



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

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

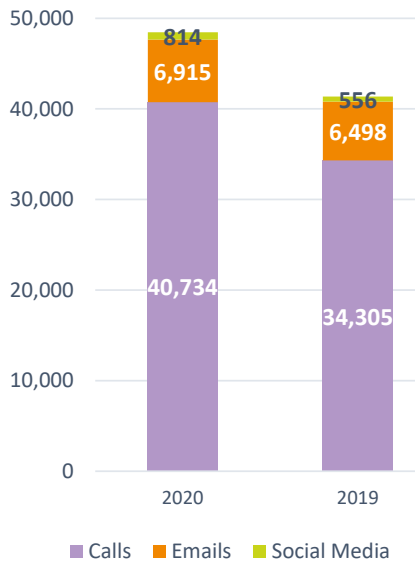


Figure 1: How consumers contacted the CCPC

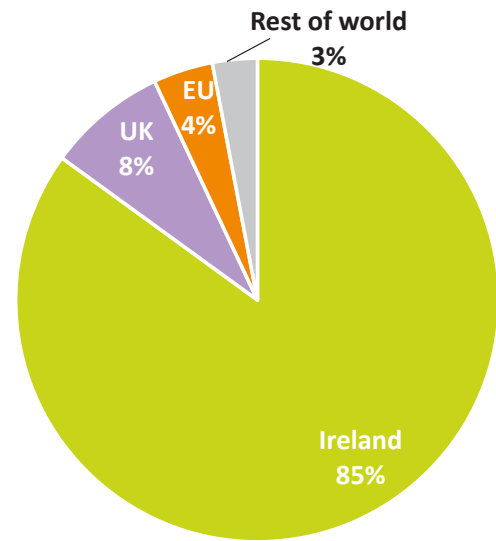


Figure 2: Location of the business where consumers reported they bought from

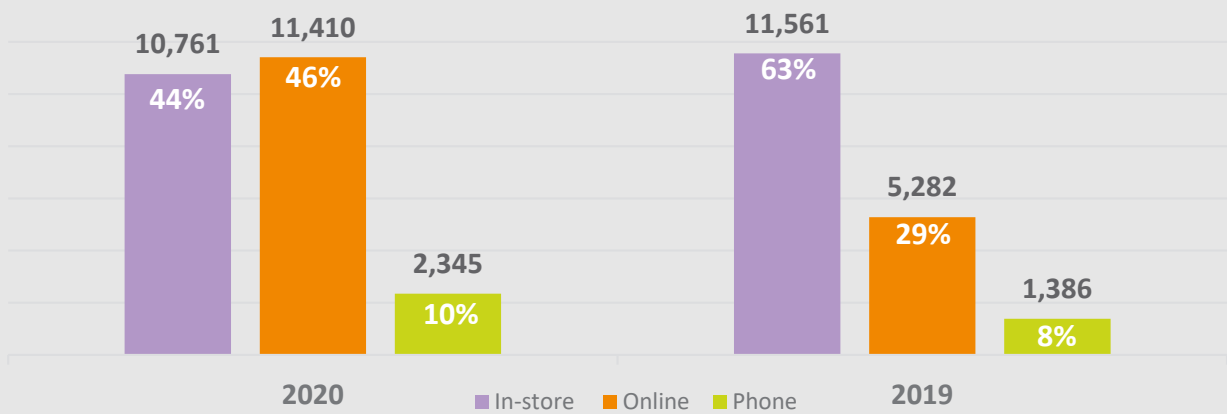


Figure 3: Volume of contacts for in-store, online and over the phone purchases - 2019 breakdown displayed for comparison

