

CCPC Consumer Contacts Report H1 2022

Statistics report on consumer
contacts to the CCPC helpline
1 January – 30 June 2022

2022



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

January – June 2022 in numbers



1,088,787
visits to
CCPC.ie



16,507*
consumers
contacted
our helpline



Our
Money Tools
were used
313,861
times



117,244
visits to our
Current Account
Comparison Tool

*CCPC procedures for recording helpline contacts received via email were modified in 2021, meaning that consumers who send multiple emails to the CCPC on the same topic are now classified as one contact only. Previously, all emails received were recorded as contacts, there were 3,914 email contacts recorded in H1 2022 contributing to an overall total of 17,526 contacts.

Overview

1: How consumers contacted us

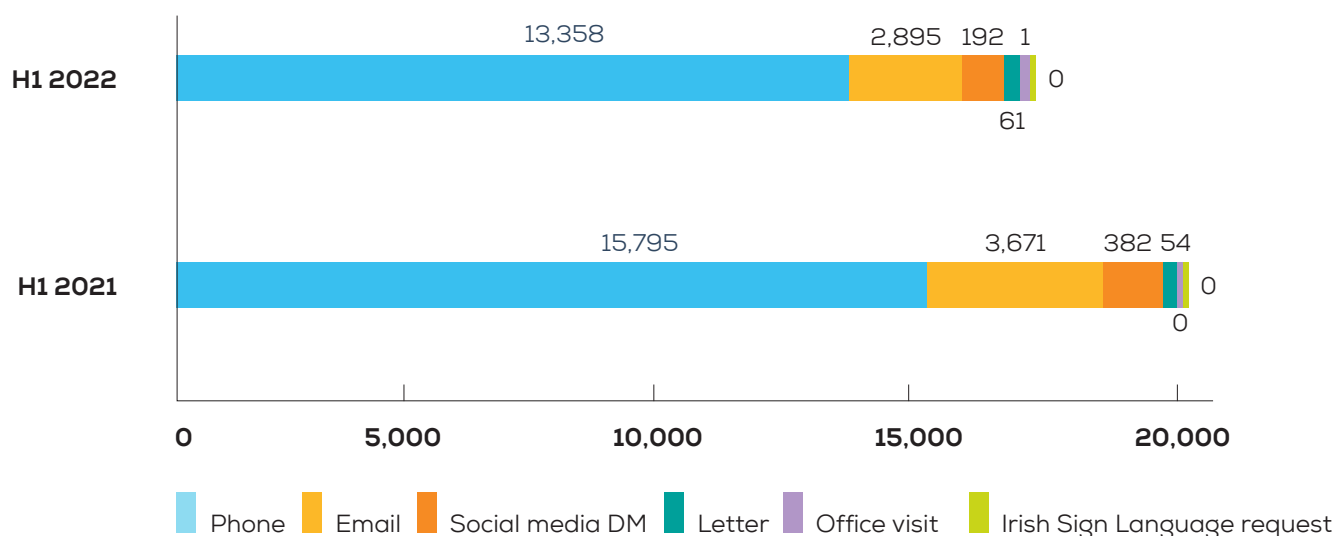


Figure 1: How consumers contacted the CCPC in the first half (H1) of 2022, listed by channel*. The equivalent breakdown for H1 2021 is included for comparison.

Consumer contacts

2: Where consumers bought from

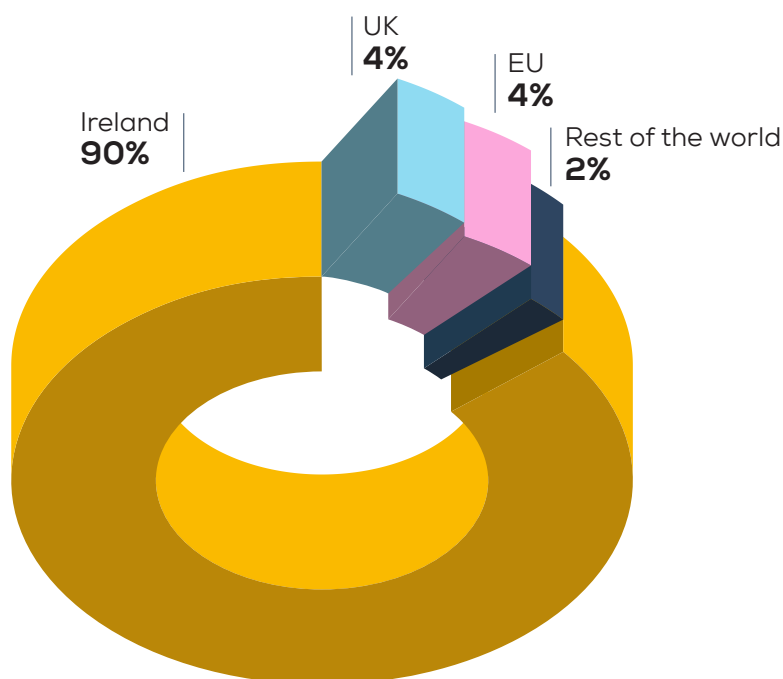


Figure 2: In 90% of contacts, consumers sought information or made a report related to a specific transaction or business and provided the CCPC with information on where the business was based. This chart shows the location of the business where this information was provided.

* CCPC procedures for recording helpline contacts received via email were modified in 2021, meaning that consumers who send multiple emails to the CCPC on the same topic are now classified as one contact only. Previously, all emails received were recorded as contacts. Applying the previous method of recording email contacts, there were 3,914 email contacts recorded in H1 2022 contributing to an overall total of 17,526 contacts.

