

CITMA The Chartered
Institute of Trade
Mark Attorneys

Experiences of unregulated and/or unqualified representatives survey

Research Report

April 2023

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

Report prepared by:

Matt Thurman
matt@enventure.co.uk

Report reviewed by:

Katie Osborne
Andrew Cameron

Enventure Research

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH
T: 01484 404797

W: www.enventure.co.uk E: info@enventure.co.uk

Reg no: 4693096
VAT no: 816927894



Contents

Key findings.....	4
The Research Programme	6
Introduction	6
Methodology	6
Interpretation of the findings.....	7
Research Findings.....	8
Issues when dealing with unregulated and/or unqualified representatives.....	8
Individual experience	8
Experience of clients	11
Increased costs.....	13
Delays.....	15
Communication	16
Perceptions of the impact on the UK IP system.....	18
Survey respondent profile	21
Appendix – Questionnaire	



Key findings

Issues when dealing with unregulated and/or unqualified representatives

- Seven in ten (69%) respondents had experience of or dealings with an unregulated and/or unqualified representative in the last three years, including a larger proportion of Ordinary Members and Fellows (78%).
- Issues experienced when dealing with unregulated and/or unqualified representatives in the last three years were:
 - Unresponsive representatives (88%)
 - Delays in proceedings (87%)
 - Increased costs (82%)
 - Disruption (81%)
- Ordinary Members and Fellows were more likely to have experienced all of these issues when dealing with an unregulated/unqualified representative when compared with all other membership categories.
- The majority of respondents had experienced each issue one to five times in the last three years, but smaller proportions had experienced them more frequently.
- Those who worked in private practice indicated whether their clients had experienced any issues when dealing with an unregulated and/or unqualified representative in the last three years, which included:
 - Increased costs (64%)
 - Disruption to business operations (39%)
 - Delays to the rollout of products and services (27%)
 - Lost benefits (23%)
 - Loss of IP (14%)
- Again, Ordinary Members and Fellows were more likely to report that their clients had experienced most of these issues when dealing with an unregulated and/or unqualified representative when compared with all other membership categories.
- Most respondents whose clients had experience of these issues reported that they had occurred one to five times in the last three years, but significant proportions indicated they occurred more frequently at six to ten times.

Increased costs, delays, and communication issues

- In terms of increased costs when dealing with an unregulated and/or unqualified representative, on average per case over the last three years, these costs had amount to:
 - Less than £500 (13%), £500 to £1,000 (35%), £1,000 to £2,500 (28%), or more than £2,500 (7%) for individual respondents
 - Less than £500 (5%), £500 to £1,000 (34%), £1,000 to £2,500 (39%), or more than £2,500 (12%) for the clients of those working in private practice



- The majority of respondents said that increased costs are both absorbed by their company and passed on to the client (70%).
- The majority of respondents who had experienced delays in proceedings when dealing with an unregulated and/or unqualified representative in the last three years said that these delays typically lasted for 16 days or more (59%).
- As a result of unresponsive representatives:
 - 41% had to deal with an applicant directly
 - 35% had been contacted directly by the applicant (rather than their representative)
 - 37% had been unable to recoup a costs award from an unregulated and/or unqualified representative

Perceptions of the impact on the UK IP system

- The majority of respondents agreed with the following statements about the impacts of unregulated and/or unqualified representatives on the UK IP system:
 - “The issues caused by unregulated and/or unqualified representatives have increased in the last three years” (72% agree)
 - “The issues posed by unregulated and/or unqualified representatives are resulting in needless delays and complications to the IP system” (80% agree)
 - “The IPO needs to take action to tackle the issue of unregulated and/or unqualified representatives” (90% agree)
- For each statement, Ordinary Members and Fellows were more likely to agree overall when compared with both the overall survey results and other membership categories, and in particular were more likely to strongly agree.



The Research Programme

Introduction

The Chartered Institute of Trade Mark Attorneys (CITMA) is a UK-based professional membership organisation representing the interests of over 1,700 trade mark and design legal professionals. CITMA membership comprises Chartered Trade Mark Attorneys, paralegals, those in training and support roles, and barristers and solicitors with a trade mark or design interest working around the world.

In 2022, CITMA launched a campaign to boost UK growth by strengthening the UK's vital trade mark and IP system. IP-rich industries provide one in five jobs across the country and contribute £770bn to the UK's GDP each year.

British innovators up and down the country rely on the UK's world-class system to protect their big ideas so they can take them to the international stage and drive growth at home. However, this IP and trade mark system is being negatively impacted by developments which have allowed unregulated and/or unqualified representatives with little-to-no connection to the UK to represent clients here.

Although CITMA has made progress in this area, with members engaging with their MPs and a constructive dialogue with the UK Intellectual Property Office (UK IPO) and Ministry of Justice (MoJ), more evidence on the harm caused by unregulated and unqualified private practice representatives is required to take the campaign forward.

CITMA therefore wished to collect data from members via an online survey to better understand the potential scale and implications of unregulated and/or unqualified representatives acting before the UK IPO, such as increased costs, disruption, and delays, to inform and strengthen its campaign to build a case for changing the rules on who can be a representative before the UK IPO.

Enventure Research, an independent research agency, was appointed to deliver this survey. This report details the findings of this research.

Methodology

Questionnaire design

A questionnaire was co-designed by CITMA and Enventure Research. The questionnaire took approximately five minutes for members to complete.

When completing the survey, members were asked to answer as an individual based on their direct experiences, and to provide their best estimates where they could not provide exact answers.

For reference, a copy of the questionnaire can be found in the Appendix.

Promotion of the survey

The survey was securely hosted online and personalised invitations to take part were emailed to the following UK-based member categories with a valid email address:

- Affiliate
- Allied
- CITMA Paralegal
- Fellow
- Ordinary
- Student



In total, 1,549 members were invited to take part by email. Those who did not respond received up to three reminder emails encouraging them to take part.

The online survey link was also promoted by CITMA via email newsletter and online networks. Respondents who took part via this promotion were asked to provide their membership number to access the survey to verify their registration and ensure no duplicate responses were received.

Survey response

The survey was live 2 to 22 March 2023. During this time, **362 responses** were received, representing an overall response rate of 23%.

A total of 280 responses were received from Chartered Trade Mark Attorneys (Ordinary Members and Fellows), who make up 859 of the overall CITMA membership. **This represents a 33% survey response rate for all UK Chartered Trade Mark Attorneys.**

Interpretation of the findings

Sampling confidence interval

As the online survey was completed by a sample of UK CITMA members and not the entire UK-based membership population, all results are subject to sampling tolerances.

Based on a total population of approximately 1,549 members (including Affiliate, Allied, CITMA Paralegal, Fellow, Ordinary, and Student categories) and 362 survey responses, when interpreting the results to a question which all respondents answered, with a response of 50% there is a 95% chance that this result would not vary by more than +/- 4.8 percentage points (45.2% to 54.8%) had the result been obtained from this entire member population. When interpreting analysis by smaller subgroups, the error of margin becomes wider.

Percentages and base sizes

This report contains various tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- Only the most common responses may be shown in the table or chart
- A response of between 0% and 0.4% will be shown as 0%

For the analysis of certain questions, response options have been grouped together to provide an overall level. For example, in some instances 'strongly agree' and 'agree' have been grouped and shown as 'total - agree'. Where these combined percentages do not equal the total level reported (being 1% higher or lower), this is due to percentages being rounded to the nearest whole number.

For each chart or table, a base size has been provided to show the number of members who responded to the question being analysed and, in some cases, which specific group of respondents the question is being asked to.

Subgroup analysis

Subgroup analysis has been undertaken to explore the results provided by different groups, such as membership category and size of firm/employer. This analysis has only been carried out where the sample size is seen to be sufficient for comment. Where sample sizes were not large enough (less than 30), subgroups have been combined to create larger groups.



Research Findings

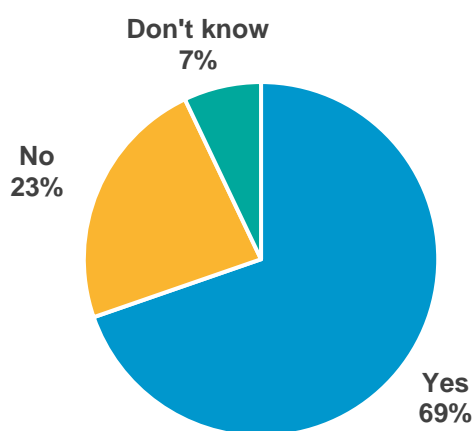
Issues when dealing with unregulated and/or unqualified representatives

Individual experience

Seven in ten (69%) respondents said they had experience of or dealings with an unregulated and/or unqualified representative in the last three years.

