

Consumer Contacts Report H1 2021

Statistics report on consumer
contacts to the CCPC helpline
1 January – 30 June 2021

20
21



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

2021 in numbers

January to June¹

19,848

consumers
contacted
our helpline



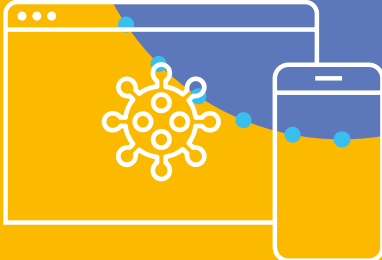
1,088,787

visits to
ccpc.ie



23,117

visits to our online
Covid Hub



20,234

visits to our online
Money Hub

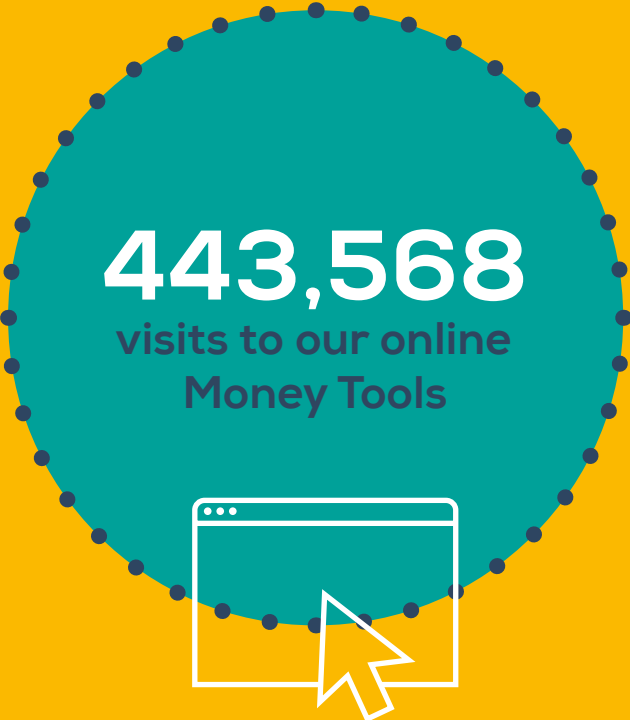


861,592

visits to our online
Consumer Hub



¹ We use Matomo on our website, which is a cookieless analytics application. We implemented Matomo as part of our response to Data Protection Commission guidance on the use of cookies and tracking technologies on websites. Matomo is the source of the web statistics in this report, with the exception of the Money Tools uses. These figures are generated using Google Analytics, and are under recorded as they only include uses by consumers who opted into the use of cookies on our site.



