**CMA survey on the will-writing and probate markets**

Dear Sir or Madam,

I am contacting you from the Competition and Markets Authority (CMA), which is the UK’s primary competition and consumer authority. We work to promote competition for the benefit of consumers and our aim is to make markets work well for consumers, businesses and the economy.

As you may have seen, the CMA [launched](https://www.gov.uk/government/news/legal-services-study-launched-by-cma) a market study into the legal services sector in England and Wales earlier this year. The market study is seeking to examine whether the legal services sector is working well for consumers and small businesses and – if not found to be working well – how it might be improved. CMA’s interim findings [have been published](https://www.gov.uk/government/news/cma-seeks-views-on-ways-to-help-legal-services-customers) on 8 July 2016.

As part of the study, the CMA is carrying out a case study of the will-writing and probate markets and is very keen to seek views from businesses like yourselves about how competition in these markets operates.

To that end, it would be very helpful if a partner of your firm (or equivalent person with an overview of the firm’s business operations and challenges) could complete, by **19 August 2016**, the survey available at the following link:

<https://www.surveymonkey.co.uk/r/DBG8SYJ>

The survey will take around 15 minutes to complete and your responses will be anonymous. No detailed financial information is required to complete the survey.

The CMA will use your responses to produce aggregate summary statistics which will inform our final report, which will be published in December 2016. Further information on how the CMA handles information provided to it can be found in the note below.

Your contribution to this survey is very valuable and will help the CMA to understand how the will writing and probate sector works and, if there are any impediments to it working well, how it could improve.

If you have any questions in the meantime, please do not hesitate to contact the CMA at [Legal.Services@cma.gsi.gov.uk](mailto:Legal.Services@cma.gsi.gov.uk?subject=CMA%20survey%20about%20the%20market%20for%20will%20writing).

Kind regards

Legal Service Market Study team

Competition and Markets Authority

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<http://www.gov.uk/cma>

**Disclosure of information provided to the CMA**

1. The CMA aims to be open and transparent in its work while respecting the confidentiality of information it obtains during its inquiries and reviews. The CMA may choose to disclose information that it obtains during the course of this study. It may also publish such information in any report produced at the end of the market study. In deciding whether to do so, the CMA will have regard, in accordance with its statutory duties under Part 9 of the Enterprise Act 2002, to the need for excluding, so far as that is practicable, any commercial information relating to a business or any information relating to the private affairs of an individual which, if published, might significantly harm the legitimate business interests of that business or, as the case may be, the individual's interests (referred to individually and collectively as ‘confidential information’). Further details of the CMA’s approach can be found in the following guidance: [Transparency and Disclosure: Statement of the CMA’s Policy and Approach (CMA6)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/270249/CMA6_Transparency_Statement.pdf).

2. In the event that the CMA proposes to include any sensitive commercial or personal information in a document that will be published it will, save in exceptional circumstances, contact the relevant persons prior to publication to give them the opportunity to explain why disclosure would cause significant harm and to request excision (or aggregation or generalisation) of any material that will still be sensitive at the time of publication.

3. Reports of surveys commissioned or prepared by the CMA are generally disclosed, accompanied with an explanation of the methodology. On occasion, the CMA may consider it appropriate to disclose underlying information. If so, it would have regard to the considerations in Part 9 of the Enterprise Act 2002 and to the appropriate manner of disclosure to provide protection as necessary of the information.