Figure 1 – Have you had any experience of or dealings with an unregulated and/or unqualified representative in the last three years?

Base: All respondents (362)



Analysis by sector highlights that those who worked in private practice were more likely to have experience of or dealings with an unregulated/unqualified representative (72%) when compared with those who worked in-house/in industry (39%).

Analysis by membership category highlights that Ordinary Members and Fellows were more likely to have experience of or dealings with an unregulated/unqualified representative (78%) when compared with all other membership categories (39%).

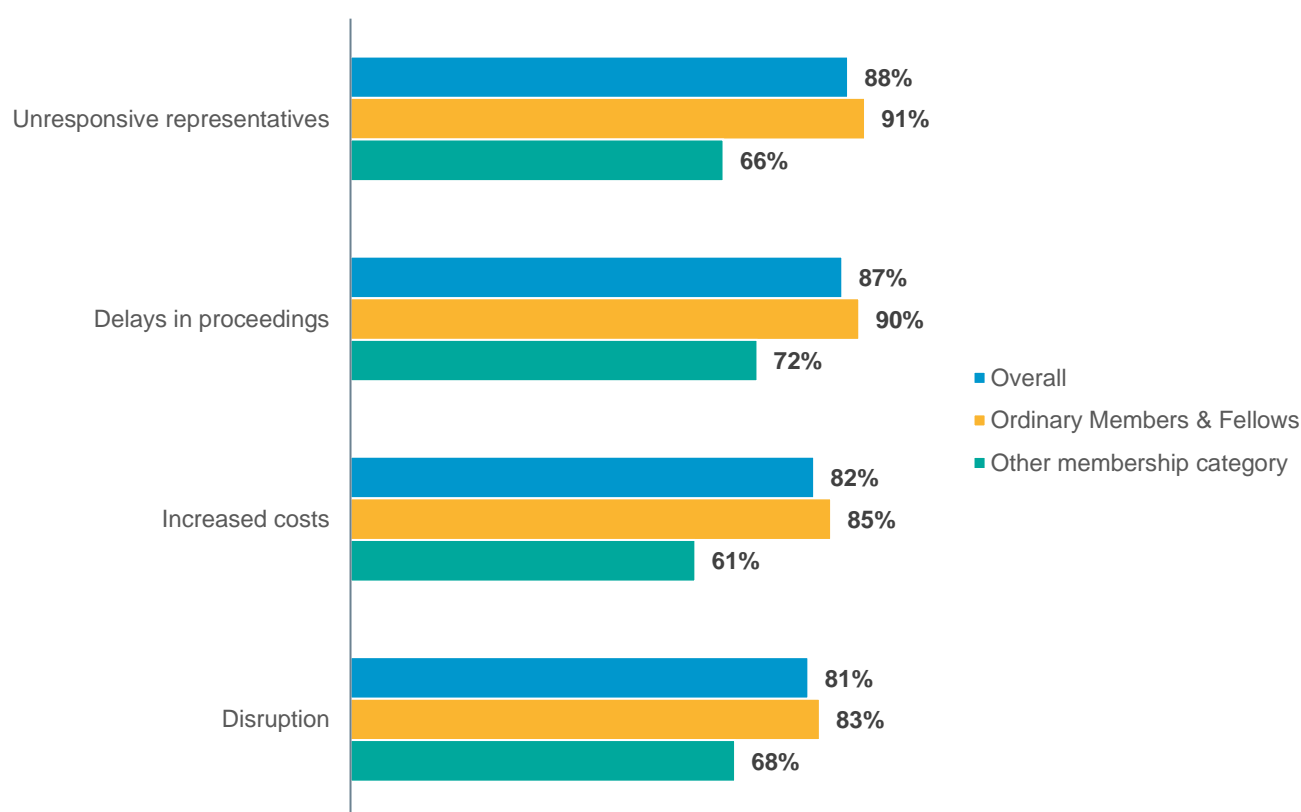
Analysis by firm/employer size shows that those working for a larger firm/employer (50+ employees) were more likely to have experience of or dealings with an unregulated/unqualified representative (76%) when compared with those working for smaller firms/employers (<50 employees) (59%).



Respondents who had experience of or dealings with unregulated/unqualified representatives in the last three years were asked if they had experienced any issues from a provided list. The majority of respondents indicated that they had experience of all these issues, including *unresponsive representatives* (88%), *delays in proceedings* (87%), *increased costs* (82%), and *disruption* (81%).

Figure 2 – Have you experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last three years?

Base: Those with experience of dealing with unregulated/unqualified representatives / Ordinary Members & Fellows / Other membership category (all excluding 'N/A') – Unresponsive representatives (238 / 209 / 29); Delays in proceedings (239 / 210 / 29); Increased costs (231 / 203 / 28); Disruption (241 / 210 / 31)



As shown in the chart above, **analysis by membership category** highlights that Ordinary Members and Fellows were more likely to have experienced all of the listed issues when dealing with an unregulated/unqualified representative when compared with all other membership categories.

Analysis by firm/employer size highlights that those working for a larger firm/employer (50+ employees) were more likely to have experienced **increased costs** (86%) when compared with those working for smaller firms/employers (<50 employees) (71%).



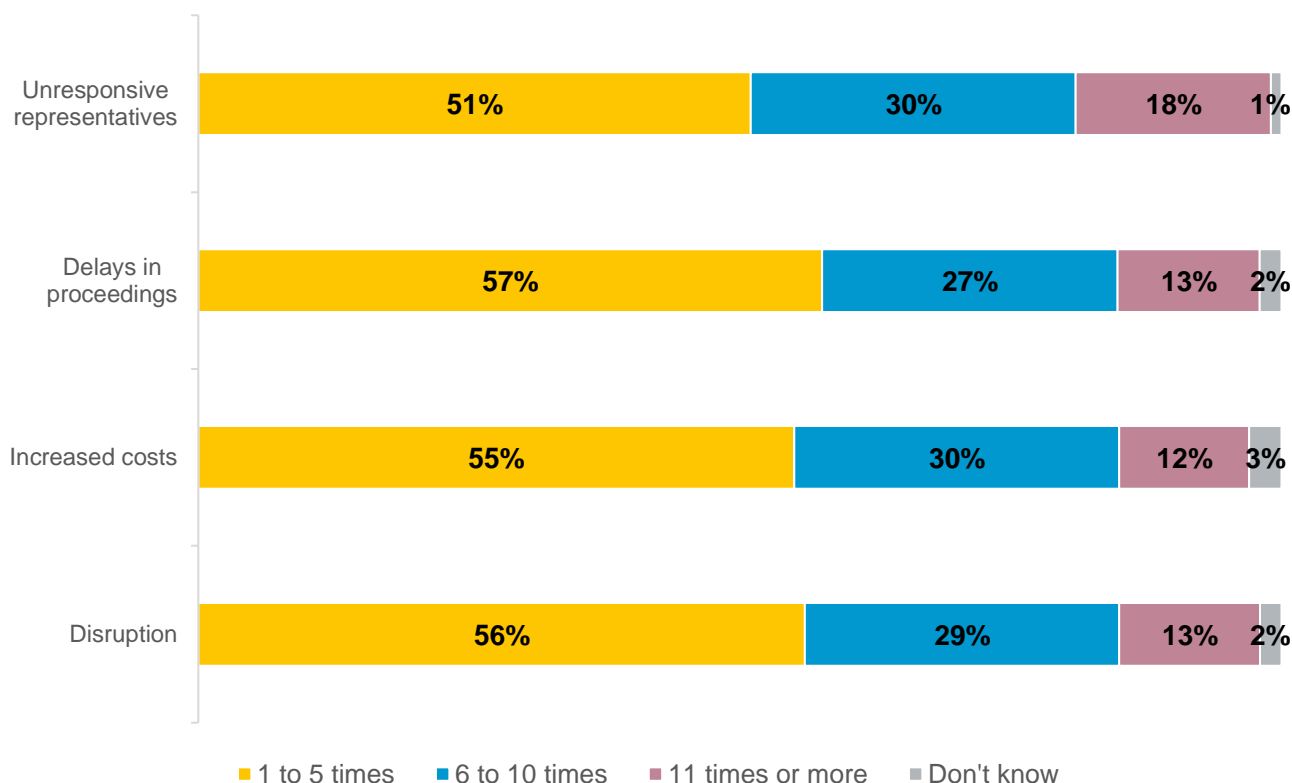
Those who indicated they had experienced any issues were asked to state how frequently this had happened in the last three years.

The majority of respondents said they had experienced each issue *1 to 5 times*, ranging from 51% for *unresponsive representatives* to 57% for *delays in proceedings*.