443,568

visits to our online
Money Tools



1,658

consumers contacted
our helpline about
personal finance



162,740

uses of our Money
Tools comparisons



36,335

visits to our online
Brexit Hub

Helpline consumer contacts overview

Figure 1: How consumers contacted the CCPC

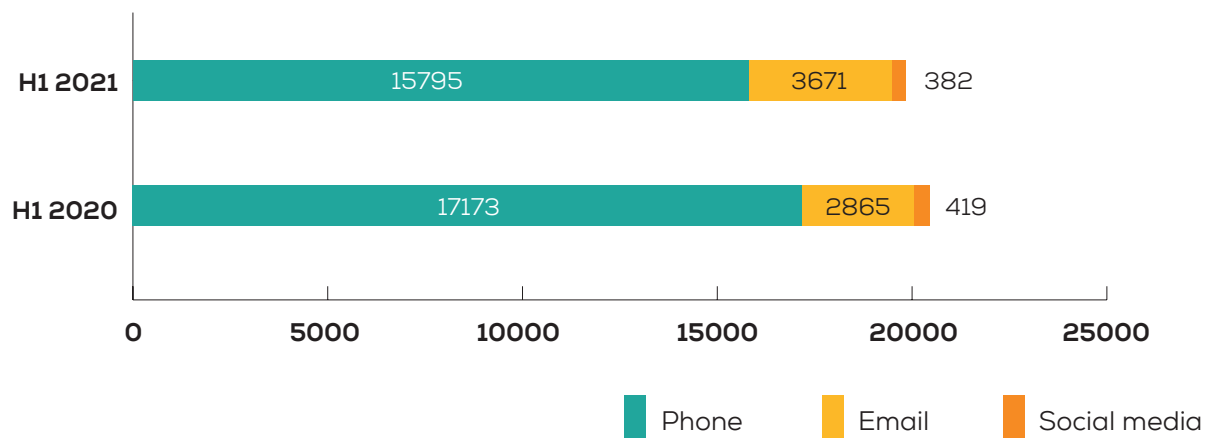


Figure 2: Where consumers bought from

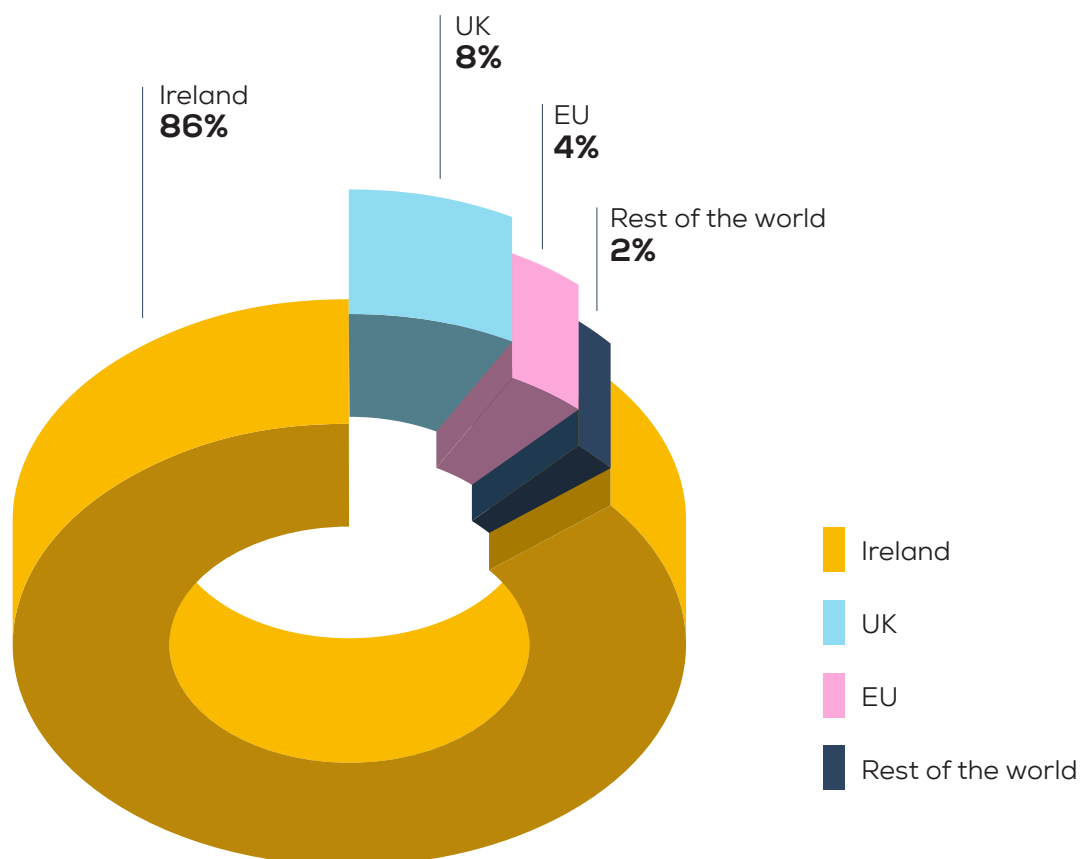


