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## **SMARTER COMMUNICATION IN LEGAL SERVICES**

The Legal Services Consumer Panel (Panel) has called on legal services regulators to adopt smarter communication measures when implementing the Competition and Markets Authorities (CMA) transparency recommendations.

In its advice to the Legal Services Board (LSB), the Panel said that the CMA's recommendations had the potential to have a long lasting and positive impact on the legal services market, but warned that there is a danger of overwhelming consumers with information.

The Panel has suggested key criteria for assessing information remedies, and emphasized the need for consumer research and testing.

Dr Jane Martin CBE, Consumer Panel Chair said:

*"We know that information can empower consumers and encourage them to make informed decisions, and that this is good for competition. We also know that information remedies are only effective when they meet certain criteria such as being simply presented, easily available and provided at the time of need. The Panel has spent time assessing these criteria, drawing particularly on lessons from other sectors. We urge regulators to continue to give careful consideration to the implementation of information remedies as well as their evaluation."*

**-ends-**

**For more information, contact Lola Bello, Consumer Panel Manager, on 020 7271 0077**

### **Notes to editors**

1. The Legal Services Consumer Panel was established under the Legal Services Act 2007 to provide independent advice to the Legal Services Board about the interests of consumers of legal services in England and Wales. We investigate issues that affect consumers and use this information to influence decisions about the regulation of legal services.
2. The full report can be found [here](#)
3. The Panel's membership is drawn from a broad range of backgrounds with expertise including market research, law, competition, consumer advice, campaigning, and communications.