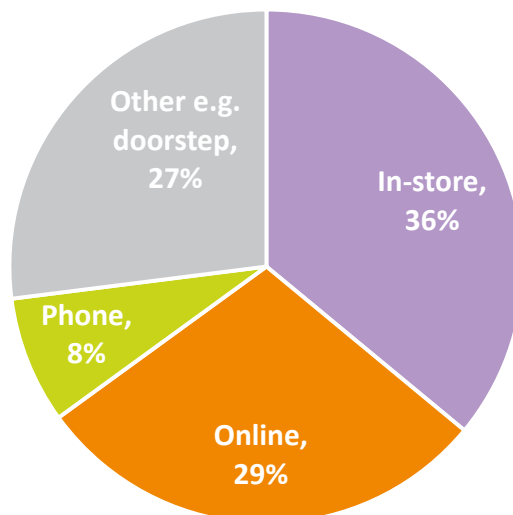


Figure 4: Breakdown of purchase location among consumers who contacted the CCPC about an Irish registered business

Top consumer queries

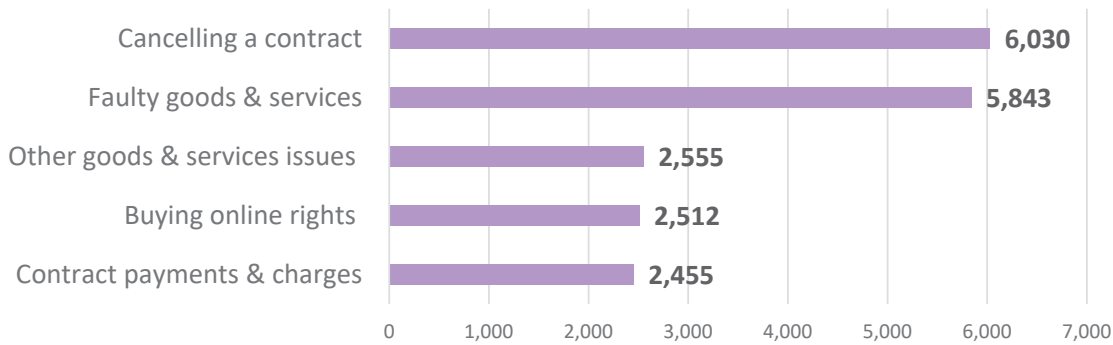