3: How consumers shopped

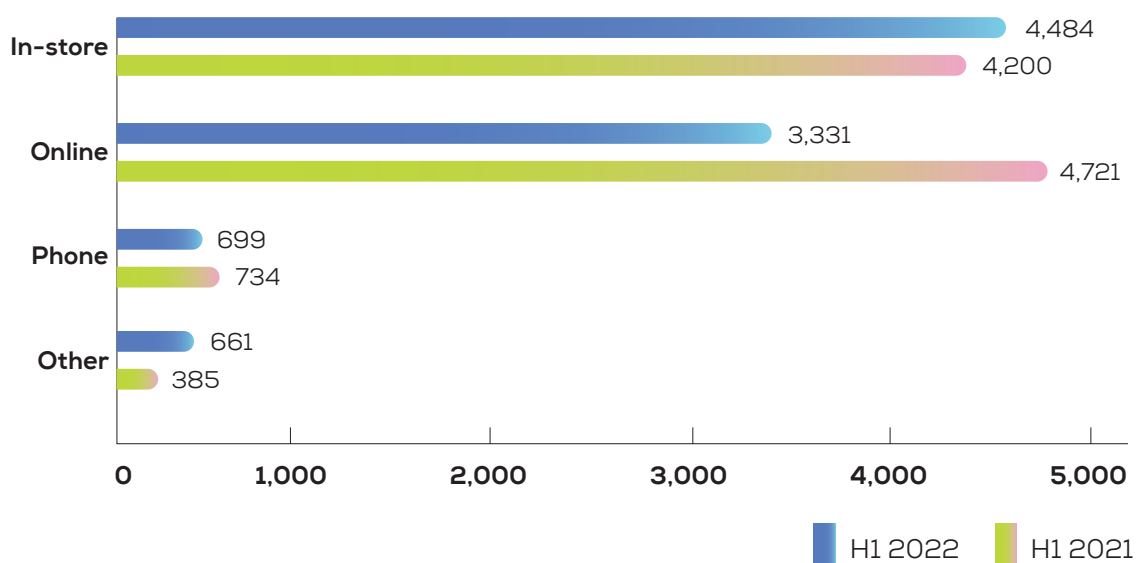


Figure 3: In 73% of contacts, consumers sought information or made a report related to a specific transaction or business, and provided the CCPC with information on how they had made the purchase. This chart shows the number of contacts related to in-store, online and phone purchases, where this information was provided. The equivalent number of contacts for H1 2021 is displayed for comparison.

4: How consumers shopped from Irish businesses

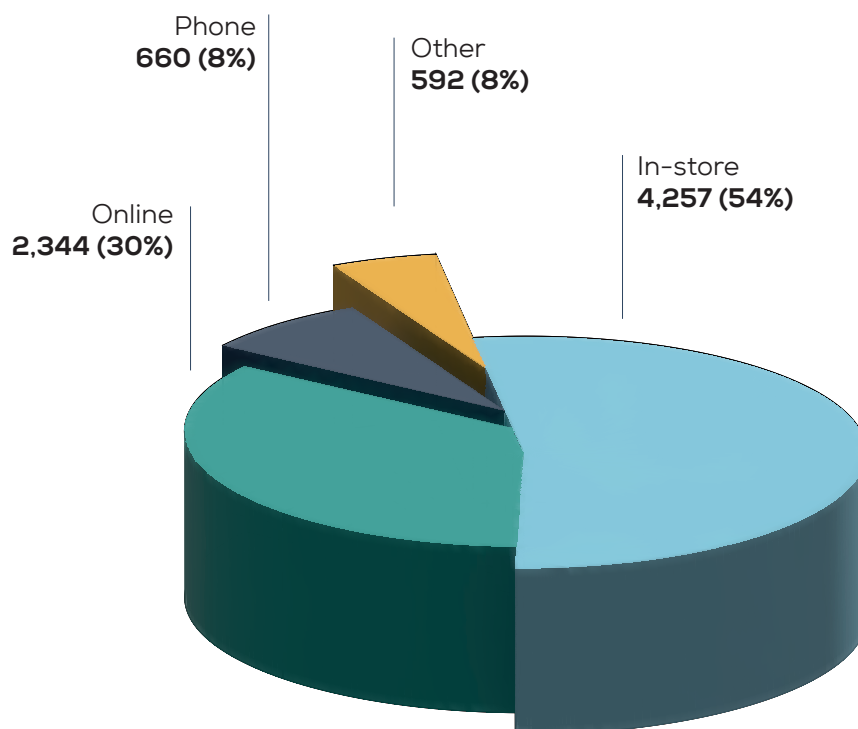


Figure 4: In 77% of contacts where consumers sought information or made a report related to an Irish-registered business, the CCPC was also provided with information on the method of sale. This chart shows the number of contacts related to in-store, online and phone purchases, where this information was provided.