Increased costs, *disruption*, and *delays in proceedings* recorded similar results. However, a slightly larger proportion of respondents indicated that they had experienced *unresponsive representatives* at a frequency of *11 times or more* (18%).

Figure 3 – How frequently have you experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last three years?

Base: Those who had experience of... *Unresponsive representatives* (210); *Delays in proceedings* (209); *Increased costs* (190); *Disruption* (195)



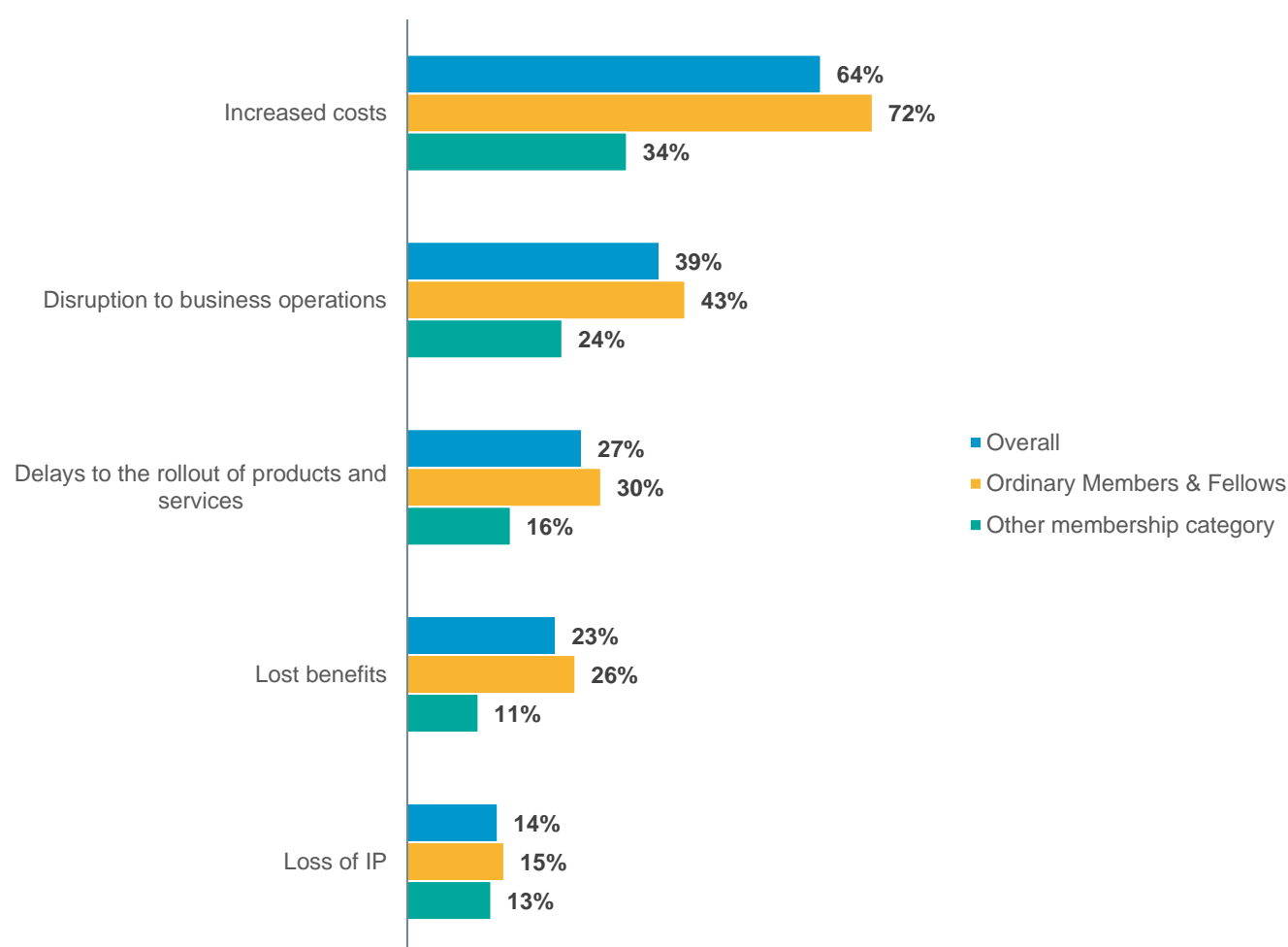
Experience of clients

Those who worked in private practice were asked whether any of their clients had experienced any issues when dealing with an unregulated and/or unqualified representative in the last three years from a provided list.

Almost two thirds (64%) indicated that their clients had experienced *increased costs*. Four in ten (39%) said their clients had experienced *disruption to business operations*, and just over a quarter (27%) selected *delays to the rollout of products and services*. Smaller proportions said their clients had experienced *lost benefits* (23%) or *loss of IP* (14%).

Figure 4 – Have any of your clients experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last three years?

Base: Those working in private practice excluding 'N/A' / Ordinary Members & Fellows / Other membership category – Increased costs (304 / 239 / 65); Disruption to business operations (294 / 231 / 63); Delays to the rollout of products and services (291 / 230 / 61); Lost benefits (293 / 231 / 62); Loss of IP (291 / 229 / 62)



As shown in the chart above, **analysis by membership category** highlights that Ordinary Members and Fellows were more likely to indicate that their clients had experienced *increased costs*, *disruption to business operations*, *delays to the rollout of products and services*, and *lost benefits* when dealing with an unregulated and/or unqualified representative when compared with all other membership categories.

Analysis by firm/employer size highlights that those working for a larger firm/employer (50+ employees) were more likely to indicate that their clients had experienced *increased costs* (70%) when compared with those working for smaller firms/employers (<50 employees) (52%). In contrast, those working for a smaller firm/employer were more likely to indicate that their clients had experienced *loss of IP* (21%) when compared with those working for a larger firm/employer (11%).



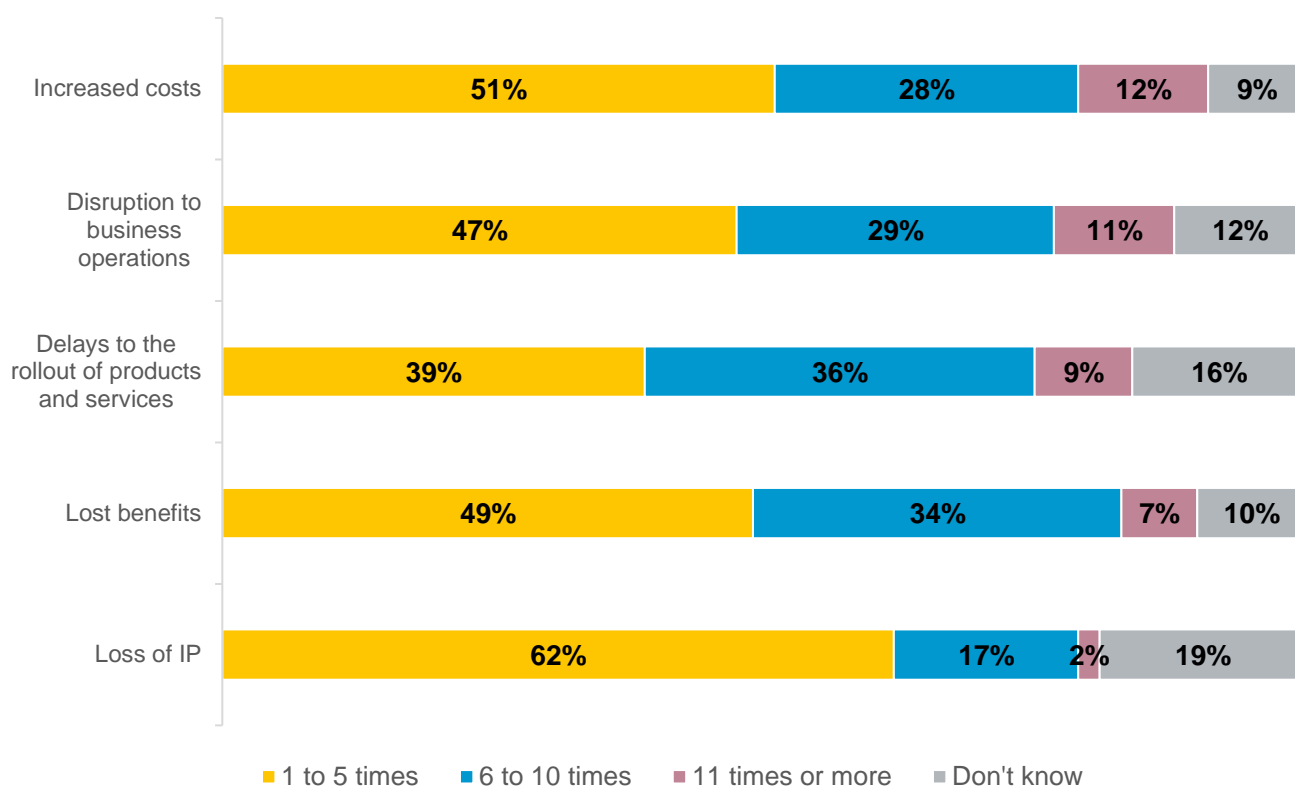
Private practice respondents who indicated that their clients had experienced any issues were asked to state how frequently this had happened in the last three years.

