

Consumer Contacts Report 2020



2020 in numbers

1,940,081 visited CCPC.ie

48,603 consumers contacted our helpline

82,224 visited our dedicated online Covid-19 hub

17% increase in consumers contacting our helpline

612,841
Visited our online
Money Tools



3,088
consumers contacted our helpline about personal finance

Consumer contacts overview



Figure 1: How consumers contacted the CCPC

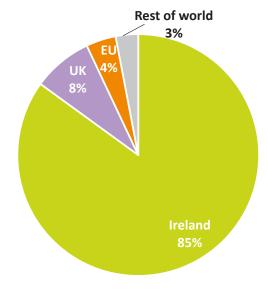


Figure 2: Location of the business where consumers reported they bought from

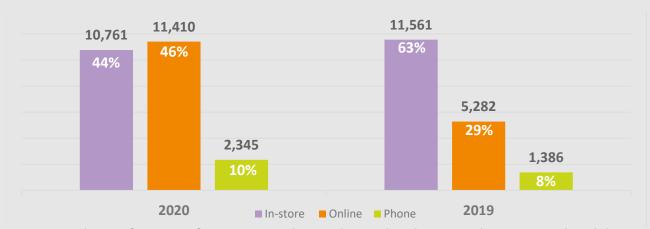


Figure 3: Volume of contacts for in-store, online and over the phone purchases - 2019 breakdown displayed for comparison

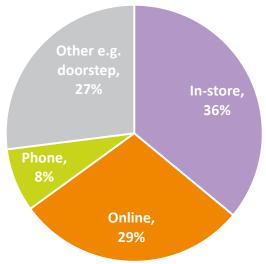


Figure 4: Breakdown of purchase location among consumers who contacted the CCPC about an Irish registered business

Top consumer queries

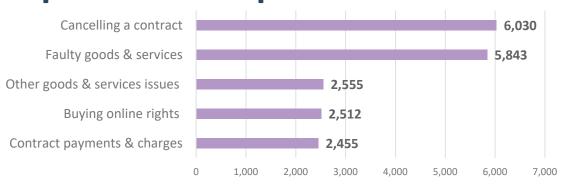


Figure 5: Top five categories of queries from consumers

Consumers who had changed their mind or their circumstances changed seeking information about their options

Cancelling a

contract

information
after a trader
had cancelled
or withdrawn a
service

Consumers

Faulty goods or services issues

- Consumers seeking information about their redress options for faulty products or services
- Consumers who were unhappy with the redress option provided to them

Other issues with goods or services (not faulty)

- Consumers
 seeking
 information
 about how
 to deal with
 customer service
 issues
- Consumers
 seeking
 information
 about how
 to deal with
 receiving a
 product or
 service and it
 wasnt what they
 expected

Information about your buying online rights

- Consumers
 seeking
 information
 about their
 rights for
 delivery or
 refund issues
- Consumers seeking information about their rights in cancelling a transaction

Information about contract payments and charges

- Consumers
 seeking
 information
 about how
 to deal with
 unexpected or
 excessive charges
- Consumers seeking information about an unauthorised invoice, issues with a receipt or another type of billing issue