5: Trends in online vs in-store shopping

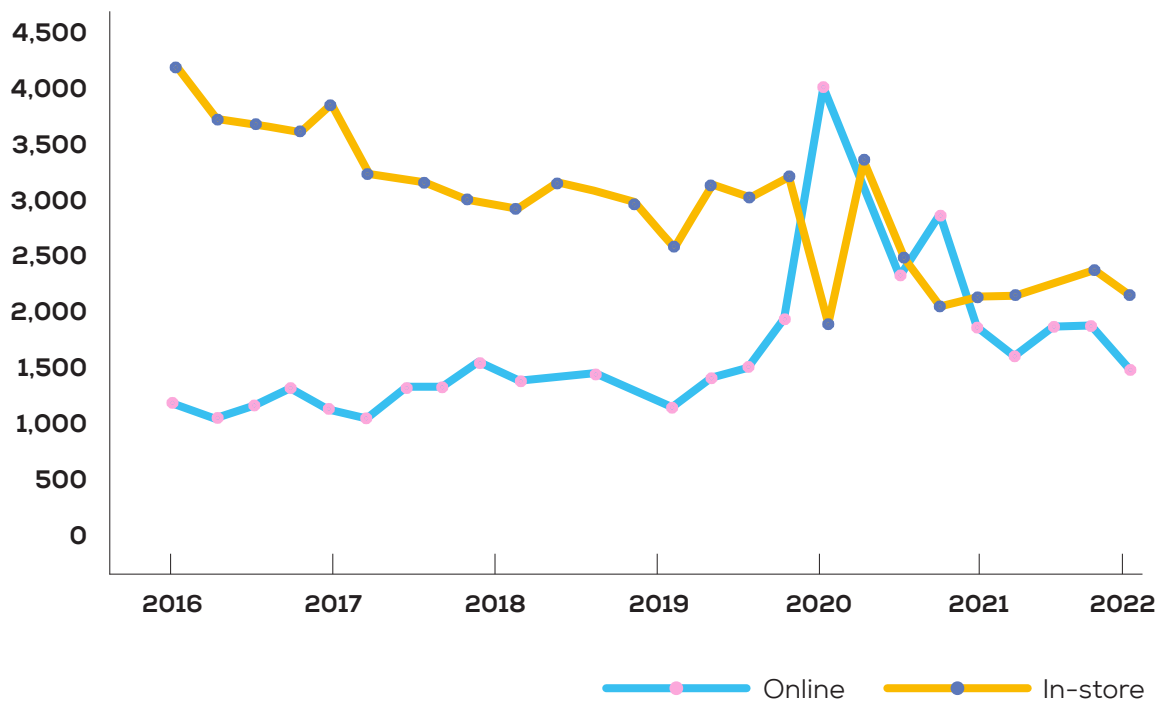


Figure 5: This chart shows the quarter-by-quarter trend of contacts relating to online vs in-store purchases, where this information was provided by consumers, over the period from 2016 to mid-2022.

Top queries

6: Most common consumer queries

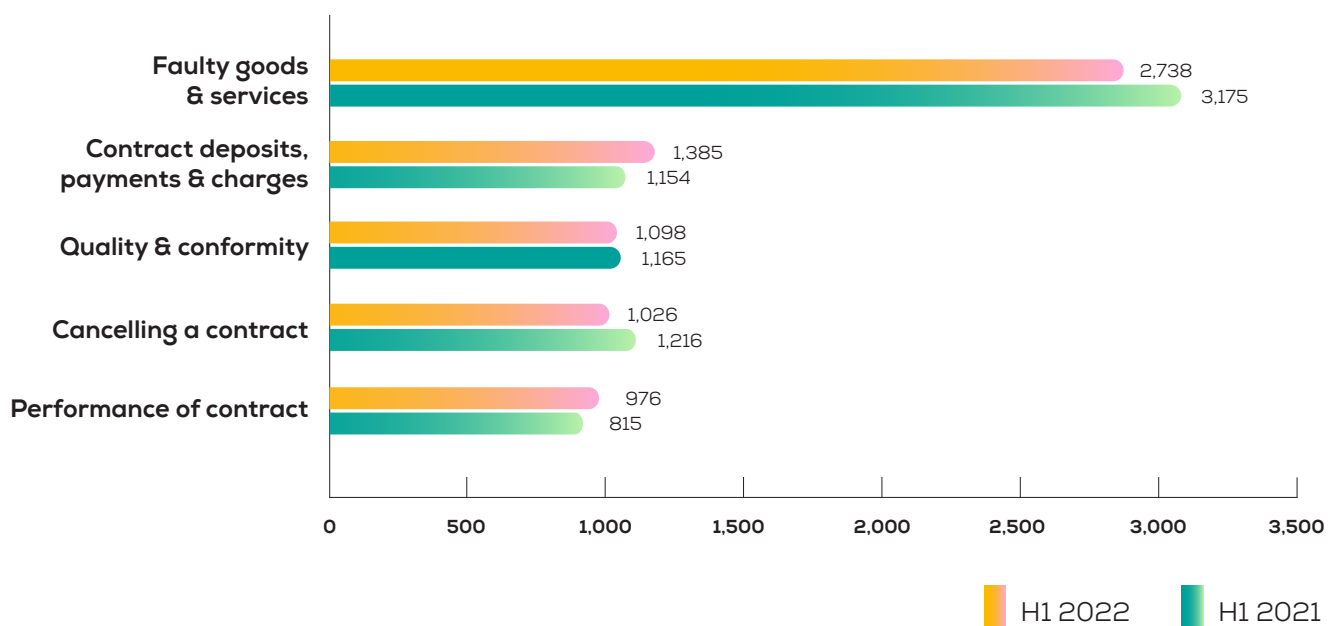


Figure 6: The top five categories of queries from consumers who contacted the CCPC in H1 2022. These five categories represent 57% of the total contacts received in this period. The number of contacts received in these categories in H1 2021 is displayed for comparison.