Around half of respondents whose clients had experience of *increased costs*, *disruption to business operations*, and *lost benefits* said that this happened *1 to 5 times* (51%, 47% and 49% respectively). However, large proportions indicated that they had experience of these issues *6 to 10 times*, most notably for *delays to the rollout of products and services* (36%) and *lost benefits* (34%).

A larger proportion of respondents said their clients had experience of *loss of IP* on *1 to 5 occasions* (62%) when compared with other issues, but it is important to note that this is based on a smaller base size.

Figure 5 – How frequently have your clients experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last three years?

Base: Those whose clients had experience of... Increased costs (194); Disruption to business operations (114); Delays to the rollout of products and services (80); Lost benefits (68); Loss of IP (42)



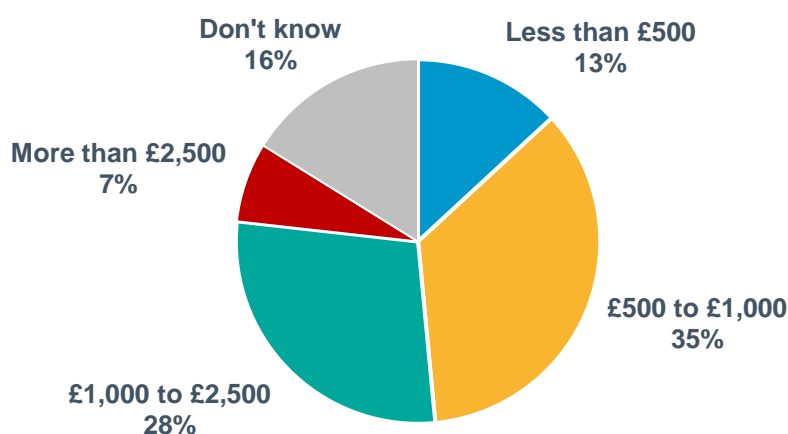
Increased costs

Respondents who indicated they or their clients had experienced increased costs when dealing with an unregulated and/or unqualified representative in the last three years were asked to specify, on average per case, approximately how much the increased costs had amounted to.

In terms of individual experience of increased costs, the largest proportion of respondents (35%) said that the costs amounted to £500 to £1,000, closely followed by 28% who said £1,000 to £2,500.

Figure 6 – On average per case, approximately how much have the increased costs incurred been for you?

Base: Those who had experience of increased costs (190)

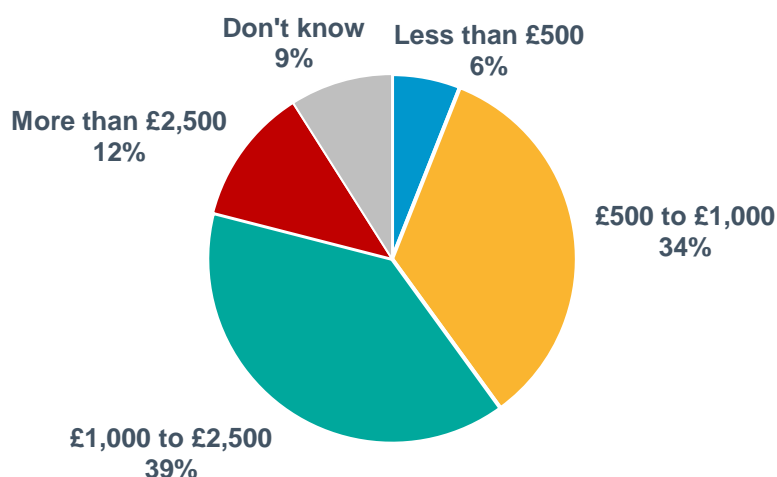


In contrast, the increased costs suggested by those working in private practice for their clients are greater. The largest proportion of respondents (39%) said that these costs amounted to approximately £1,000 to £2,500, closely followed by 34% who said £500 to £1,000.

Looking specifically at Chartered Trade Mark Attorneys (Ordinary Members and Fellows), a total of 49% reported instances of increased costs amounting to *more than* £1,000.

Figure 7 – On average per case, approximately how much have the increased costs incurred been for your clients?

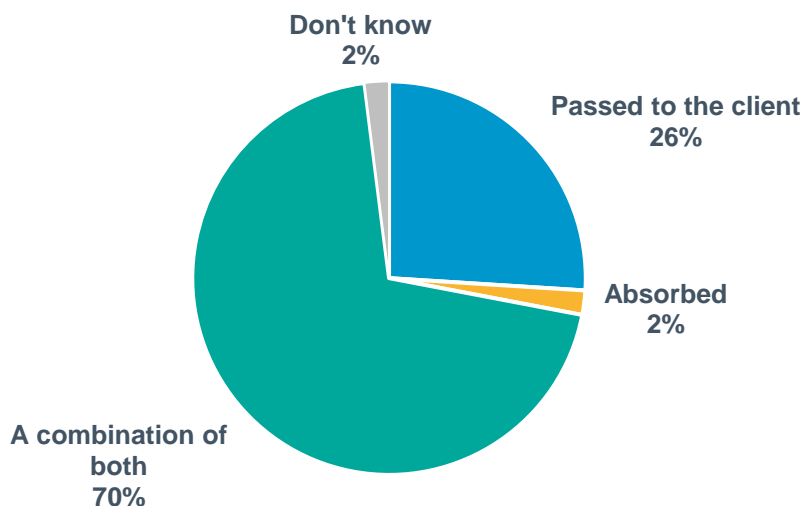
Base: Those whose clients had experience of increased costs (194)



The majority of respondents who worked in private practice and who had individual experience of increased costs said that increased costs are both *absorbed by their company* and *passed on to the client* (70%). A quarter said they were *exclusively passed to the client* (26%), and 2% said they were *exclusively absorbed by their company*.

Figure 8 – Are these increased costs typically passed on to the client (if applicable) or absorbed by your company?

Base: Those working in private practice who had individual experience of increased costs (181)



Delays

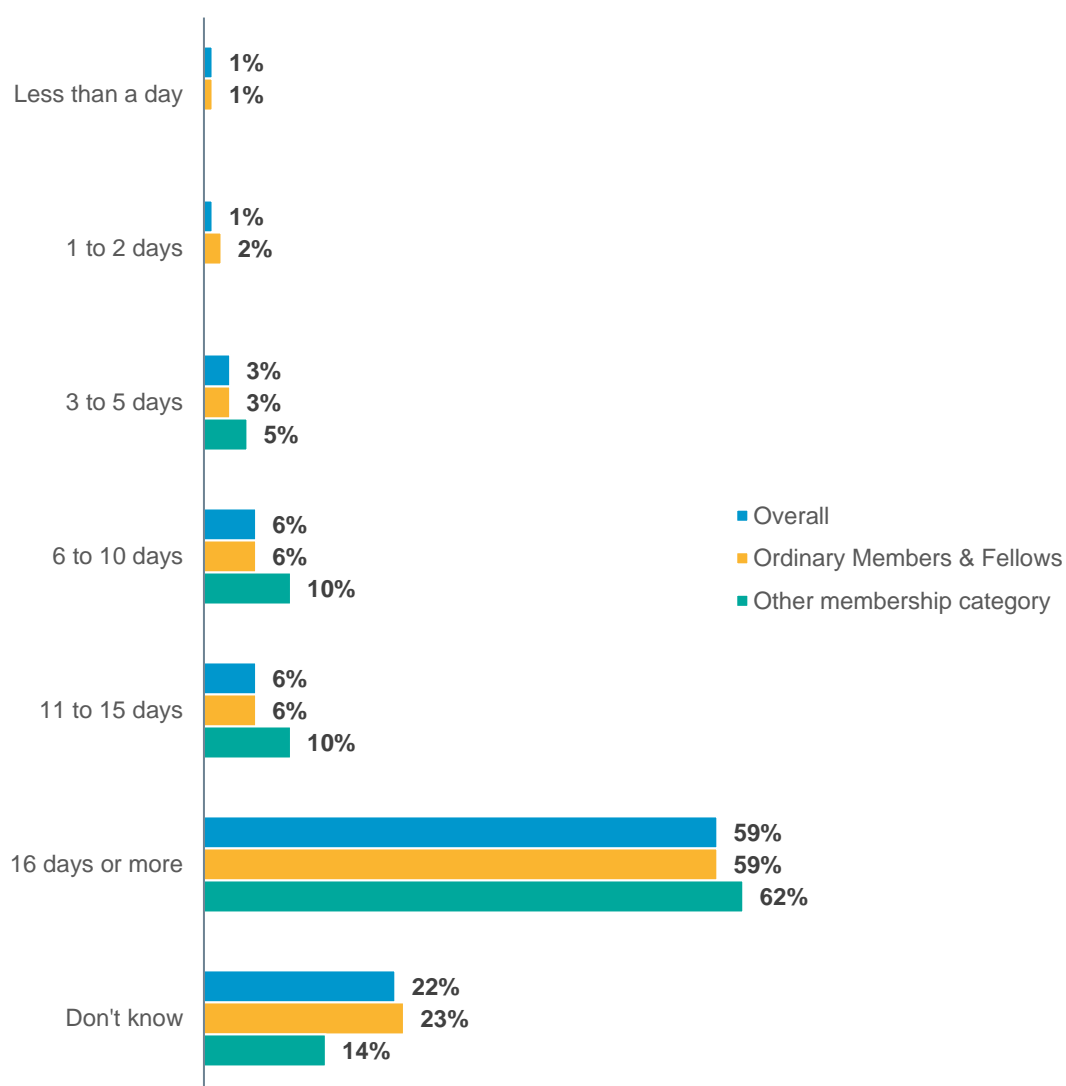
Those who indicated they had experienced delays in proceedings when dealing with an unregulated and/or unqualified representative in the last three years were asked to specify, on average per case, approximately how many days this amounted to.