Figure 5: Top five categories of queries from consumers

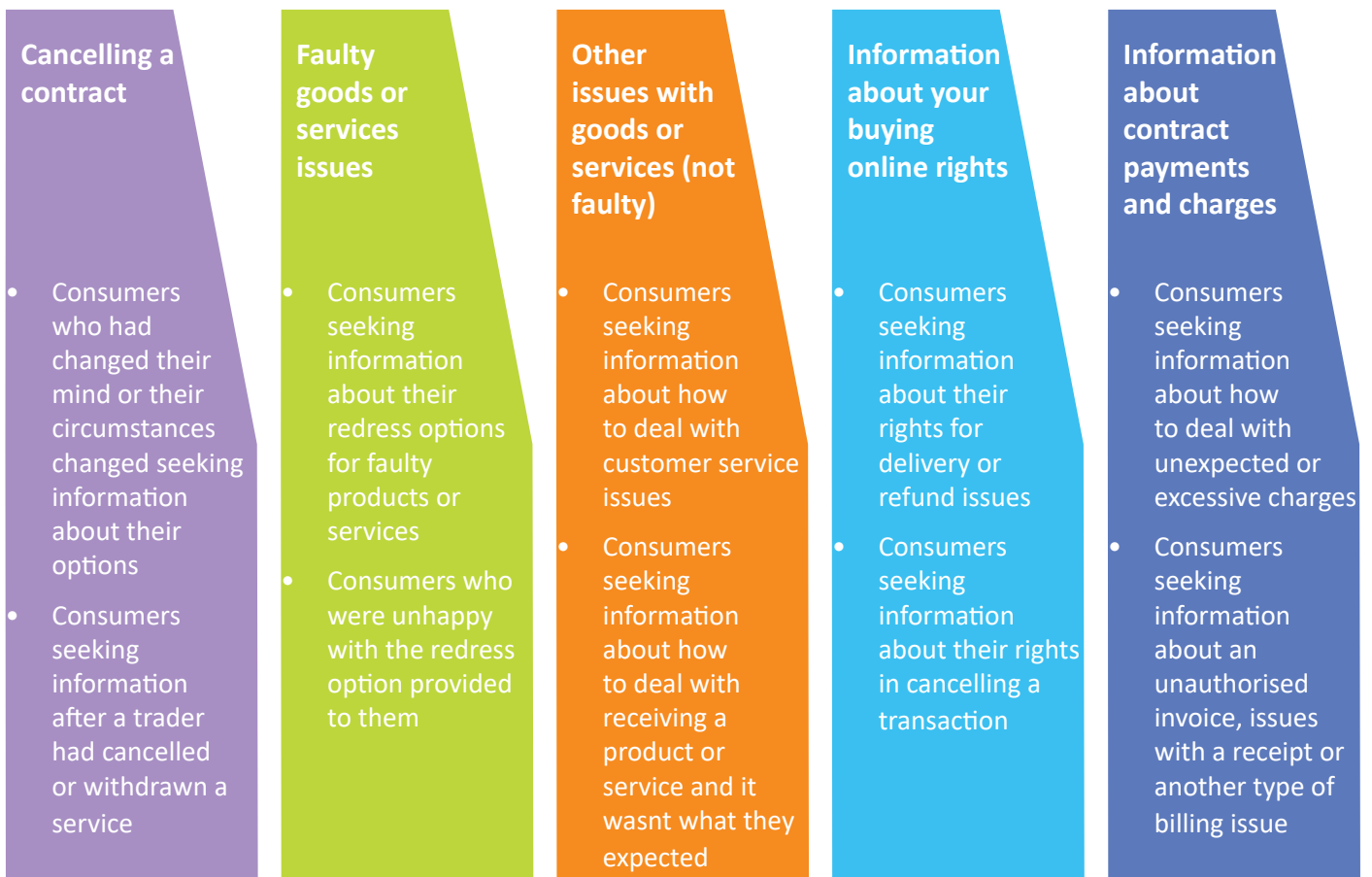


Figure 6: Top two queries for each category

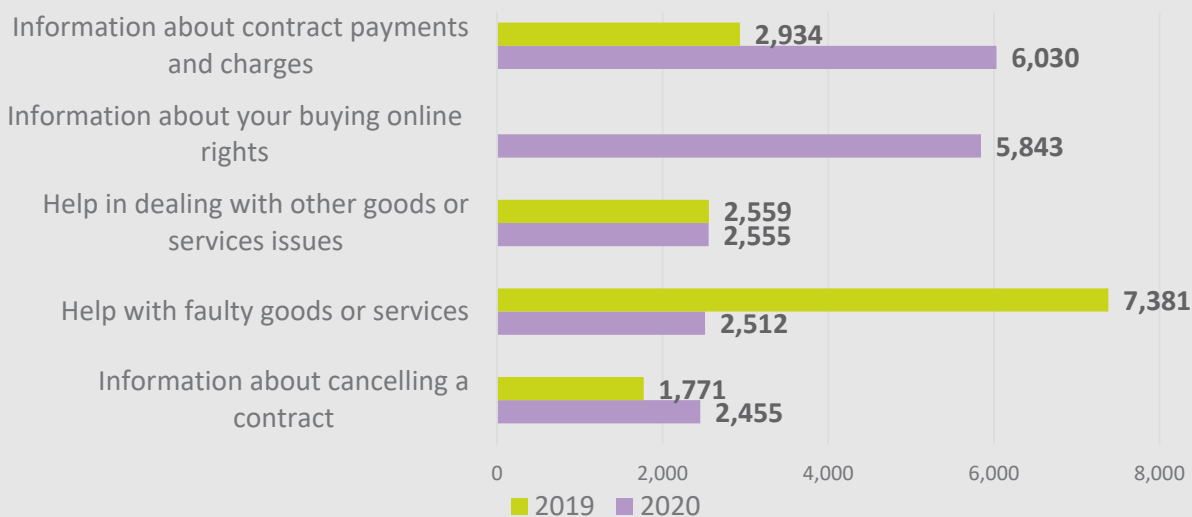


Figure 7: Top five categories of queries