Figure 3: How consumers shopped

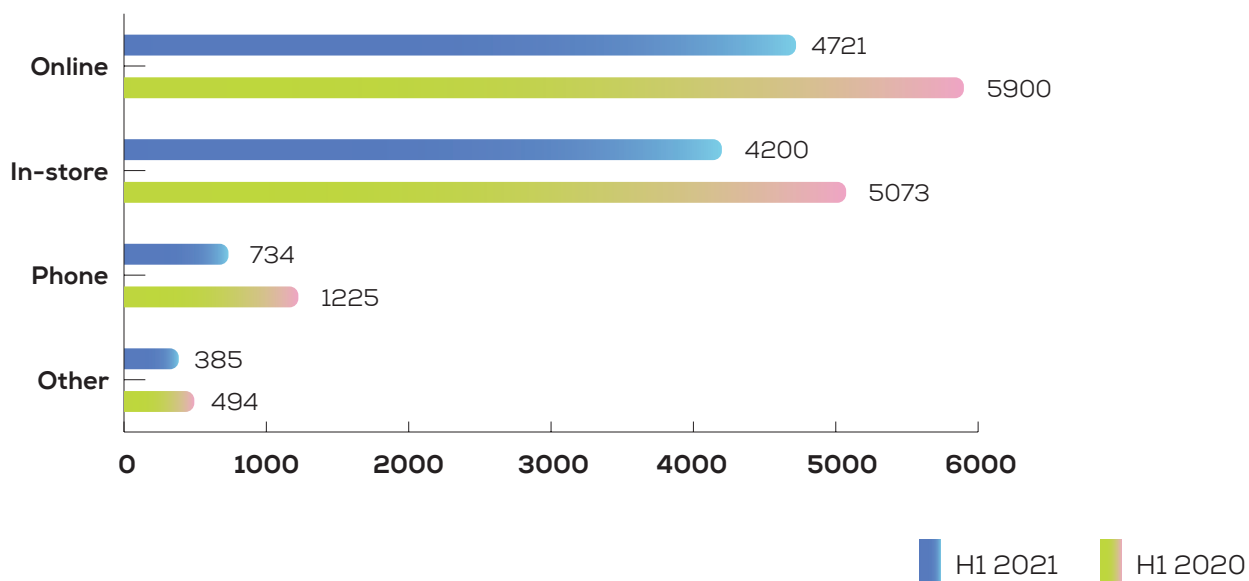


Figure 4: Trends in online v in-store shopping

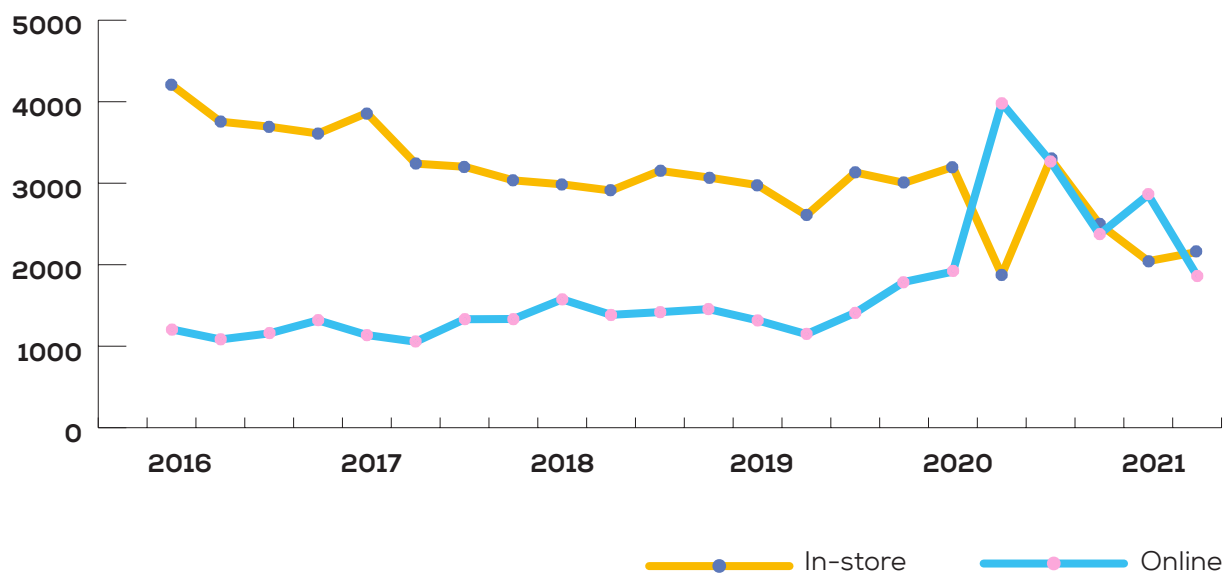
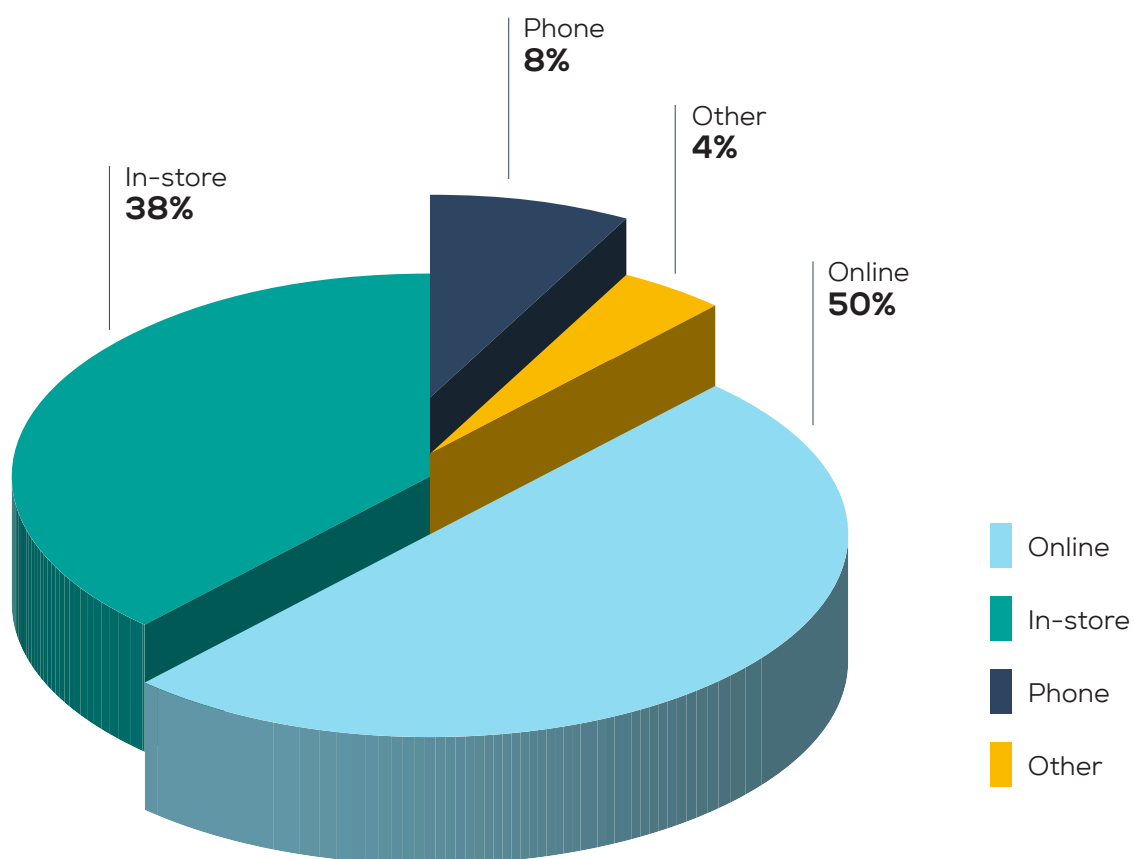