Business sectors

7: Top ten business sectors

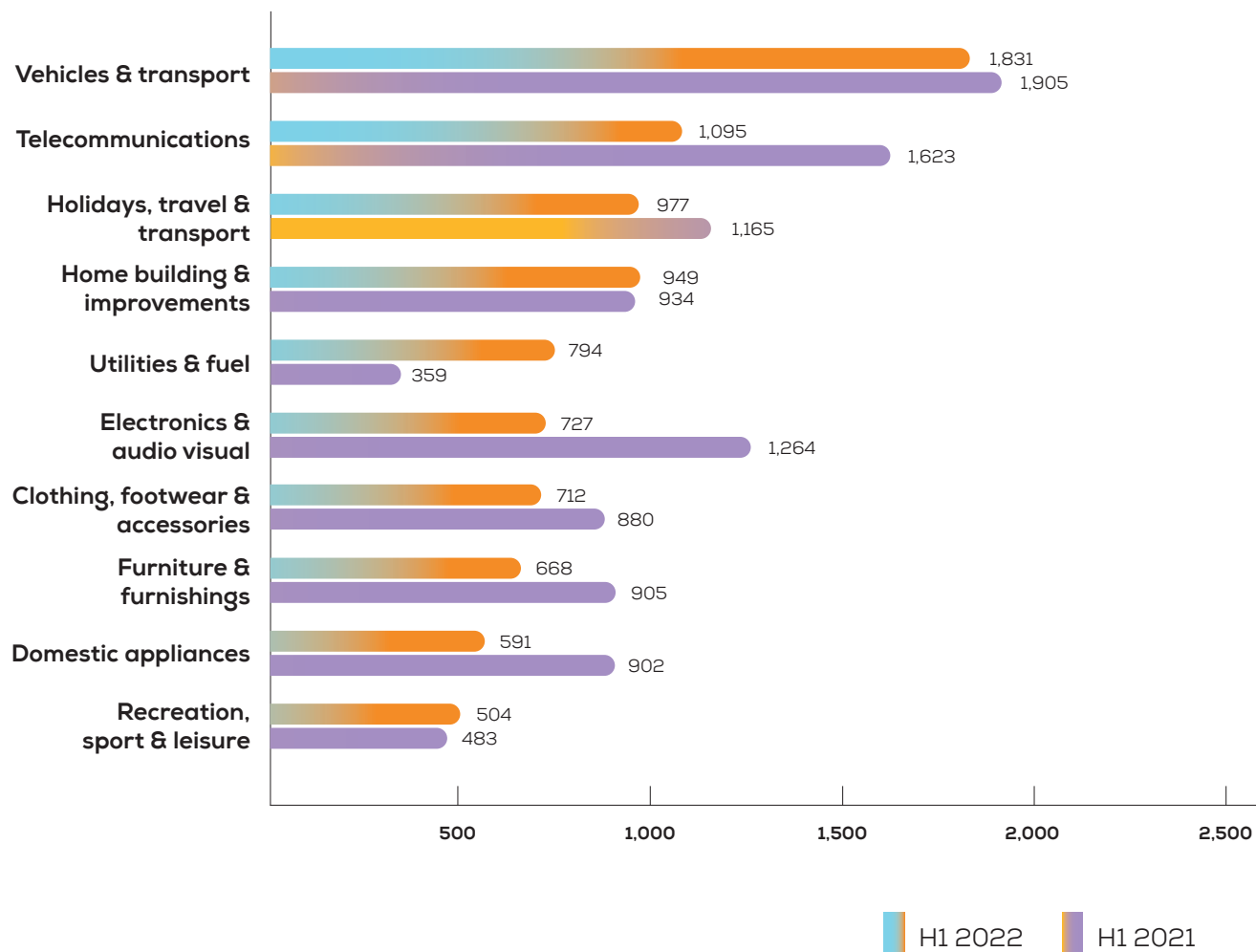


Figure 7: The top ten business sectors the CCPC received contacts about in H1 2022. The number of contacts received relating to these sectors in H1 2021 is displayed for comparison.