compared to the same categories in 2019

Contacts by sector

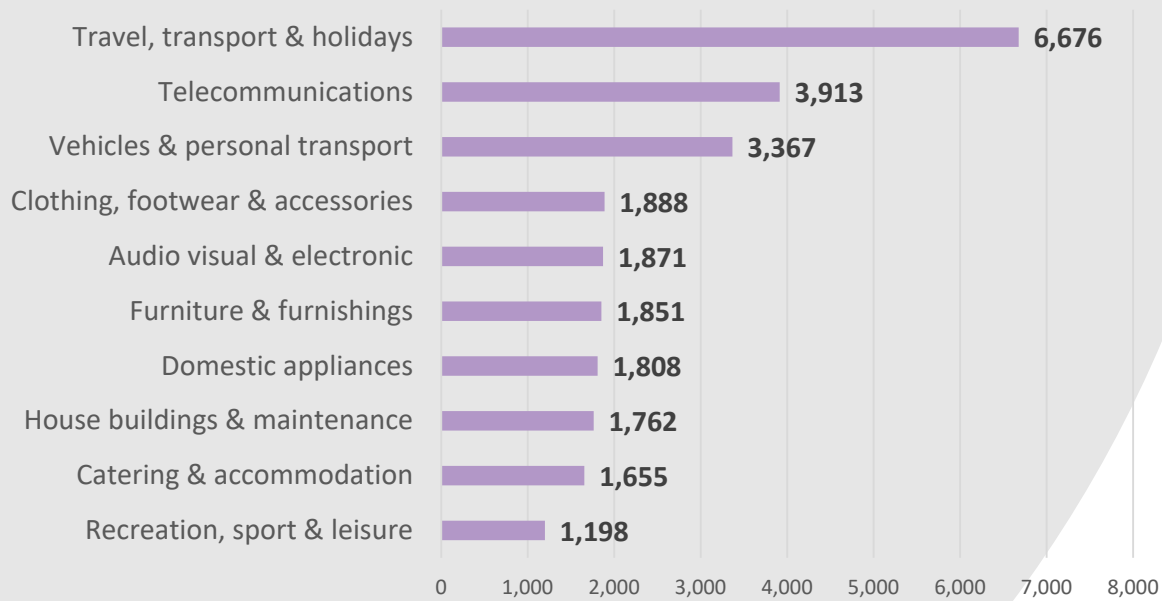


Figure 8: Top sectors which the CCPC received contacts about

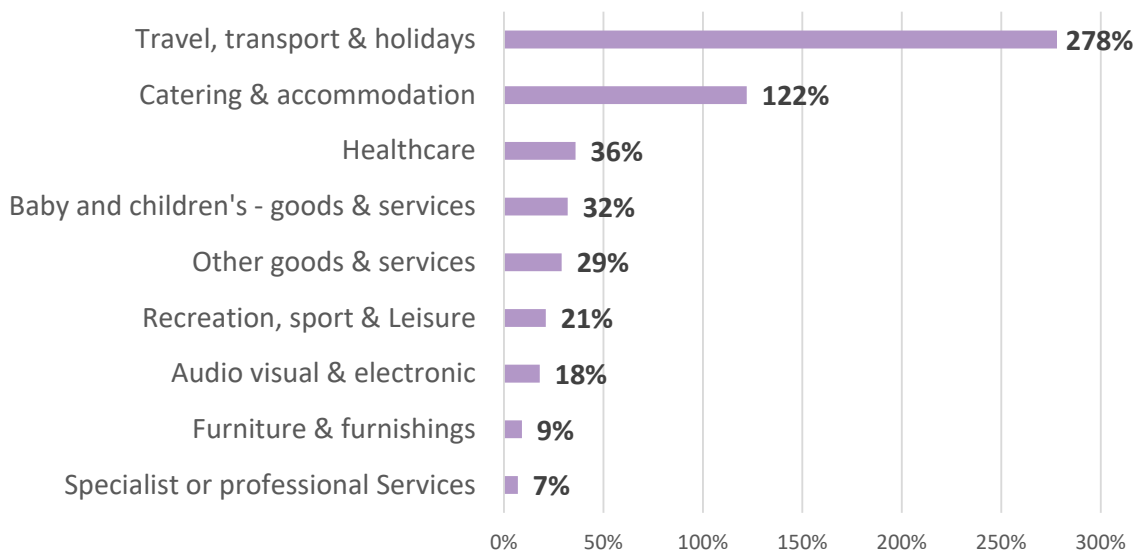


