



Chartered Insurance Institute Research Panel Terms and Conditions

1. The Chartered Insurance Institute (CII) Research Panel (the panel) is open to all individuals who are aged 18 years or over and specific to one individual with a unique e-mail address.
2. You may or may not be a CII or Personal Finance Society (PFS) member.
3. All responses to research will be treated as confidential and no individual responses will be published in any of our external communications without obtaining your consent first.
4. By agreeing to join the panel you agree that the CII can use the results of research, including your suggestions, to support the development and improvement of CII and PFS products, services, and initiatives. Any feedback you provide will be used for research purposes only, and not for sales or marketing communication activity.
5. As part of the recruitment process, you will be invited to take part in a short survey to establish your profile characteristics and communication preferences.
6. The panel will be operated in accordance with the Market Research Society [Code of Conduct](#).
7. This is an ongoing volunteer initiative, where you will be invited to take part in several research projects throughout the year on an ad hoc basis.
8. Participation is entirely voluntary, and members of the panel can choose not to participate in any research project that they are invited to take part in.
9. Research projects will typically take the shape of short surveys. Surveys will typically take under 5 minutes to complete.
10. On occasion we may invite you to take part in focus groups or user testing exercises. These could be online or face to face.
11. On completion of a survey and / or online user testing exercises you will be entered into a prize draw giving you the chance to win a £50 gift card or a £50 donation to a charity of your choice (UK only).

12. Members of the panel are encouraged to freely share any personal views, opinions, and materials within the research projects to which they are participant, but panel members are strictly prohibited from sharing, disclosing, or communicating any research project materials, opinions, or decisions in any medium or form to any third party outside of the research project without formal written consent to do so from the CII or PFS.
13. All participants in focus groups or interview-based user testing exercises will be rewarded with a £50 gift card or a £50 donation to a charity of your choice (UK only).
14. You can decide to cancel membership of the panel at any time by emailing insight@cii.co.uk
15. Volunteers are deemed to have accepted and agreed to be bound by these terms and conditions upon entry. The CII reserves the right to cancel membership or refuse entry to anyone in breach of these terms and conditions.
16. The CII reserves the right to hold void, cancel, suspend, or amend the Research Panel where it becomes necessary to do so.
17. Personal data supplied during the course of research projects will only be processed as set out in the [CII's Data Protection and Privacy Statement](#).
18. These terms and conditions shall be governed by English law and volunteers submit to the exclusive jurisdiction of the English courts.