The majority of respondents (59%) said that delays in proceedings typically lasted for *16 days or more*, whereas less than one in five respondents (18%) said they lasted for 15 days or fewer.

The same proportion of Chartered Trade Mark Attorneys (Ordinary Members and Fellows) (59%) had experienced delays in proceedings lasting for *16 days or more*.

Figure 9 – On average per case, approximately how many days of delays in proceedings have you experienced as a result of unregulated and/or unqualified representatives?

Base: Those who had experience of delays in proceedings (209); Ordinary Members & Fellows (188); Other membership categories (21)



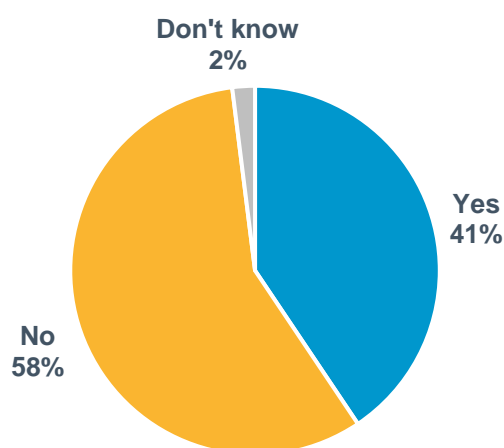
Communication

Respondents who indicated they had experienced unresponsive representatives in the last three years were asked whether, as a result, they had to deal with an applicant directly. Overall, two in five (41%) said they had experience of this situation.

Analysis by membership type highlights that 40% of Chartered Trade Mark Attorneys (Ordinary Members and Fellows) reported dealing with an applicant directly.

Figure 10 – Has the unresponsiveness of an unregulated and/or unqualified representative meant that you have had to deal with an applicant directly?

Base: Those who had experience of unresponsive representatives excluding N/A (200)

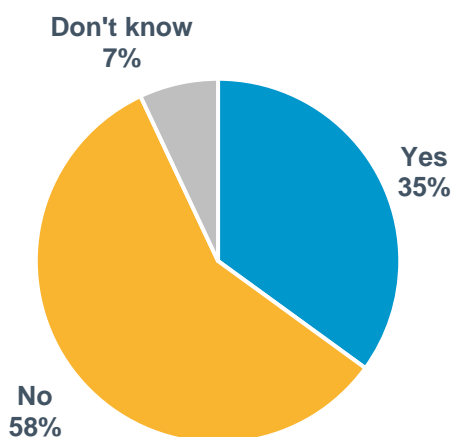


The same respondents were asked whether the applicant, rather than their representative, had contacted them directly (for example, following the filing of a form TM7A or an opposition). Overall, just over a third (35%) said they had experience of this situation.

A third (33%) of Chartered Trade Mark Attorneys (Ordinary Members and Fellows) reported having this experience.

Figure 11 – Has the applicant, rather than their representative, contacted you directly? E.g. following the filing of a form TM7A or an opposition?

Base: Those who had experience of unresponsive representatives excluding N/A (202)

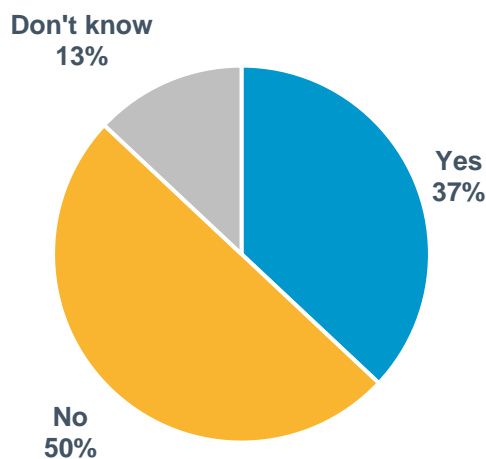


The same respondents were also asked if they have ever been unable to recoup a costs award from an unregulated and/or unqualified representative. Almost two in five (37%) said they had experience of this situation.

Looking specifically at Chartered Trade Mark Attorneys (Ordinary Members and Fellows), 38% said they had been unable to recoup these costs.

Figure 12 – Have you ever been unable to recoup a costs award from an unregulated and/or unqualified representative?

Base: Those who had experience of unresponsive representatives excluding N/A (158)



Perceptions of the impact on the UK IP system

All respondents were asked to indicate the extent they agreed or disagreed with a series of statements about the impacts of unregulated and/or unqualified representatives on the UK IP system.

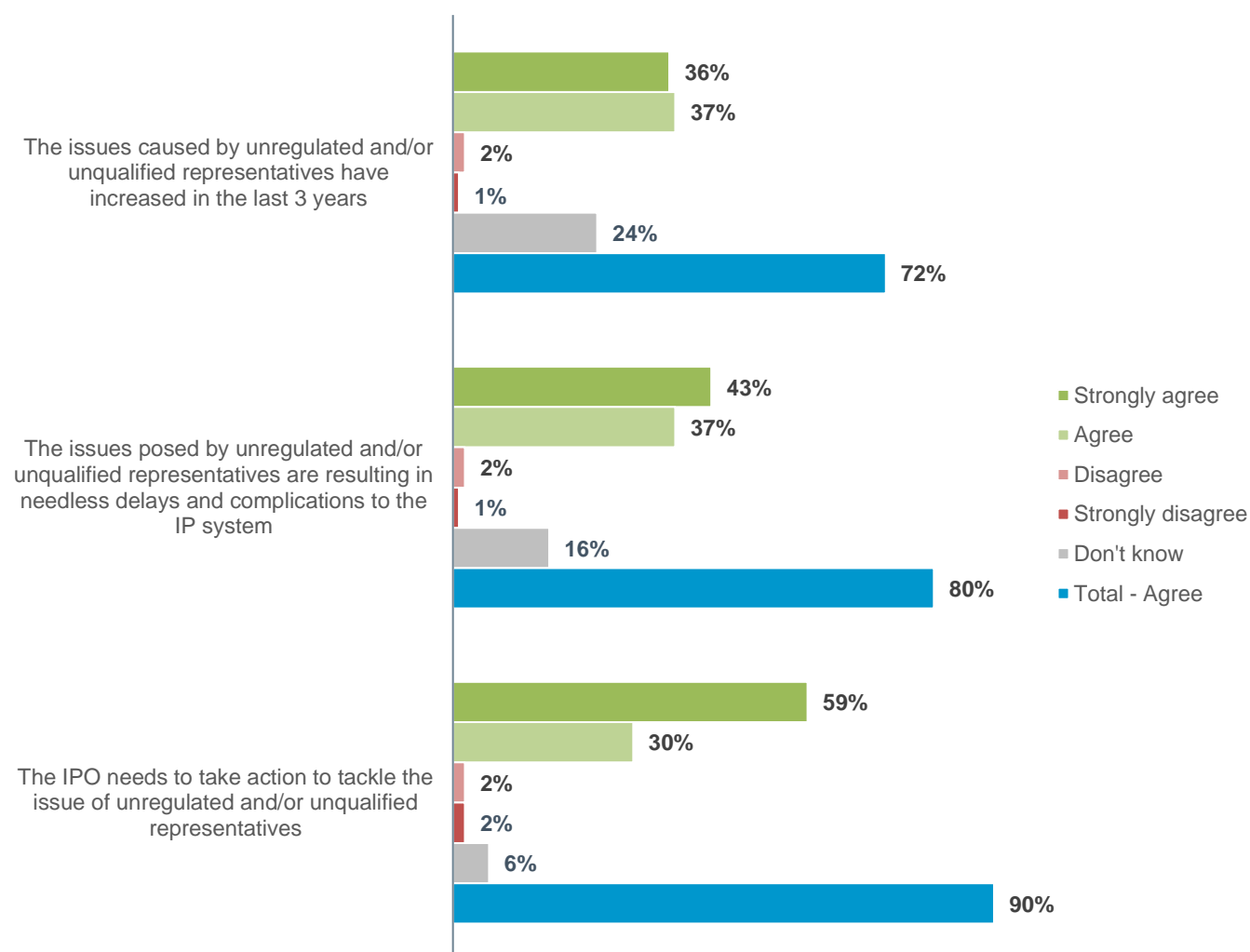
Almost three quarters of respondents (72%) agreed that *the issues caused by unregulated and/or unqualified representatives have increased in the last three years*, split almost equally between 37% who agreed and 36% who strongly agreed. Just 4% disagreed with this statement.