Figure 9: Sectors with the highest percentage increase in contacts

Next steps for consumers

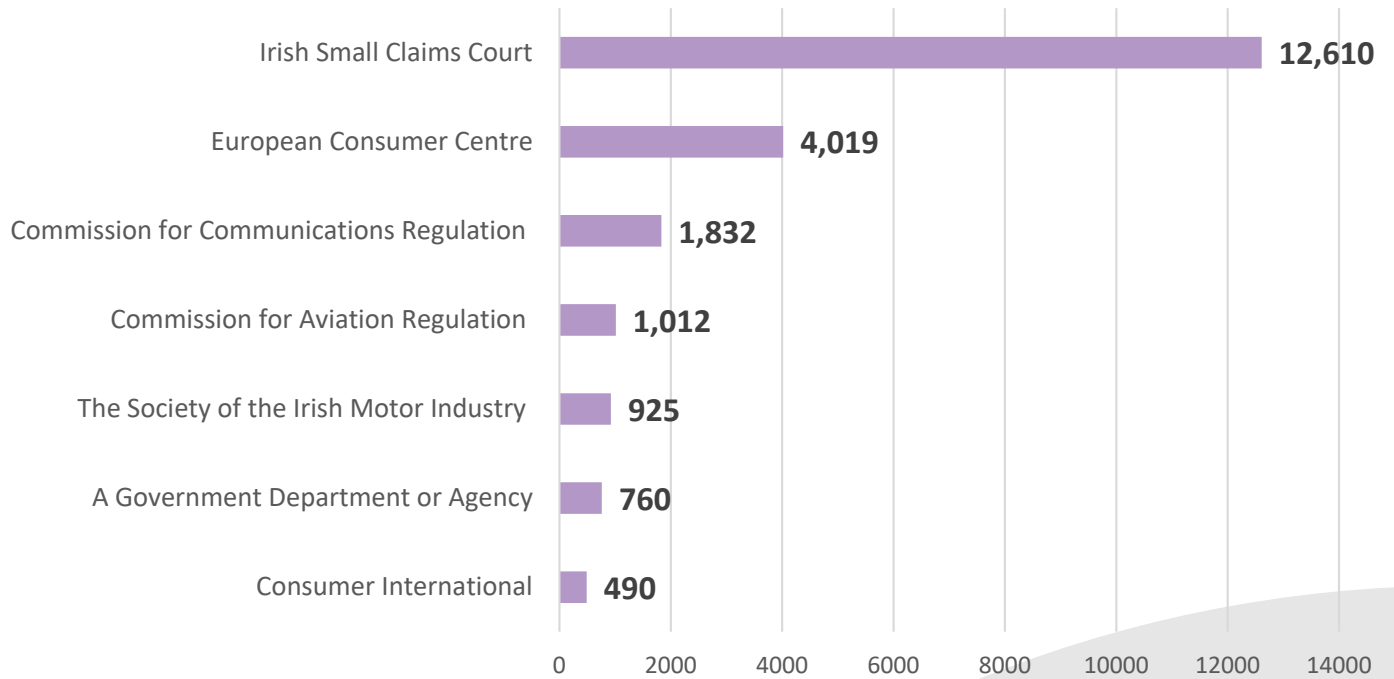


Figure 10: Breakdown of the top organisations consumers were referred to for further information or assistance

