



European Commission

# 2016 Consumer Markets Scoreboard

## Markets surveyed in the EU28 vary

## Some markets are doing better than others

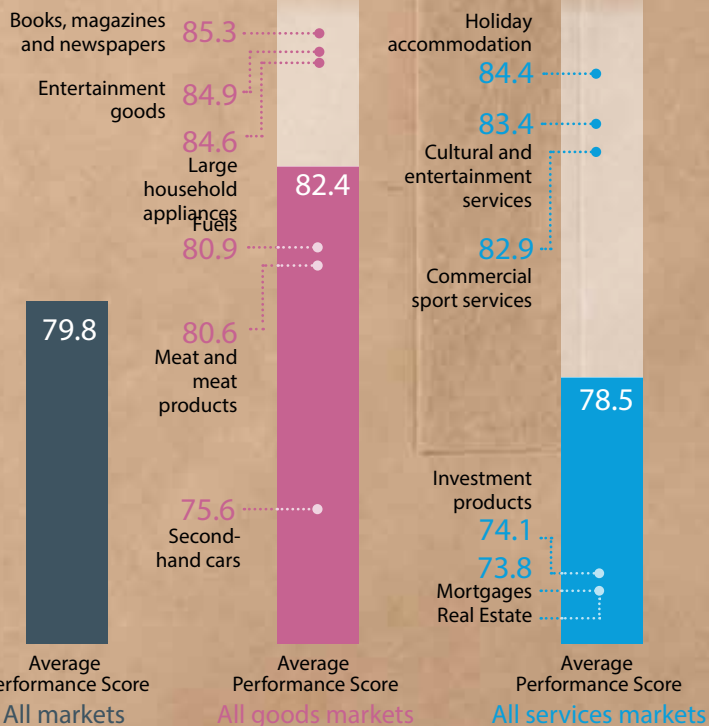
For the first time since 2011 more consumers switched electricity suppliers

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



## Country differences remain significant

