

2016 Consumer Markets Scoreboard

Markets surveyed in the EU28 vary

For the first time since 2011 more consumers switched electricity suppliers

Consumer detriment is highest in the telecom markets



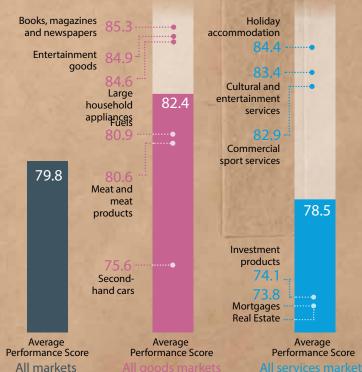
Real estate services perform worst, with lowest trust and poorest score on meeting consumer expectations



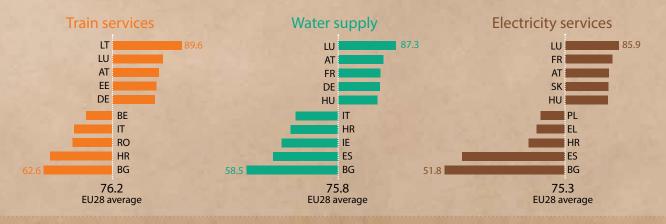
Financial services improved the most, but remain the lowest performing sector

In insurance services problems are rare, but result in severe detriment to consumers

Some markets are doing better than others



Country differences remain significant



Results of the scoreboard in full

http://ec.europa.eu/consumers/consumer_evidence/consumer_scoreboards/12_edition/index_en.htm

Justice and Consumers

Consumer policy

http://ec.europa.eu/consumers/eu_consumer_policy/index_en.htm