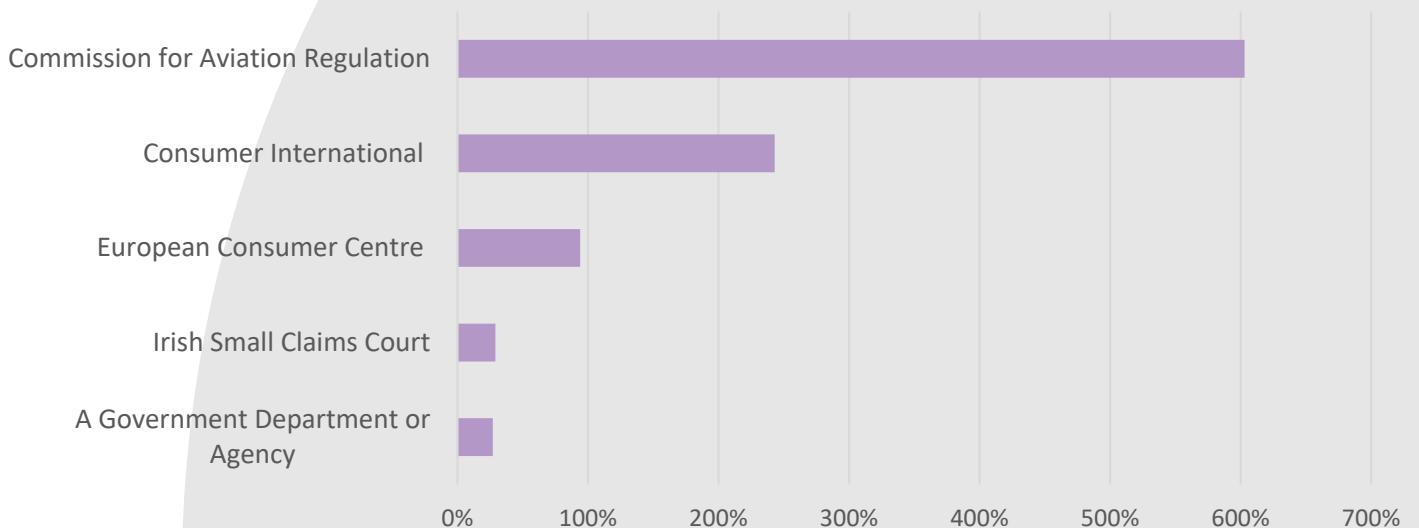


Figure 11: Breakdown of the organisations with the highest increase in referrals in 2020 compared to 2019

The Small Claims Court

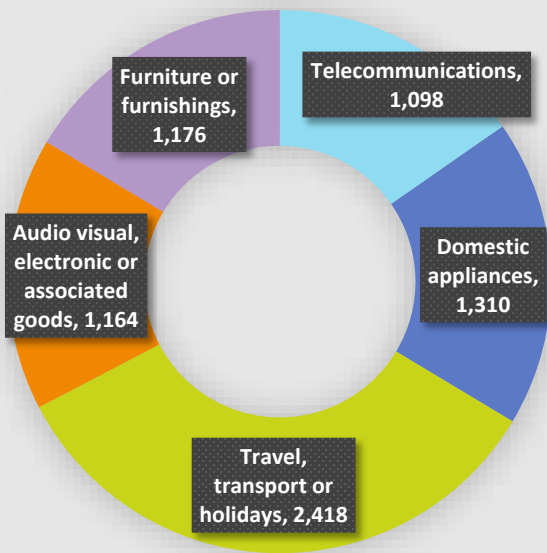


Figure 12: Breakdown of contacts referred to the Small Claims Court by sector



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

The European Consumer Centre (ECC)