8: Changes within top business sectors

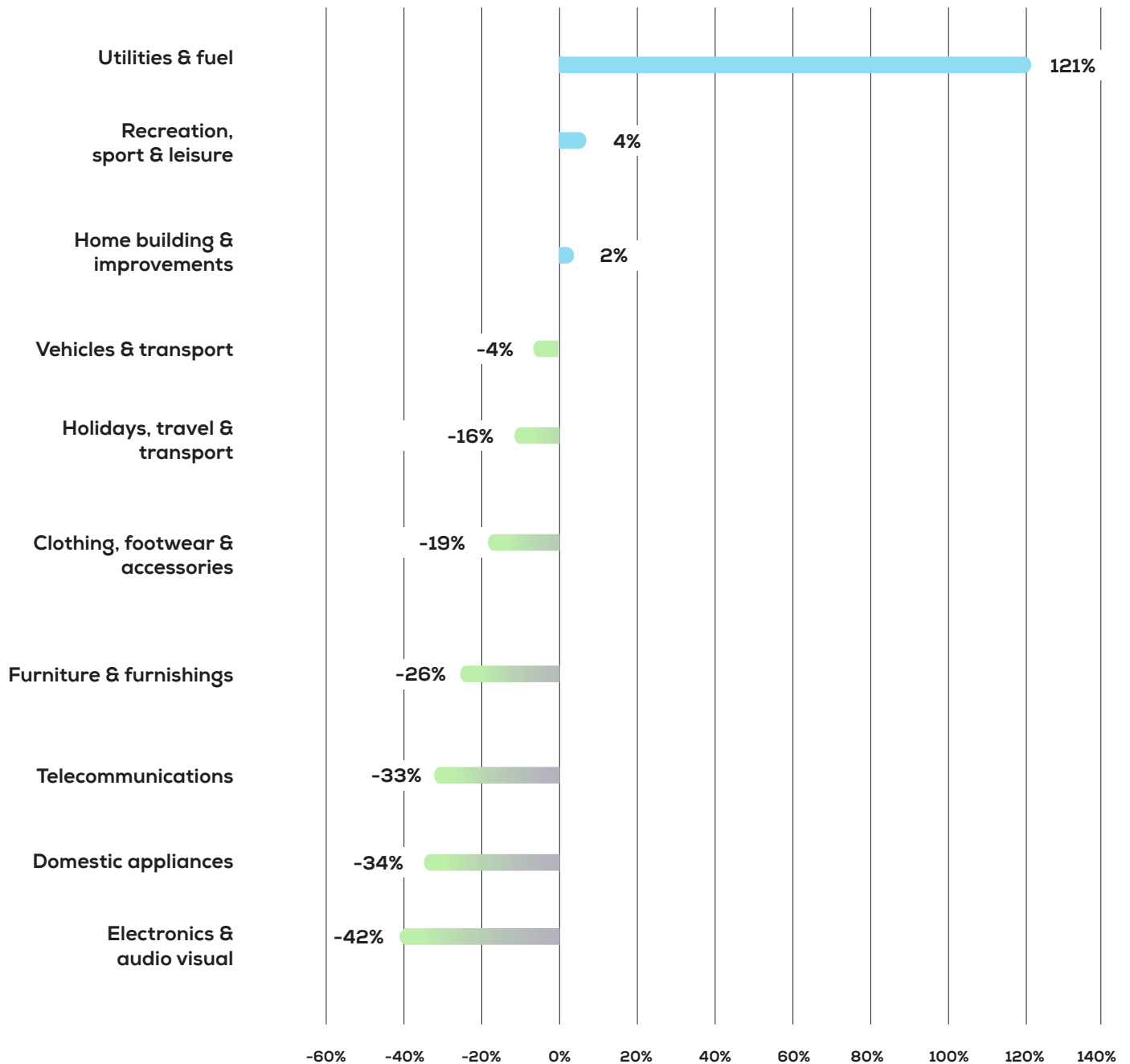


Figure 8: The top ten business sectors which the CCPC received contacts about in H1 2022, listed according to the percentage change in volume when compared to H1 2021 contacts related to the same business sectors.

