

9 January 2020

Our Ref: FOI6950

### **Freedom of Information: Right to know request**

Thank you for your request dated 10 December 2019 received under the Freedom of Information Act 2000 (the Act) for information relating to authorised Claims Management Companies (CMCs). Full details of your request can be found at Annex A (for ease of reference you will note your request has been numbered).

Before we respond to your request we would like to explain that CMCs are any authorised firms with one or more of the following permissions (excluding CMCs with temporary permissions to carry out claims management activities):

- Seeking out, referrals and identification of claims or potential claims
- Advice, investigation or representation in relation to a personal injury claim
- Advice, investigation or representation in relation to a financial services or financial product
- Advice, investigation or representation in relation to a housing disrepair claim
- Advice, investigation or representation in relation to a claim for a specified benefit
- Advice, investigation or representation in relation to a criminal injury claim
- Advice, investigation or representation in relation to an employment related claim

Your request has now been considered.

For Point 1, the below tables detail the monthly count of newly authorised CMCs.

<b>2011</b>	
<b>Month</b>	<b>Total</b>
January	60
February	56
March	85
April	59
May	83
June	48
July	88
August	58
September	19
October	41
November	41
December	48

<b>2012</b>	
<b>Month</b>	<b>Total</b>
January	20
February	30
March	38
April	78
May	40
June	71
July	67
August	50
September	39
October	67
November	43
December	59

<b>2013</b>	
<b>Month</b>	<b>Total</b>
January	39
February	9
March	30
April	9
May	29
June	19
July	8
August	25
September	9
October	5
November	16
December	32

<b>2014</b>	
<b>Month</b>	<b>Total</b>
January	15
February	15
March	13
April	6
May	13
June	14
July	8
August	7
September	16
October	18
November	14
December	12

<b>2015</b>	
<b>Month</b>	<b>Total</b>
January	16
February	10
March	22
April	13
May	22
June	22
July	41
August	12
September	22
October	5
November	15
December	14

<b>2016</b>	
<b>Month</b>	<b>Total</b>
January	5
February	6
March	13
April	19
May	3
June	10
July	9
August	13
September	11
October	5
November	10
December	7

<b>2017</b>	
<b>Month</b>	<b>Total</b>
January	6
February	3
March	11
April	2
May	7
June	5
July	6
August	9
September	11
October	9
November	9
December	8

<b>2018</b>	
<b>Month</b>	<b>Total</b>
January	12
February	2
March	5
April	11
May	11
June	6
July	11
August	9
September	1
October	16
November	6
December	11

<b>2019</b>	
<b>Month</b>	<b>Total</b>
January	4
February	7
March	17
April	0
May	1
June	1
July	4
August	4
September	26
October	18
November	20
December	23*

\*includes numbers as at 16 December 2019.

In relation to Point 2, prior to April 2019 we collected the count of authorised CMCs annually therefore the details provided in the table below are the annual figures from 2011 to 31 March 2019 after this we have provided the figures monthly.

<b>Year</b>	<b>Total</b>
2011	3213
2012	3007
2013	2693
2014	2097
2015	1752
2016	1610
2017	1388
2018	1238
2019	1200*

\* includes numbers as at 31 March 2019.

<b>2019</b>	
<b>Month</b>	<b>Total</b>
April	0
May	1
June	2
July	6
August	10
September	36
October	54
November	74
December	97*

\* includes numbers as at 16 December 2019

If you are unhappy with this response, you have the right to request an internal review. If you wish to exercise this right you should contact us within three months of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 01625 545 700. Website: [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

Information Disclosure Team / Cyber and Information Resilience Department / Operations



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## **Annex A**

- 1. I request a monthly count of newly authorised claims management companies, per month, from 2011 to present, please.*
- 2. I also request a count of authorised CMCs, per month, from 2011 to present, if possible.*