</b>	Norway	<b>Range of Possible Outcomes</b>											
<b>Market:</b>	Mortgage lending market												
<b>End Date:</b>	2015	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>													
<b>Source of idea for study:</b>	Price signalling through media as well as competition concerns with government regulations on equity based on stability												
<b>Outcome (tick relevant columns):</b>													
<b>Reason for study (what were the problems)?</b>	<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>												
<b>Link to report:</b>	<p><a href="http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport_konkurransen-i-boliglansmarkedet1.pdf">http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport_konkurransen-i-boliglansmarkedet1.pdf</a> (in Norwegian)</p>												



### Information Store

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

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

### Information Store

<b>Jurisdiction:</b>	Netherlands	<b>Range of Possible Outcomes</b>											
<b>Market:</b>	Barriers to entry in the Dutch retail banking sector												
<b>End Date:</b>	June 2014	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>													
<b>Source of idea for study:</b>	Research by DNB that revealed the market has become (even more) concentrated after the crisis.												
<b>Outcome (tick relevant columns):</b>		<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"/>	
<b>Reason for study (what were the problems)?</b>	<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. <b>These changes are detrimental to the consumer</b> 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>												

## Information Store

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/>

### Information Store

<b>Jurisdiction:</b>	Slovak Republic												
<b>Market:</b>	Bank products	<b>Range of Possible Outcomes</b>											
<b>End Date:</b>	April 2014	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>													
<b>Source of idea for study:</b>													
<b>Outcome (tick relevant columns):</b>		<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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	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.												
<b>Link to report:</b>	<a href="http://www.antimon.gov.sk/data/att/1484.pdf">http://www.antimon.gov.sk/data/att/1484.pdf</a>												

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

### Information Store

<b>Jurisdiction:</b>	<b>Brazil</b>										
<b>Market:</b>	<b>Bank sector</b>	<b>Range of Possible Outcomes</b>									
<b>End Date:</b>	2013	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	Not specified										
<b>Source of idea for study:</b>	Own initiative										
<b>Outcome (tick relevant columns):</b>			<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"/>
<b>Reason for study (what were the problems)?</b>	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).										
<b>Link to report:</b>											

<b>Jurisdiction:</b>	<b>Italy</b>											
<b>Market:</b>	<b>Current accounts</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	July 2013	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	28 months											
<b>Source of idea for study:</b>	High costs of banking services in Italy.											
<b>Outcome (tick relevant columns):</b>			<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	<a href="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">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</a>											

### Information Store

<b>Jurisdiction:</b>	Sweden											
<b>Market:</b>	Deposits, mortgages and investment funds	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	June 2013	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	12 months											
<b>Source of idea for study:</b>	Own initiative											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	<p>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.</p>											
<b>Link to report:</b>	<p><a href="http://www.konkurrensverket.se/globalassets/aktuellt/nyheter/konkurrensen-pa-den-finasiella-markanden.pdf">http://www.konkurrensverket.se/globalassets/aktuellt/nyheter/konkurrensen-pa-den-finasiella-markanden.pdf</a> (in Swedish with English summary)</p>											

**Information Store**

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



### Information Store

<b>Jurisdiction:</b>	Colombia	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Pensions in Colombia										
<b>End Date:</b>	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	<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"/>
<b>Duration:</b>	4 months										
<b>Source of idea for study:</b>	Own initiative										
<b>Outcome (tick relevant columns):</b>			<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"/>
<b>Reason for study (what were the problems)?</b>	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.										
<b>Link to report:</b>	<a href="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_Pensiones.pdf">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_Pensiones.pdf</a>										

<b>Jurisdiction:</b>	Colombia	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Consumers Credit in Colombia										
<b>End Date:</b>	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	<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"/>
<b>Duration:</b>	4 months										
<b>Source of idea for study:</b>	Own initiative										
<b>Outcome (tick relevant columns):</b>			<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"/>
<b>Reason for study (what were the problems)?</b>	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.										
<b>Link to report:</b>	<a href="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">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</a>										