Next steps for consumers

9: Top helpline referrals

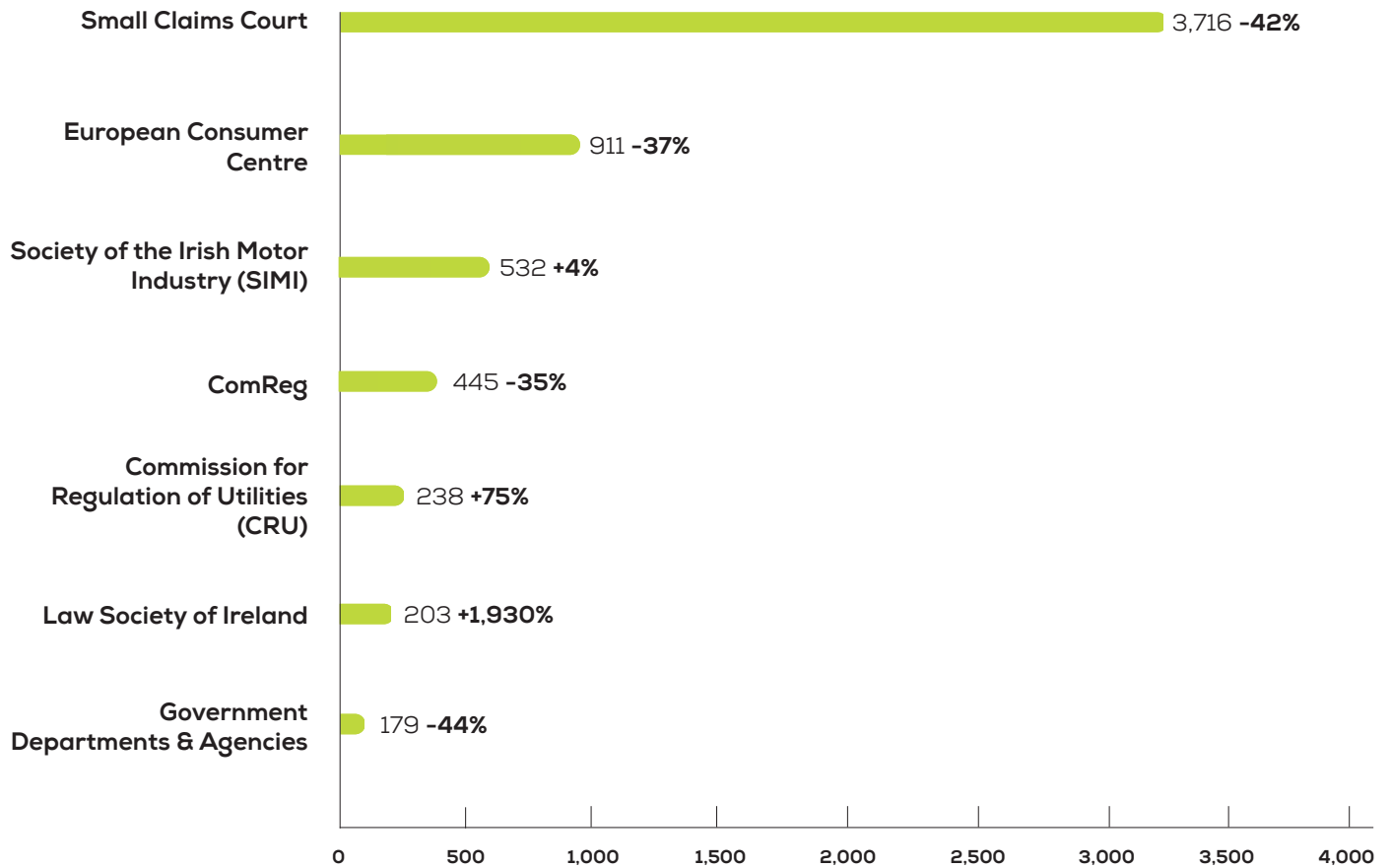


Figure 9: In 56% of contacts, consumers were referred or signposted to another organisation as a source of specialist information or support for consumers seeking redress. This chart shows the top seven organisations that consumers were referred or signposted to in H1 2022. It also shows the percentage change in the number of consumers that were signposted to the same organisation compared to H1 2021.

10: Small Claims Court referrals: Top five business sectors

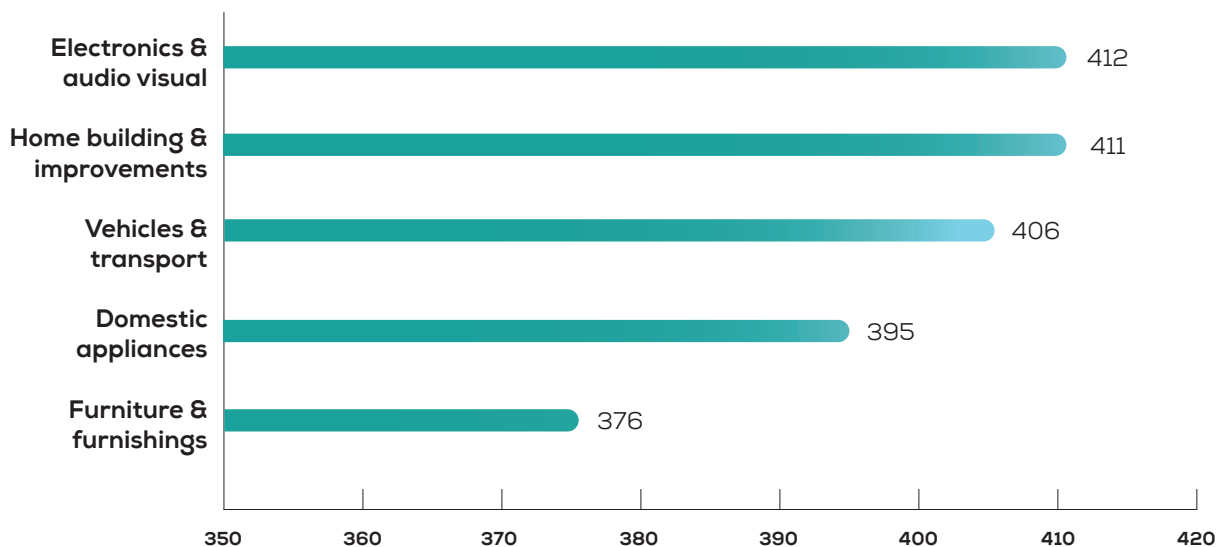


Figure 10: The top five business sectors where consumers were referred or signposted to the Small Claims Procedure in H1 2022. The top five sectors make up 54% of the overall CCPC referrals to the Small Claims Procedure.