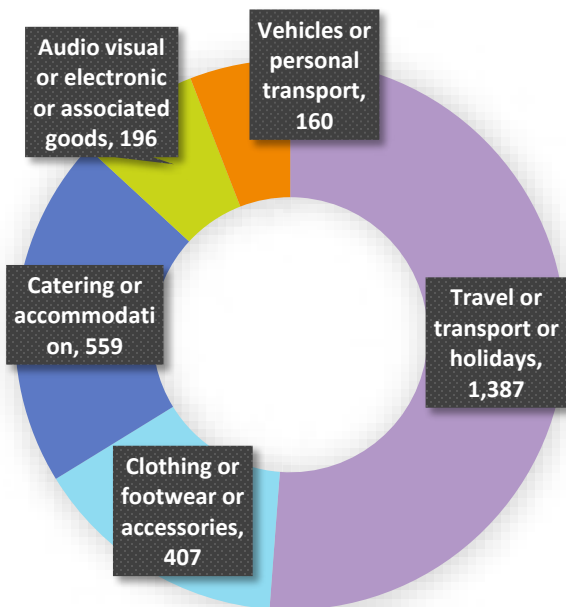


Figure 14: Breakdown of contacts referred to the ECC by sector

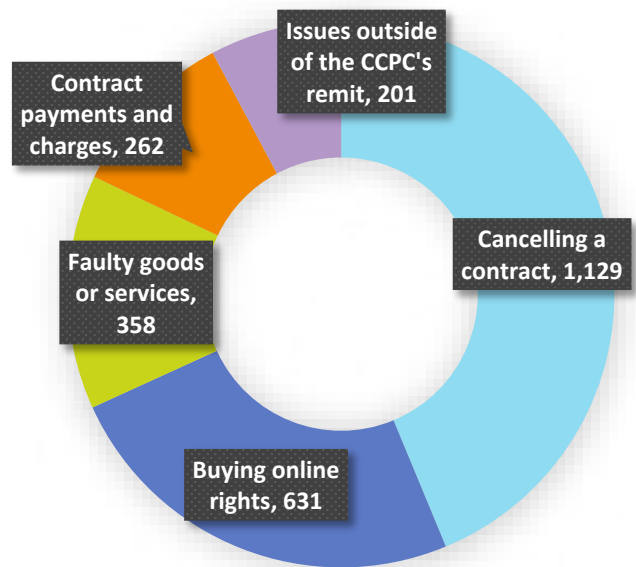


Figure 15: Breakdown of contacts referred to the ECC by query

Personal finance contacts

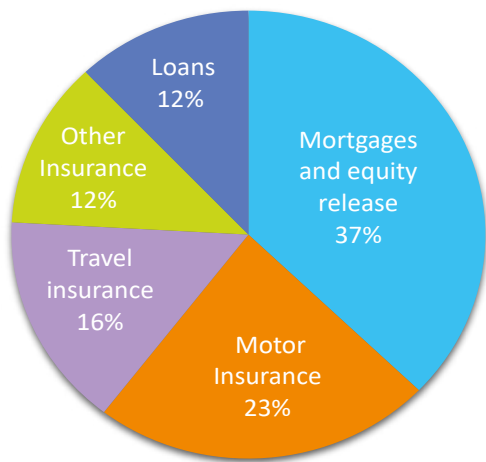


Figure 16: Breakdown of personal finance contacts received based on financial product