### Information Store

<b>Jurisdiction:</b>	<b>Estonia</b>	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Interchange fees for card payments										
<b>End Date:</b>	February 2012	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>									
<b>Duration:</b>	-										
<b>Source of idea for study:</b>	European Commission										
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<i>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.</i>										
<b>Link to report:</b>	<a href="http://www.konkurentsiamet.ee/public/Aastaraamat/ECA_Annual_Report_2012.pdf">http://www.konkurentsiamet.ee/public/Aastaraamat/ECA Annual Report 2012.pdf</a> page 12										

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

### Information Store

<b>Jurisdiction:</b>	<b>El Salvador</b>	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	<b>Credit and Debit cards</b>										
<b>End Date:</b>	24th August 2011 DECISION DATE										
<b>Duration:</b>	Start date (contract): July/2010  End date (decision): August/2011										
<b>Source of idea for study:</b>	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.										
<b>Outcome (tick relevant columns):</b>	<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Competition Enforcement</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Consumer Enforcement</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Consumer Education</p> <input checked="" type="checkbox"/> </div> <div style="width: 20%;"> <p>Business Education</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Voluntary Business Compliance</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Voluntary Business Action</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Recommendations to Government for Changes in the Law</p> <input checked="" type="checkbox"/> </div> <div style="width: 20%;"> <p>Recommendations to Government to Change Market Structure</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Recommendations for Changes to Government Policy</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>Referral to Third Parties</p> <input type="checkbox"/> </div> <div style="width: 20%;"> <p>No Problems Found</p> <input type="checkbox"/> </div> </div>										
<b>Reason for study (what were the problems)?</b>	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										

### Information Store

	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.
<b>Link to report:</b>	<a href="http://www.sc.gob.sv/pages.php?Id=1109">http://www.sc.gob.sv/pages.php?Id=1109</a> Decisions: <a href="http://www.sc.gob.sv/pages.php?Id=1524">http://www.sc.gob.sv/pages.php?Id=1524</a>

<b>Jurisdiction:</b>	Poland	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Banking services market											
<b>End Date:</b>	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
<b>Duration:</b>	10 months											
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	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).											
<b>Link to report:</b>	<a href="https://uokik.gov.pl/download.php?id=1272">https://uokik.gov.pl/download.php?id=1272</a> (the right of banks to issue bank enforcement titles towards individuals) <a href="https://uokik.gov.pl/download.php?id=1271">https://uokik.gov.pl/download.php?id=1271</a> (the right of banks to issue bank enforcement titles towards businesses)											

### Information Store

<b>Jurisdiction:</b>	Japan	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Banking											
<b>End Date:</b>	June 2011	<b>Competition Enforcement</b> <input type="checkbox"/>	<b>Consumer Enforcement</b> <input type="checkbox"/>	<b>Consumer Education</b> <input type="checkbox"/>	<b>Business Education</b> <input type="checkbox"/>	<b>Voluntary Business Compliance</b> <input checked="" type="checkbox"/>	<b>Voluntary Business Action</b> <input checked="" type="checkbox"/>	<b>Recommendations to Government for Changes in the Law</b> <input type="checkbox"/>	<b>Recommendations to Government to Change Market Structure</b> <input type="checkbox"/>	<b>Recommendations for Changes to Government Policy</b> <input type="checkbox"/>	<b>Referral to Third Parties</b> <input type="checkbox"/>	<b>No Problems Found</b> <input type="checkbox"/>
<b>Duration:</b>	1 year											
<b>Source of idea for study:</b>	<ul style="list-style-type: none"> <li>- A follow-up of the previous surveys (conducted in 2001 and 2006)</li> <li>- Internal competition concern</li> </ul>											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	<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>											
<b>Link to report:</b>	<p>(Press release and full report in Japanese only)  <a href="http://www.jftc.go.jp/houdou/pressrelease/h23/jun/110615gaiyo.html">http://www.jftc.go.jp/houdou/pressrelease/h23/jun/110615gaiyo.html</a></p>											