11. Small Claims Court referrals: Top five query categories

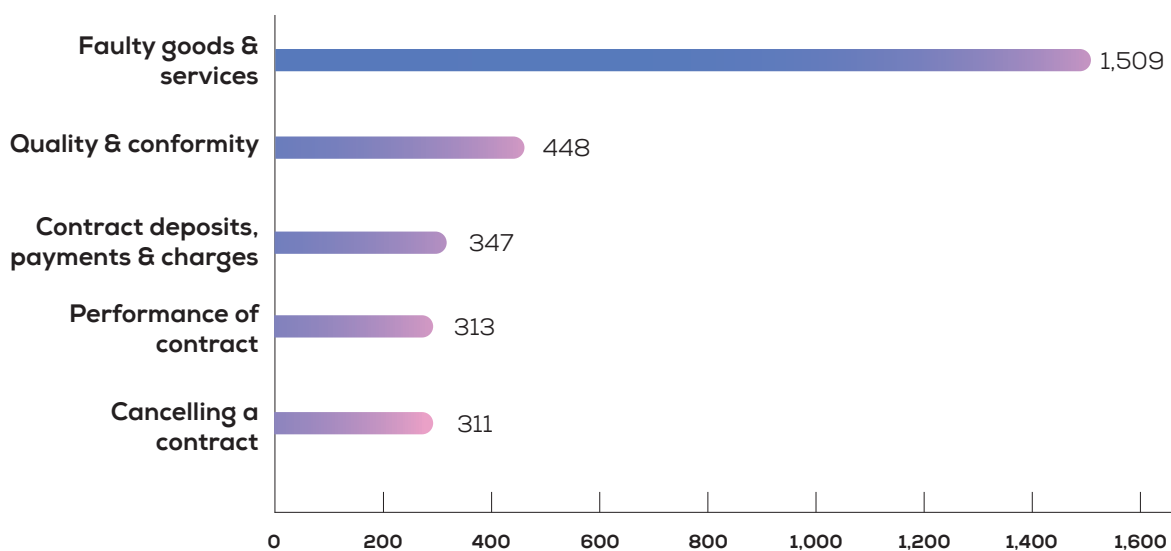


Figure 11: The top five query categories where consumers were referred or signposted to the Small Claims Procedure in H1 2022. The top five query categories make up 79% of the overall CCPC referrals to the Small Claims Procedure.

12: European Consumer Centre referrals: Top five business sectors

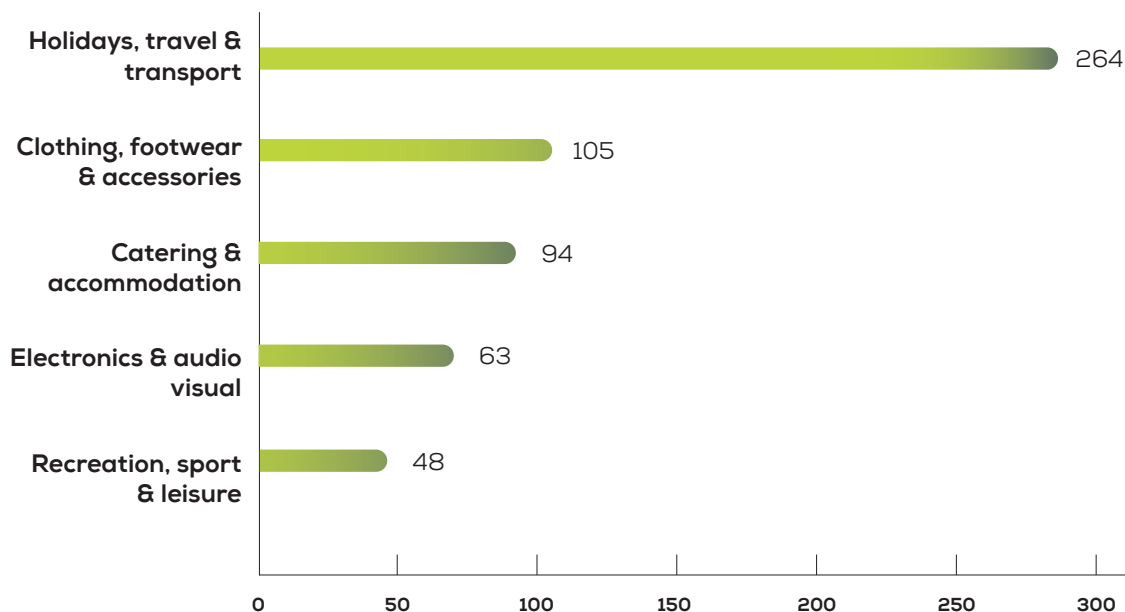


Figure 12: The top five business sectors where consumers were referred or signposted to the European Consumer Centre in H1 2022. The top five sectors make up 63% of the overall CCPC referrals to the European Consumer Centre.

13: European Consumer Centre referrals: Top five query categories

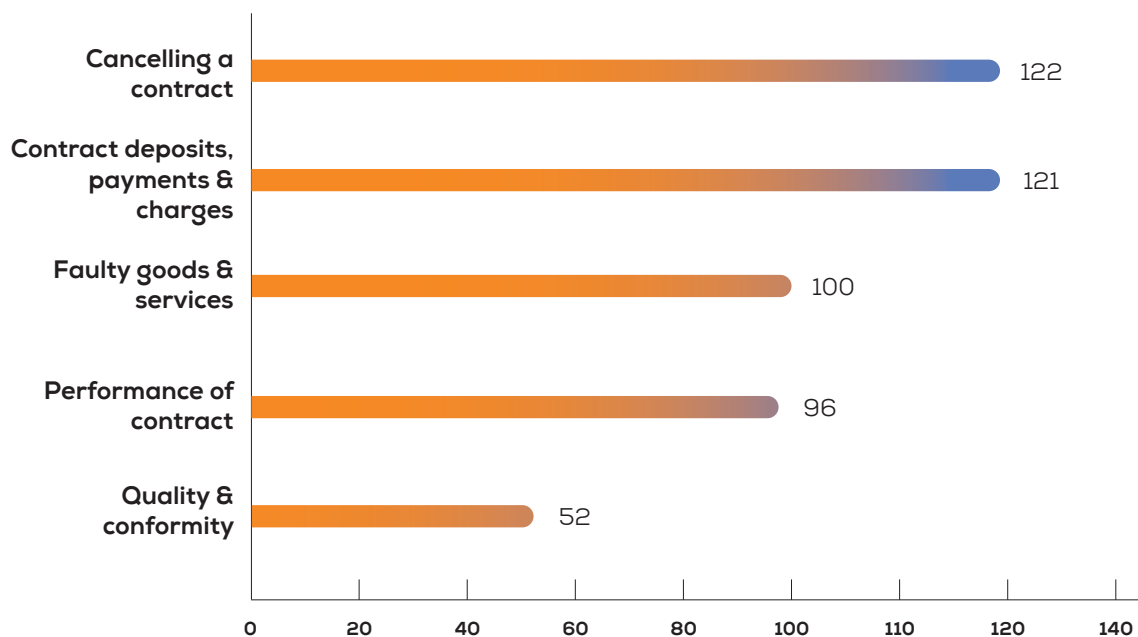
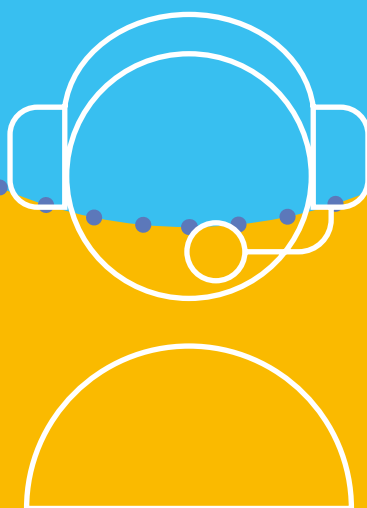