Figure 5: How consumers shopped from Irish-based businesses



Top helpline consumer queries

Figure 6: Consumer queries - top five areas

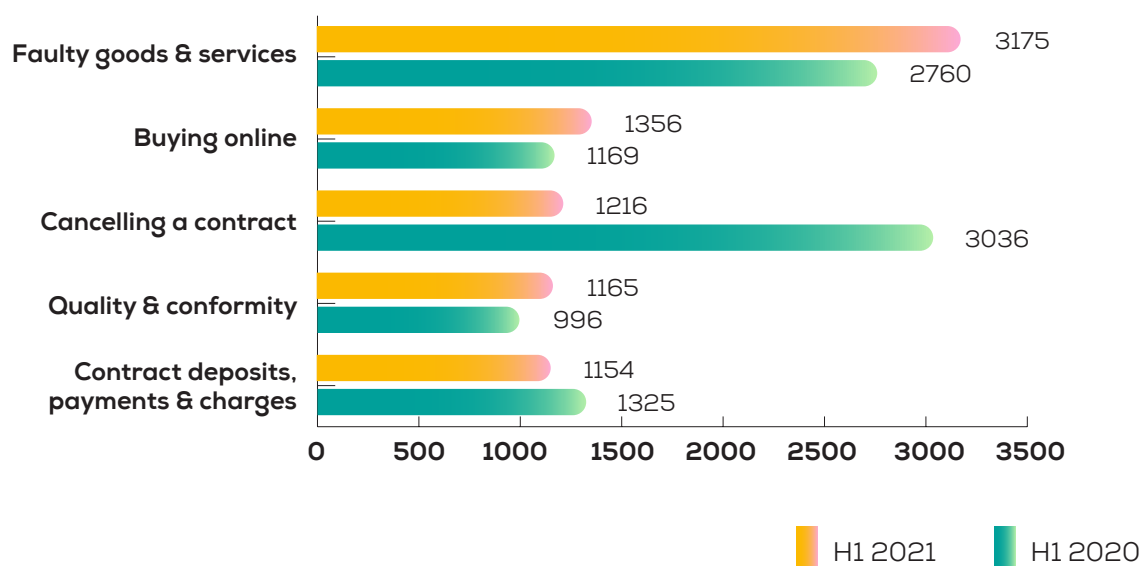


Figure 7: Top consumer queries by area