### Information Store

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

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

### Information Store

<b>Jurisdiction:</b>	Brazil											
<b>Market:</b>	Bank sector	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	Not specified											
<b>Source of idea for study:</b>	Own initiative											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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)											
<b>Link to report:</b>												

<b>Jurisdiction:</b>	Estonia											
<b>Market:</b>	Funded pensions	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	6 months											
<b>Source of idea for study:</b>	Public resources											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<i>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.</i>											
<b>Link to report:</b>	<a href="http://www.konkurentsiamet.ee/public/AnnualReports_/ANNUAL_REPORT_2010_ECA.pdf">http://www.konkurentsiamet.ee/public/AnnualReports_/ANNUAL REPORT 2010 ECA.pdf</a> page 25											



### Information Store

<b>Jurisdiction:</b>	Norway	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Pensions market											
<b>End Date:</b>	2010											
<b>Duration:</b>												
<b>Source of idea for study:</b>	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
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<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>											
<b>Link to report:</b>	<a href="http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport-konkurransen-i-offentlig-tjenestepensjon.pdf">http://www.konkurransetilsynet.no/globalassets/filer/publikasjoner/rapporter/rapport-konkurransen-i-offentlig-tjenestepensjon.pdf</a> (in Norwegian)											

### Information Store

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

<b>Jurisdiction:</b>	US - FTC	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Debt Collection										
<b>End Date:</b>	December 2009 (workshops); July 2010 (report)	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>									
<b>Duration:</b>	August-December 2009; July 2010										
<b>Source of idea for study:</b>	Previous work on debt collection (recommendation from FTC's February 2009 report)										
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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."										
<b>Link to report:</b>	Information from workshops is contained in the report "Repairing A Broken System: Protecting Consumers in Debt Collection Litigation and Arbitration," available at <a href="https://www.ftc.gov/reports/repairing-broken-system-protecting-consumers-debt-collection-litigation">https://www.ftc.gov/reports/repairing-broken-system-protecting-consumers-debt-collection-litigation</a> .										



### Information Store

<b>Jurisdiction:</b>	Poland	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Financial intermediaries services											
<b>End Date:</b>	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
<b>Duration:</b>	24 months											
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>												

<b>Jurisdiction:</b>	UK	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Corporate Insolvency											
<b>End Date:</b>		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
<b>Duration:</b>												
<b>Source of idea for study:</b>	Government											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>												

### Information Store

<b>Jurisdiction:</b>	Estonia	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	<b>Business Loans for Real Estate Development</b>											
<b>End Date:</b>	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
<b>Duration:</b>	2008-2009 (in process)											
<b>Source of idea for study:</b>	Publicly available information, information and market participants											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	Suspected restrictive pricing policy of banks (on real estate objects) in connection to loans for real estate developers.											
<b>Link to report:</b>												

<b>Jurisdiction:</b>	Pakistan	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	<b>Banking Sector in Pakistan</b>											
<b>End Date:</b>	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
<b>Duration:</b>	01 Year											
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	Acquisition of in-depth knowledge of the market.											
<b>Link to report:</b>	<a href="http://cc.gov.pk/images/Downloads/research_and_publications/banking_sector_report_nov2009-1.pdf">http://cc.gov.pk/images/Downloads/research_and_publications/banking_sector_report_nov2009-1.pdf</a>											

### Information Store

<b>Jurisdiction:</b>	Poland	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Consumer Credit Contracts											
<b>End Date:</b>	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
<b>Duration:</b>	5 months											
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	Legislative changes.											
<b>Link to report:</b>												