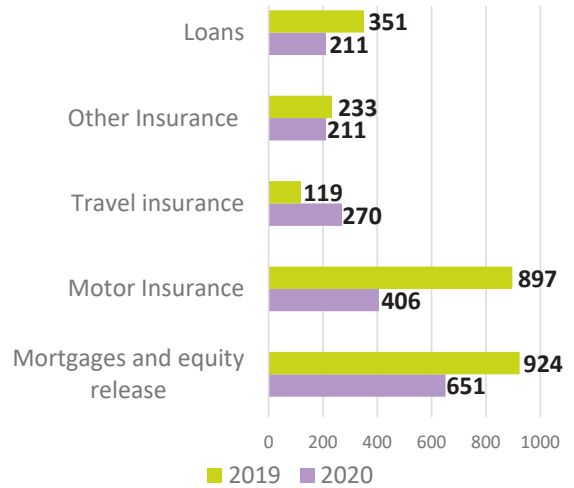


Figure 17: 2020 and 2019 personal finance contacts received by product

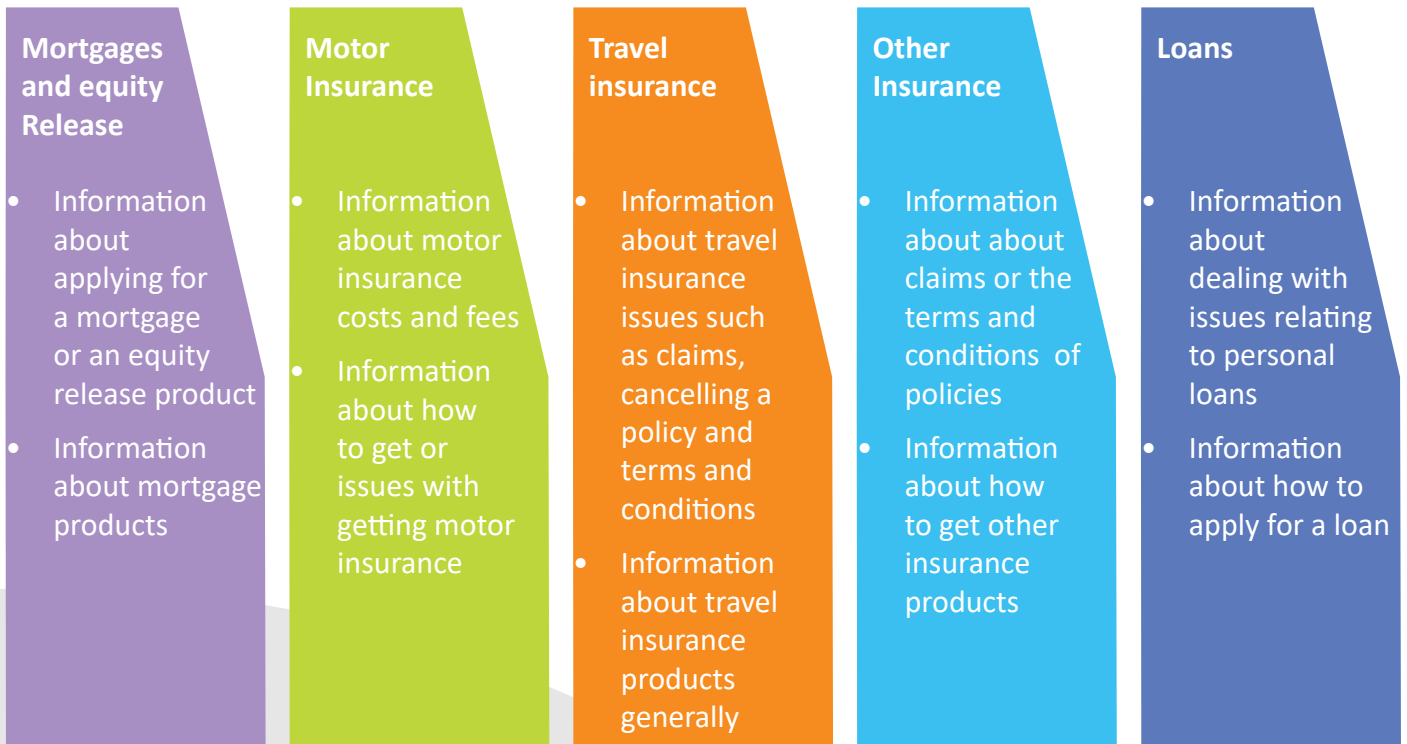


Figure 18: Top two queries for each category

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 |