Four in five respondents (80%) agreed that *the issues posed by unregulated and/or unqualified representatives are resulting in needless delays and complications to the IP system*, including 37% who agreed and 43% who strongly agreed. Again, just 4% disagreed.

Agreement was strongest for the final statement, where nine in ten respondents (90%) agreed that *the IPO needs to take action to tackle the issue of unregulated and/or unqualified representatives*. The majority of those who agreed with this statement indicated that they strongly agreed (59%). In comparison to the other statements, a smaller proportion answered 'don't know' at just 6%.

Figure 13 – To what extent do you agree or disagree with the following statements?

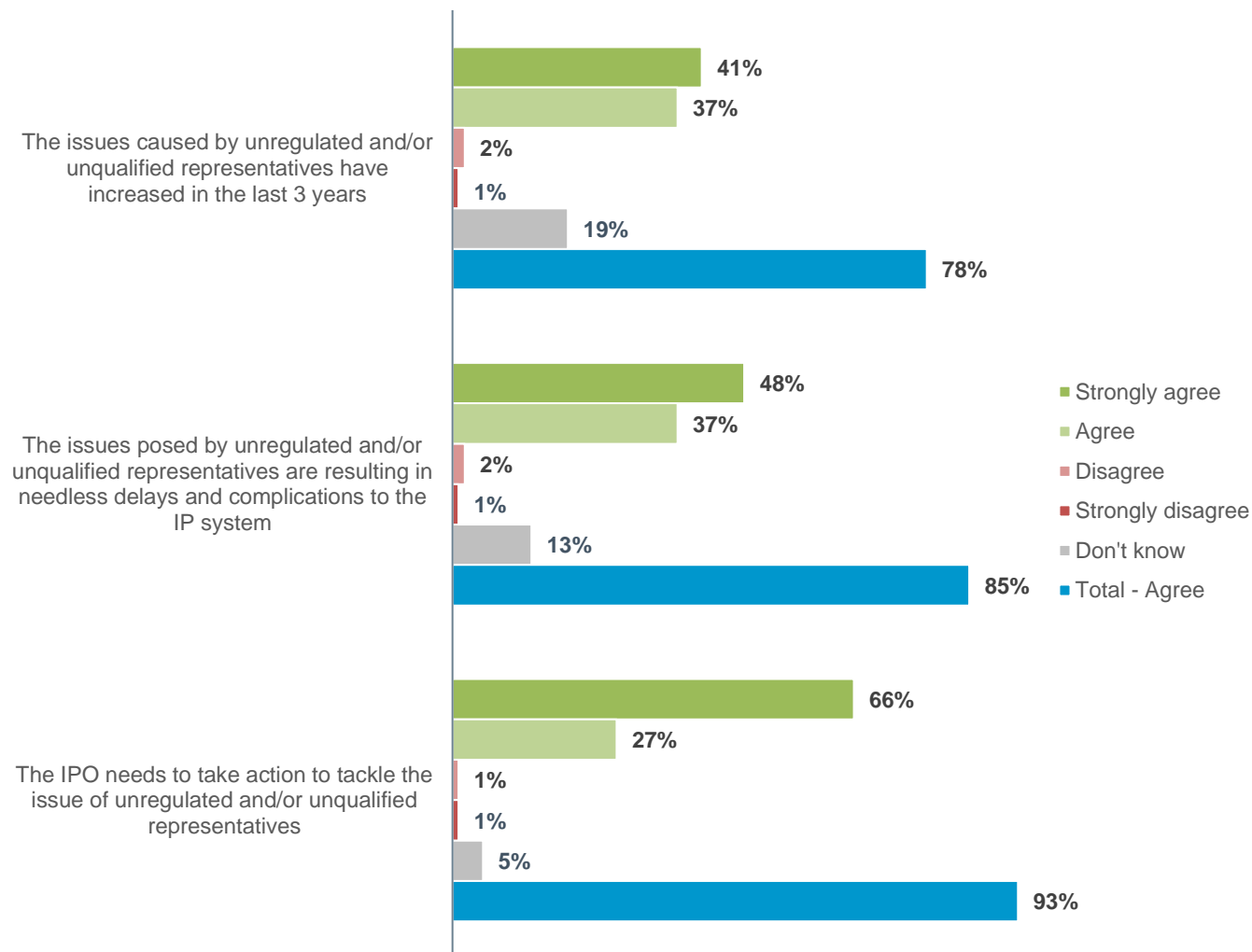
Base: All respondents (362)



For each statement, Ordinary Members and Fellows were more likely to agree overall when compared with both the overall survey results and other membership categories, and in particular were more likely to strongly agree.

Figure 14 – To what extent do you agree or disagree with the following statements? Ordinary Members and Fellows

Base: Ordinary Members and Fellows (280)



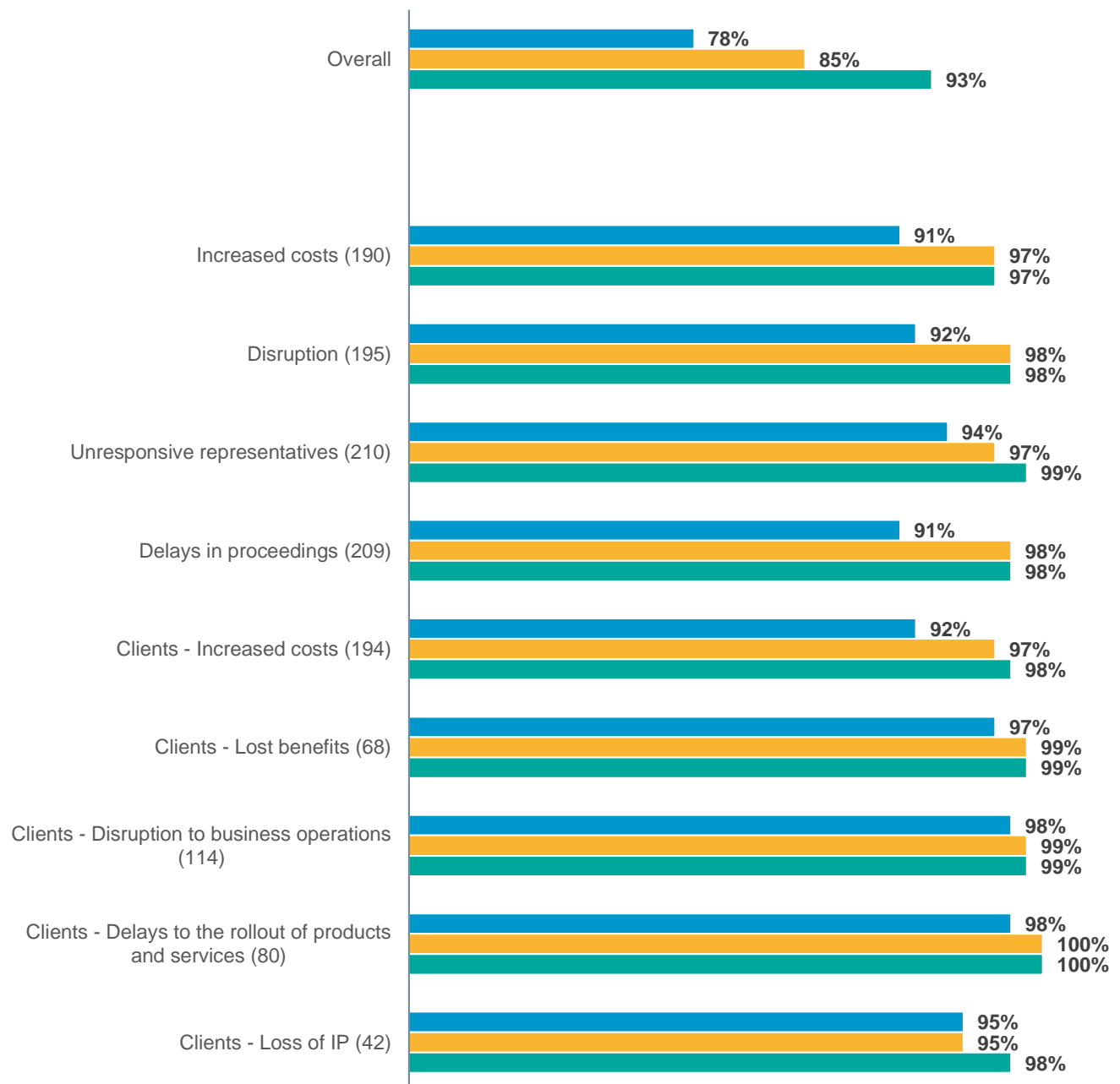
Analysis by firm/employer size highlights that those working for a larger firm/employer (50+ employees) were more likely to agree overall that *the issues posed by unregulated and/or unqualified representatives are resulting in needless delays and complications to the IP system* (85%) and that *the IPO needs to take action to tackle the issue of unregulated and/or unqualified representatives* (92%) when compared with those working for smaller firms/employers (<50 employees) (71% and 85% respectively).