Figure 6: Top two queries for each category

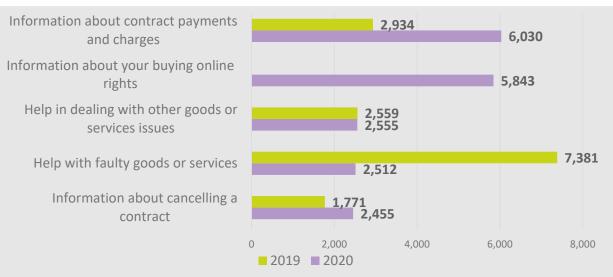


Figure 7: Top five categories of queries compared to the same categories in 2019

Contacts by sector

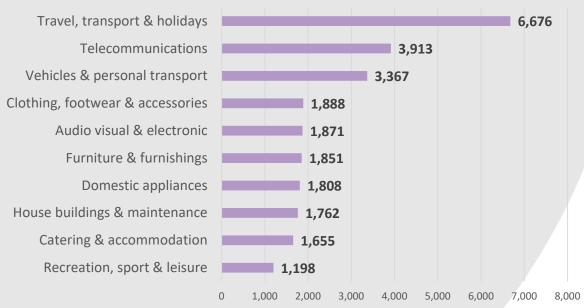


Figure 8: Top sectors which the CCPC received contacts about



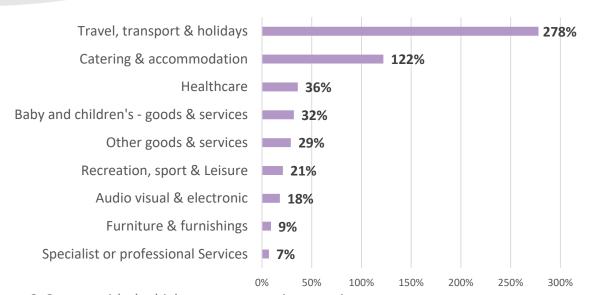


Figure 9: Sectors with the highest percentage increase in contacts

Next steps for consumers

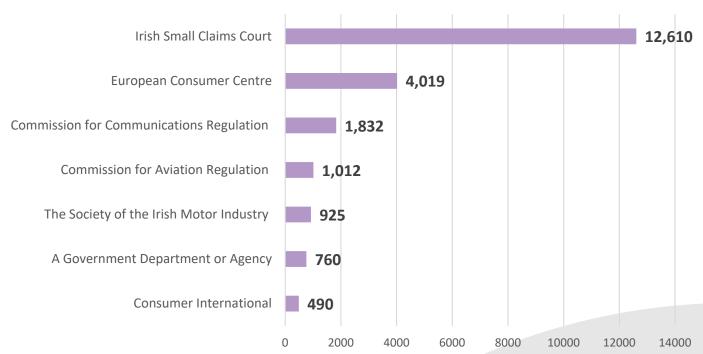


Figure 10: Breakdown of the top organisations consumers were referred to for further information or assistance



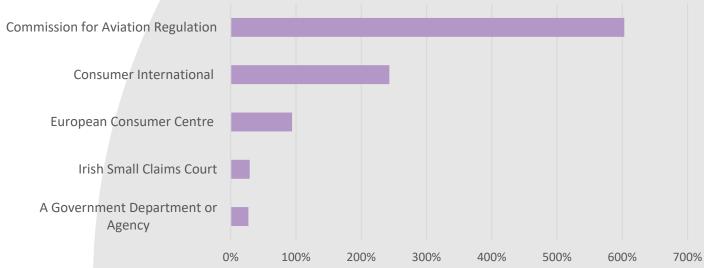


Figure 11: Breakdown of the organisations with the highest increase in referrals in 2020 compared to 2019

The Small Claims Court

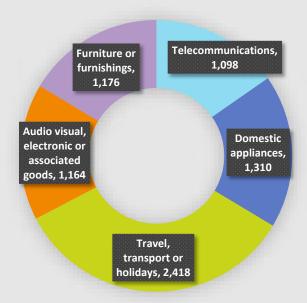


Figure 12: Breakdown of contacts referred to the Small Claims Court by sector



Figure 13: Breakdown of contacts referred to the Small Claims Court by query

The European Consumer Centre (ECC)

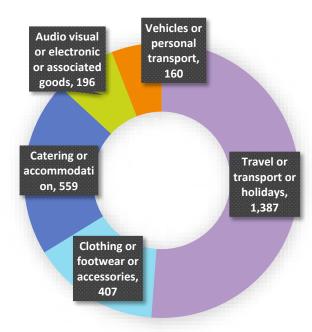


Figure 14: Breakdown of contacts referred to the ECC by sector

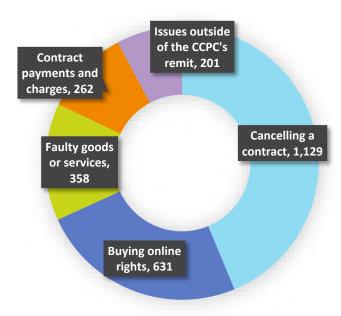


Figure 15: Breakdown of contacts referred to the ECC by query

Personal finance contacts

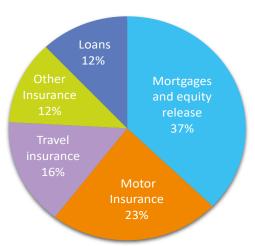


Figure 16: Breakdown of personal finance contacts received based on financial product

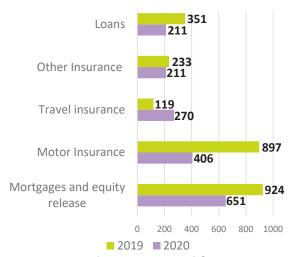


Figure 17: 2020 and 2019 personal finance contacts received by product

Mortgages and equity Release

- Information about applying for a mortgage or an equity release product
- Information about mortgage products

Motor Insurance

- about motor insurance costs and fees
- about how to get or issues with getting motor

Travel insurance

- Information about travel insurance issues such as claims, cancelling a policy and terms and conditions
- Information about travel insurance products generally

Other Insurance

- Information about about claims or the terms and conditions of policies
- Information about how to get other insurance products

Loans

- Information
 about
 dealing with
 issues relating
 to personal
 loans
- Information about how to apply for a loan

Figure 18:Top two queries for each category

Most popular personal finance webpages

1.	Mortgage comparison	176,410
2.	Mortgage calculator	151,939
3.	Loan comparison	101,840
4.	Extra mortgage payments calculator	50,578
5.	Paying for your car - PCP	34,368