<b>Jurisdiction:</b>	Norway	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	International card networks											
<b>End Date:</b>	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
<b>Duration:</b>	Approximately 1 year											
<b>Source of idea for study:</b>	Internal -The study is part of the NCA publication "Competition in Norway"											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<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 Betalingsentral 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>											
<b>Link to report:</b>												

### Information Store

<b>Jurisdiction:</b>	Hungary											
<b>Market:</b>	Bank Switching	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	May 2009	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>	26 months											
<b>Source of idea for study:</b>	Based on international experiences and effects on the Hungarian market.											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<p>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.</p>											
<b>Link to report:</b>												

### Information Store

<b>Jurisdiction:</b>	UK											
<b>Market:</b>	Northern Rock	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	March 2009	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	7 months											
<b>Source of idea for study:</b>	Government											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<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>											
<b>Link to report:</b>												

### Information Store

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

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



### Information Store

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

<b>Jurisdiction:</b>	Turkey	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Credit Card											
<b>End Date:</b>	July 2008	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	5 months											
<b>Source of idea for study:</b>	Complaints from market participants											
<b>Outcome (tick relevant columns):</b>			<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	Full Report ( In Turkish): <a href="http://www.rekabet.gov.tr/File/?path=ROOT%2f1%2fDocuments%2fSekt%25c3%25b6r%2bRaporu%2fsektorrapor3.pdf">http://www.rekabet.gov.tr/File/?path=ROOT%2f1%2fDocuments%2fSekt%25c3%25b6r%2bRaporu%2fsektorrapor3.pdf</a>											

### Information Store

<b>Jurisdiction:</b>	<b>UK</b>										
<b>Market:</b>	<b>Personal Current Accounts</b>	<b>Range of Possible Outcomes</b>									
<b>End Date:</b>	July 2008	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	16 months										
<b>Source of idea for study:</b>	Internal competition and consumer concerns and external complaints										
<b>Outcome (tick relevant columns):</b>											
<b>Reason for study (what were the problems)?</b>	Factors that influenced OFT's decision to proceed were: 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.										
<b>Link to report:</b>											

<b>Jurisdiction:</b>	<b>Denmark</b>										
<b>Market:</b>	<b>Pension Savings</b>	<b>Range of Possible Outcomes</b>									
<b>End Date:</b>	May 2008	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>	8 months										
<b>Source of idea for study:</b>	Internal competition concerns										
<b>Outcome (tick relevant columns):</b>											
<b>Reason for study (what were the problems)?</b>	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.										
<b>Link to report:</b>											



### Information Store

<b>Jurisdiction:</b>	Honduras											
<b>Market:</b>	Payment Cards	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	7 months											
<b>Source of idea for study:</b>	Media publications											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>												

<b>Jurisdiction:</b>	Denmark											
<b>Market:</b>	Payment Cards	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	6 months											
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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											
<b>Link to report:</b>												

### Information Store

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

<b>Jurisdiction:</b>	Slovak Republic	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Bank Products											
<b>End Date:</b>	July 2007	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>												
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	<a href="http://www.antimon.gov.sk/data/att/1484.pdf">http://www.antimon.gov.sk/data/att/1484.pdf</a>											

### Information Store

<b>Jurisdiction:</b>	US - FTC	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	Consumer Mortgages										
<b>End Date:</b>	2007	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<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"/>
<b>Duration:</b>											
<b>Source of idea for study:</b>	Bureau of Economics										
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.										
<b>Link to report:</b>	<a href="https://www.ftc.gov/reports/improving-consumer-mortgage-disclosures-empirical-assessment-current-prototype-disclosure">https://www.ftc.gov/reports/improving-consumer-mortgage-disclosures-empirical-assessment-current-prototype-disclosure</a>										

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

## Information Store

<b>Jurisdiction:</b>	EU Commission											
<b>Market:</b>	Retail banking	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	January 2007	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>										
<b>Duration:</b>	1.5 years											
<b>Source of idea for study:</b>	Ex officio											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<p>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.</p>											
<b>Link to report:</b>	<a href="http://ec.europa.eu/competition/sectors/financial_services/inquiries/retail.html">http://ec.europa.eu/competition/sectors/financial_services/inquiries/retail.html</a>											