Analysis also highlights that those who had individual experience of each potential issue when dealing with unregulated and/or unqualified representatives (e.g. increased costs, disruption, lost benefits), or who reported that their clients had experienced these issues, were more likely to agree with each statement when compared with the overall results.

Figure 15 – To what extent do you agree or disagree with the following statements? By individual/client experience of issues when dealing with unregulated/unqualified representatives (% Total - Agree)

Base: Those with experience/client experience of issues (shown in chart)



- The issues caused by unregulated and/or unqualified representatives have increased in the last 3 years
- The issues posed by unregulated and/or unqualified representatives are resulting in needless delays and complications to the IP system
- The IPO needs to take action to tackle the issue of unregulated and/or unqualified representatives



Survey respondent profile

To place the survey results into context, the following charts present the profile of survey respondents, including their membership category, length of membership, length of time spent at their current membership category, sector, firm/employer size, and location.

Figure 16 – Membership category

Base: All respondents (362)

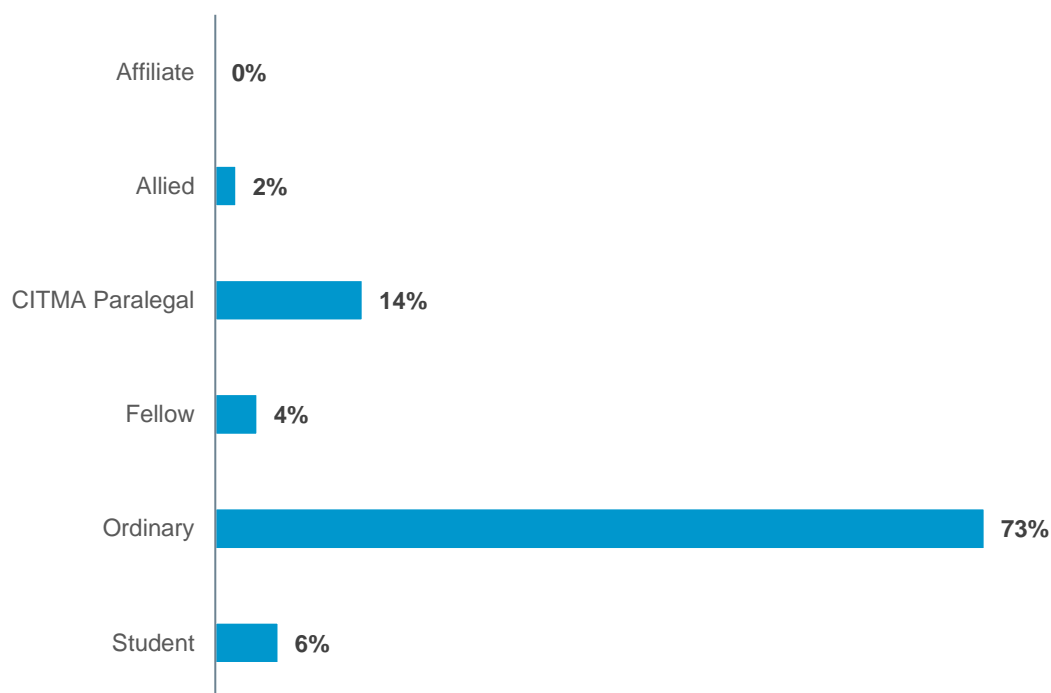


Figure 17 – Length of membership / length of time in membership category

Base: All respondents (362)

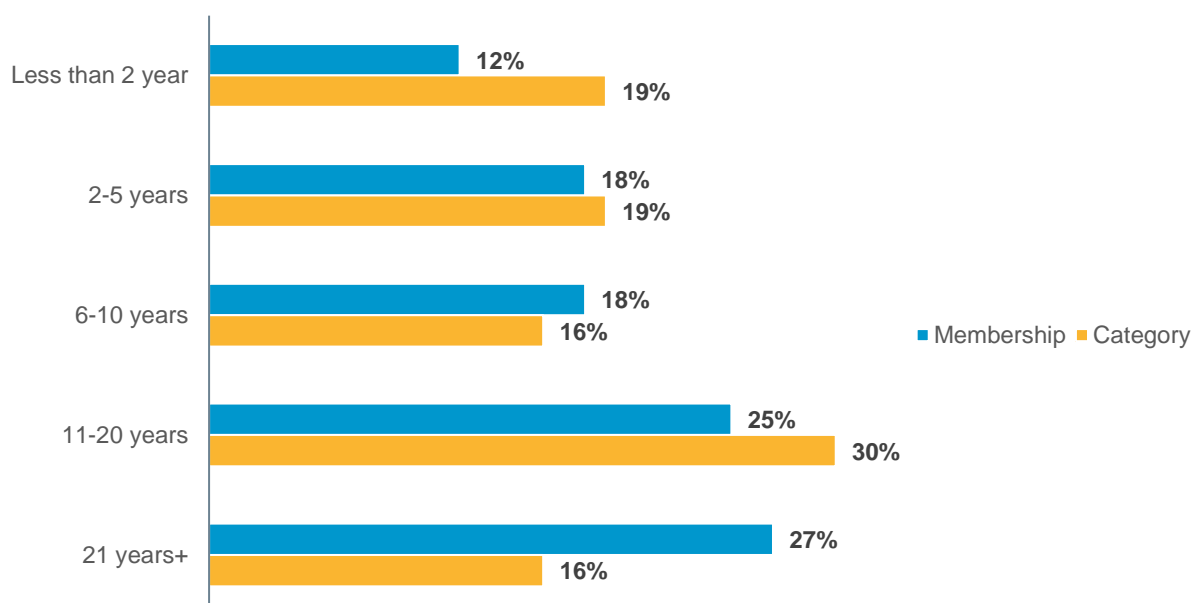


Figure 18 – Sector

Base: All respondents (362)

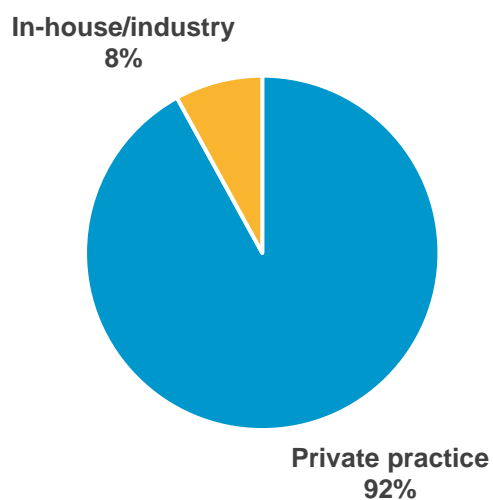


Figure 19 – Firm/employer size (number of employees)

