

60-Second Summary

Legal Services: Helping consumers to choose a lawyer



Our recommendations are designed to make sure consumers can be confident about the price and service they can expect when they hire a lawyer

We've asked regulators to introduce enhanced standards:

- Lawyers will be required to **publish prices on their website** so that pricing is transparent
- Lawyers will be encouraged to **engage with reviews and ratings** so consumers know how good their lawyer is in advance
- For the first time customers can be confident they will have the **right information at the right time**

We've asked regulators to make their data available to third parties:

- Data will be published by legal regulators to facilitate **comparison tools** to help customers find the right lawyer

An improved market for everyone:

- The recommendations will make the market more **competitive**, which will encourage lawyers to make their services and their businesses more efficient and to offer better quality.

We want customers to have appropriate protection:

- We have recommended that the government reviews whether customers of unauthorised providers have sufficient access to **redress**

We want to ensure regulation encourages competition and innovation:

- We have recommended that the government reviews the **regulatory framework** for the longer term

Lawyers should be as easy to compare as anything else you buy. Remember to shop around.



We're changing the legal market to make hiring a lawyer easier and fairer.

The CMA carried out an investigation into the market which encompasses the work of all legal professions.

It found that there were problems of transparency of price and quality and that consumers didn't have the information they needed before employing a lawyer.

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These materials do not constitute legal advice and should not be relied upon as such.