### Information Store

<b>Jurisdiction:</b>	UK												
<b>Market:</b>	Home Credit	<b>Range of Possible Outcomes</b>											
<b>End Date:</b>	November 2006	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>											
<b>Duration:</b>	2 years												
<b>Source of idea for study:</b>	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002												
<b>Outcome (tick relevant columns):</b>		<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"/>	
<b>Reason for study (what were the problems)?</b>	<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"> <li>- inability of customers to convey information about their creditworthiness to lenders with whom they do not currently have a relationship; and</li> <li>- asymmetry of information about customers’ creditworthiness between lenders which have a relationship with the customers and lenders which do not</li> </ul> <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>												
<b>Link to report:</b>													

### Information Store

<b>Jurisdiction:</b>	Mexico											
<b>Market:</b>	Pension Funds	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>												
<b>Source of idea for study:</b>												
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	<a href="http://www.cofece.mx:8080/cfcresoluciones/Docs/Mercados%20Regulados/V2/7/1382522.pdf">http://www.cofece.mx:8080/cfcresoluciones/Docs/Mercados%20Regulados/V2/7/1382522.pdf</a>											

<b>Jurisdiction:</b>	Finland											
<b>Market:</b>	Nordic Retail Banking	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	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
<b>Duration:</b>	1 year											
<b>Source of idea for study:</b>	Own initiative (study conducted in co-operation with competition authorities from the Nordic Countries)											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	<a href="#">Nordic retail banking</a>											



### Information Store

<b>Jurisdiction:</b>	<b>Japan</b>											
<b>Market:</b>	<b>Banking</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	June 2006											
<b>Duration:</b>	5 months											
<b>Source of idea for study:</b>	- 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
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>	(Press release and full report in Japanese) <a href="http://www.iftc.go.jp/houdou/pressrelease/cyosa/cyosa-ryutsu/h18/06062103.html">http://www.iftc.go.jp/houdou/pressrelease/cyosa/cyosa-ryutsu/h18/06062103.html</a> (Summary report in English) <a href="http://www.iftc.go.jp/en/pressreleases/yearly_2006/jun/2006_june_21_01.files/2006-june-21_01.pdf">http://www.iftc.go.jp/en/pressreleases/yearly_2006/jun/2006_june_21_01.files/2006-june-21_01.pdf</a>											

<b>Jurisdiction:</b>	<b>Lithuania</b>											
<b>Market:</b>	<b>Payment Cards</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	May 2006											
<b>Duration:</b>	4 months											
<b>Source of idea for study:</b>	Following the experience of the European Commission and other national competition authorities	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
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	To examine how and what kind of services provided by different entities are operating in the payment card market.											
<b>Link to report:</b>												

### Information Store

<b>Jurisdiction:</b>	UK	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Store Card Credit Services											
<b>End Date:</b>	March 2006	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>	2 years											
<b>Source of idea for study:</b>	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	<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>											
<b>Link to report:</b>												



### Information Store

<b>Jurisdiction:</b>	Norway	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Nordic Retail Banking											
<b>End Date:</b>	2006	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Duration:</b>	Approximately 1 year											
<b>Source of idea for study:</b>	Nordic competition authorities - Joint report											
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.											
<b>Link to report:</b>												

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

### Information Store

<b>Jurisdiction:</b>	Turkey										
<b>Market:</b>	Credit Cards	<b>Range of Possible Outcomes</b>									
<b>End Date:</b>	May 2004	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>									
<b>Duration:</b>	2 months										
<b>Source of idea for study:</b>	Complaints from merchants										
<b>Outcome (tick relevant columns):</b>		<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"/>
<b>Reason for study (what were the problems)?</b>	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.										
<b>Link to report:</b>											