Base: All respondents (362)

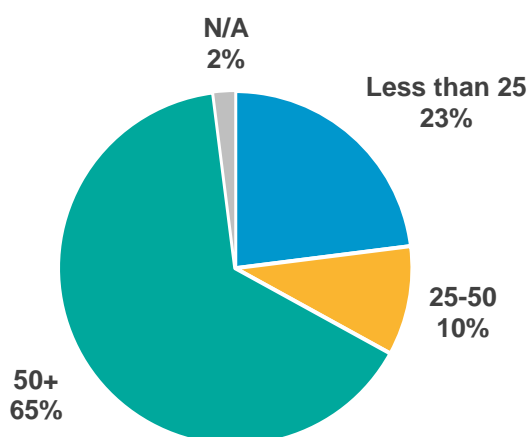
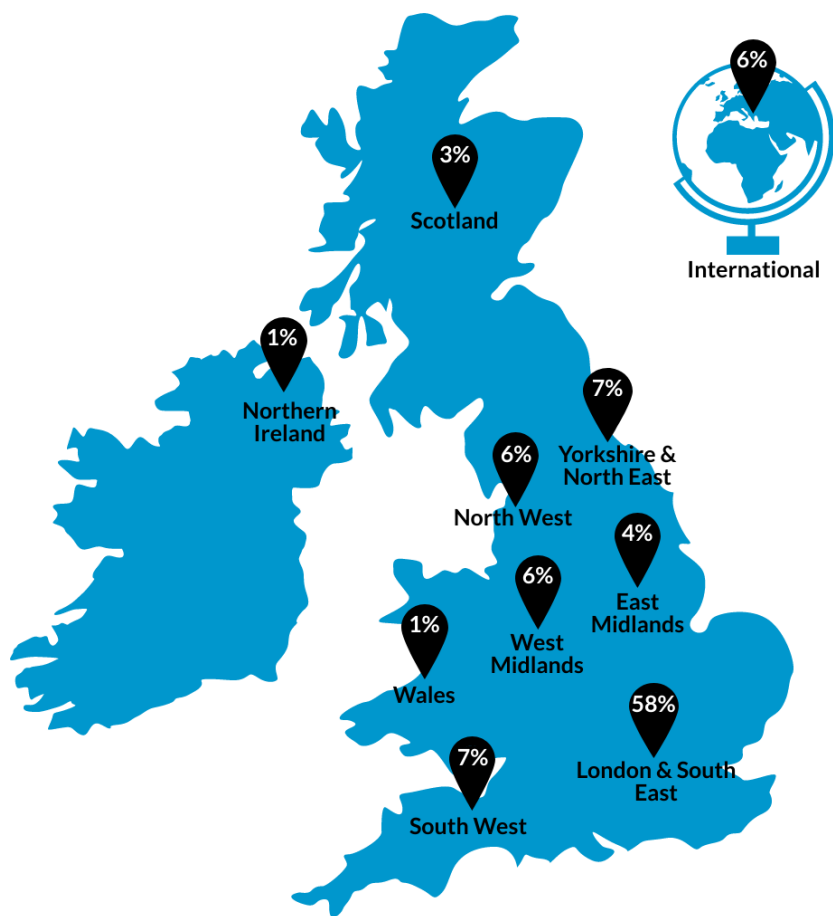


Figure 20 – Location
Base: All respondents (362)



Appendix – Questionnaire

Experiences of unregulated and/or unqualified representatives survey

To access this survey, please enter your email address as registered with CITMA in lower case and click the 'next' button below. Your email address will only be used to verify your membership and will not be shared with anyone or linked with your answers

Background

Thank you for your interest in this survey. We are collecting data to better understand the potential scale and implications of unregulated and/or unqualified representatives acting before the UK IPO.

This data could help us to build a case for changing the rules on who can be a representative before the UK IPO.

We ask you to complete the survey as an individual based on your direct experiences. Where you cannot provide exact answers, please give your best estimate.

By 'unregulated or unqualified representative', we mean a person or entity that is the named representative on a UK IP right in private practice that is **not regulated in the UK by a legal regulatory body as referenced in the Legal Services Act 2007 e.g. IPReg, SRA, BSB, CILEx Regulation etc and is therefore not qualified or knowledgeable of the UK system.**

Practitioners in firms who are acting under appropriate supervision (i.e. a regulated person) or in-house practitioners representing their employers are not included in this definition.

The definition also does not include self-represented (unrepresented) individuals or entities.

Completing this survey

To navigate through this questionnaire please use the 'next' and 'back' buttons at the bottom of each page. Please do not use the back/forward options in your browser.

You can save your answers at any point and return to them later by clicking the 'save' button.

The survey will take around 5 minutes to complete.

How the answers you provide will be used

CITMA has invited an independent organisation, Enventure Research, to collect responses to the survey so that your responses remain anonymous. CITMA will receive a report on the findings of the survey, which will include aggregated results and anonymised verbatim comments, and the anonymised survey data set. The survey results will be published on the CITMA website.

If you have any questions about this survey, please call the survey helpline on 0800 0092 117 or email helpline@enventure.co.uk

For more information about your data rights and who to contact please read Enventure Research's privacy policy.

Please click the 'next' button below to begin.

Experience of unregulated and/or unqualified representatives

Have you had any experience of or dealings with an unregulated and/or unqualified representative in the last 3 years?

- ☐ Yes
- ☐ No
- ☐ Don't know

Have you experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last 3 years?

	Yes	No	Don't know	Not applicable
Increased costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unresponsive representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays in proceedings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays to the rollout of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of IP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have any of your clients experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last 3 years?

	Yes	No	Don't know	Not applicable
Increased costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lost benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disruption to business operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays to the rollout of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of IP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How frequently, if at all, have you experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last 3 years?

	1 to 5 times	6 to 10 times	11 times or more	Don't know
Increased costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unresponsive representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays in proceedings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays to the rollout of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of IP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How frequently, if at all, have your clients experienced any of the following issues when dealing with an unregulated and/or unqualified representative in the last 3 years?

	1 to 5 times	6 to 10 times	11 times or more	Don't know
Increased costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lost benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disruption to business operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delays to the rollout of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of IP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Increased costs

On average per case, approximately how much have the increased costs incurred been for you?

- ☐ Less than £500
- ☐ £500 to £1,000
- ☐ £1,000 to £2,500
- ☐ More than £2,500
- ☐ Don't know

On average per case, approximately how much have the increased costs incurred been for your clients?

- ☐ Less than £500
- ☐ £500 to £1,000
- ☐ £1,000 to £2,500
- ☐ More than £2,500
- ☐ Don't know

Are these increased costs typically passed on to the client (if applicable) or absorbed by your company?

- ☐ Passed to the client
- ☐ Absorbed
- ☐ A combination of both
- ☐ Don't know
- ☐ Not applicable

Delays

On average per case, approximately how many days of delays in proceedings have you experienced as a result of unregulated and/or unqualified representatives?

- ☐ Less than a day
- ☐ 1 to 2 days
- ☐ 3 to 5 days
- ☐ 6 to 10 days
- ☐ 11 to 15 days
- ☐ 16 days or more
- ☐ Don't know

Communication

Has the unresponsiveness of an unregulated and/or unqualified representative meant that you have had to deal with an applicant directly?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

Has the applicant, rather than their representative, contacted you directly? E.g. following the filing of a form TM7A or an opposition

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

Have you ever been unable to recoup a costs award from an unregulated and/or unqualified representative?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

The impact of unregulated and/or unqualified representatives on the UK IP system

To what extent to you agree or disagree with the following statements below?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
The issues caused by unregulated and/or unqualified representatives have increased in the last 3 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The issues posed by unregulated and/or unqualified representatives are resulting in needless delays and complications to the IP system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The IPO needs to take action to tackle the issue of unregulated and/or unqualified representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About you

To place your responses into context, please confirm the size of your firm/employer by selecting the approximate number of employees below

- ☐ Less than 25
- ☐ 25-50
- ☐ 50+
- ☐ N/A

More information and examples

Would you be happy for CITMA to see the answers you have provided to this survey and contact you to gain more information about issues caused by unregulated and/or unqualified representatives? *By answering yes you give your consent for CITMA to review your survey response. They may contact you to discuss your experiences.*

- ☐ Yes
- ☐ No

Do you have any specific examples of issues caused by unregulated and/or unqualified representatives that you think may be of interest to CITMA?

- ☐ Yes
- ☐ No

Thank you

Thank you for taking the time to take part in this survey. Your views are greatly appreciated.

Please click the 'submit' button below to send your response.