Figure 13: This chart shows the top five query categories where consumers were referred or signposted to the European Consumer Centre in H1 2022. The top five query categories make up 54% of the overall CCPC referrals to the European Consumer Centre.

1,565
of our helpline
contacts related to
personal finance



14. Personal finance queries

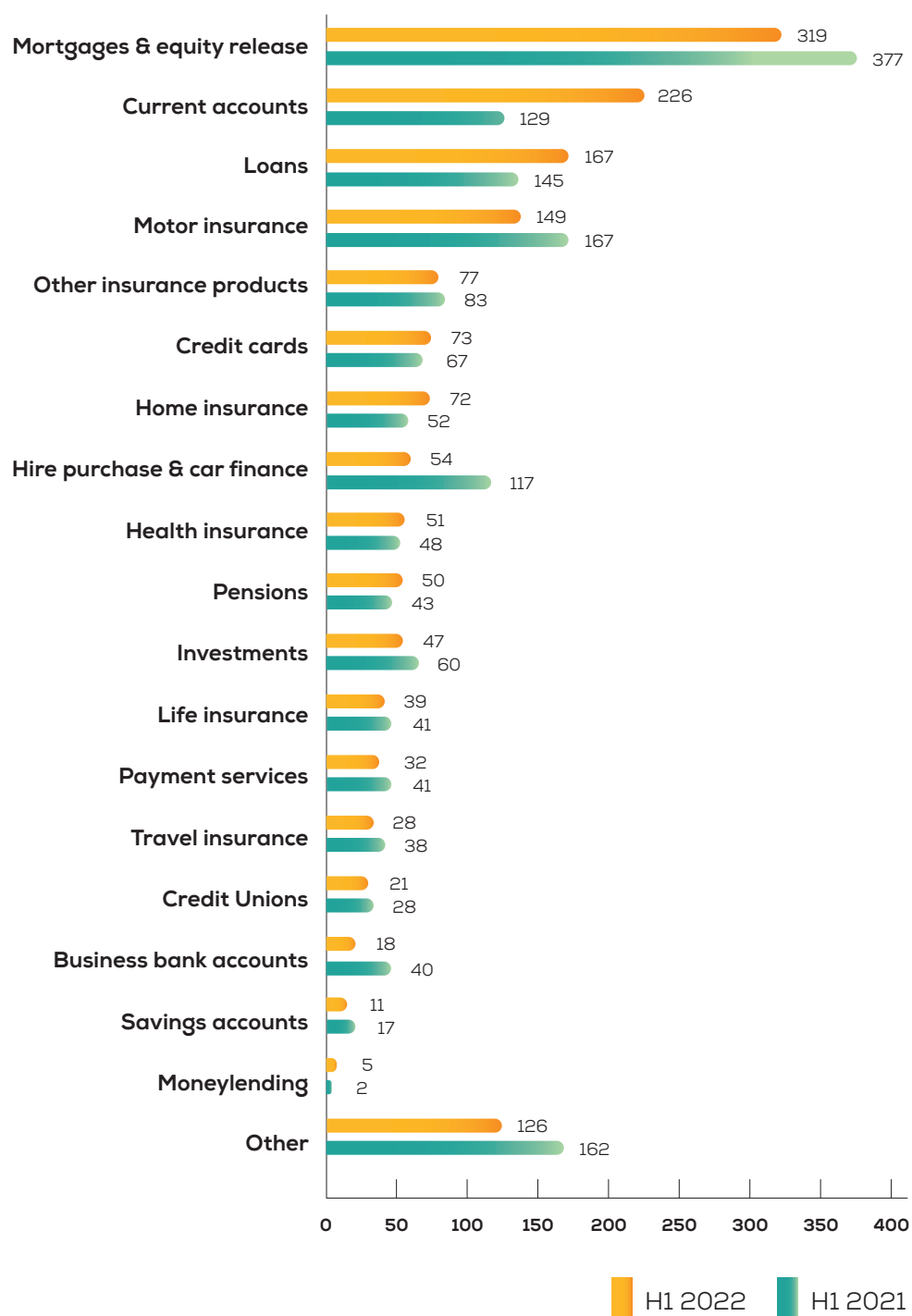


Figure 14: Personal finance contacts to the CCPC in H1 2022 listed by category. The number of contacts received in these categories in H1 2021 is displayed for comparison.

15: Most popular personal finance webpages on CCPC.ie



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