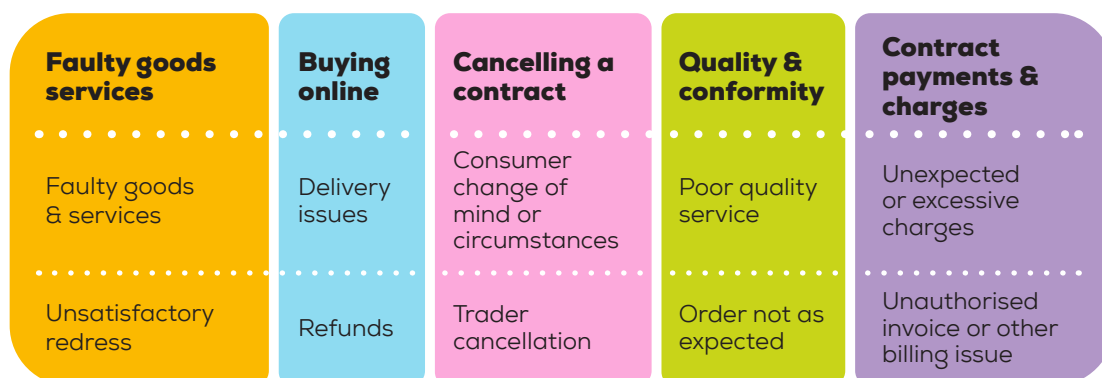
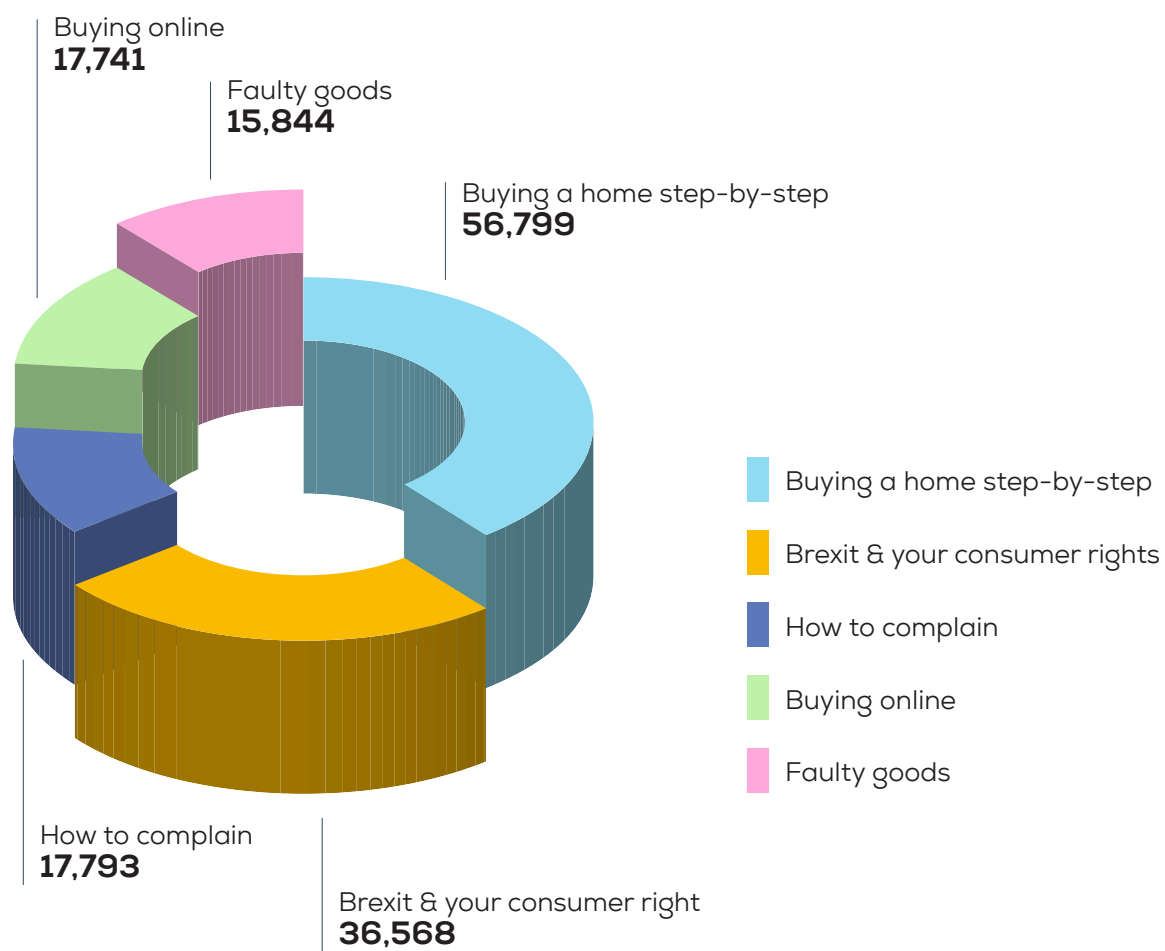


Figure 8: Top consumer pages on ccpc.ie by visits



Helpline consumer queries by business sector

Figure 9: Top ten business sectors

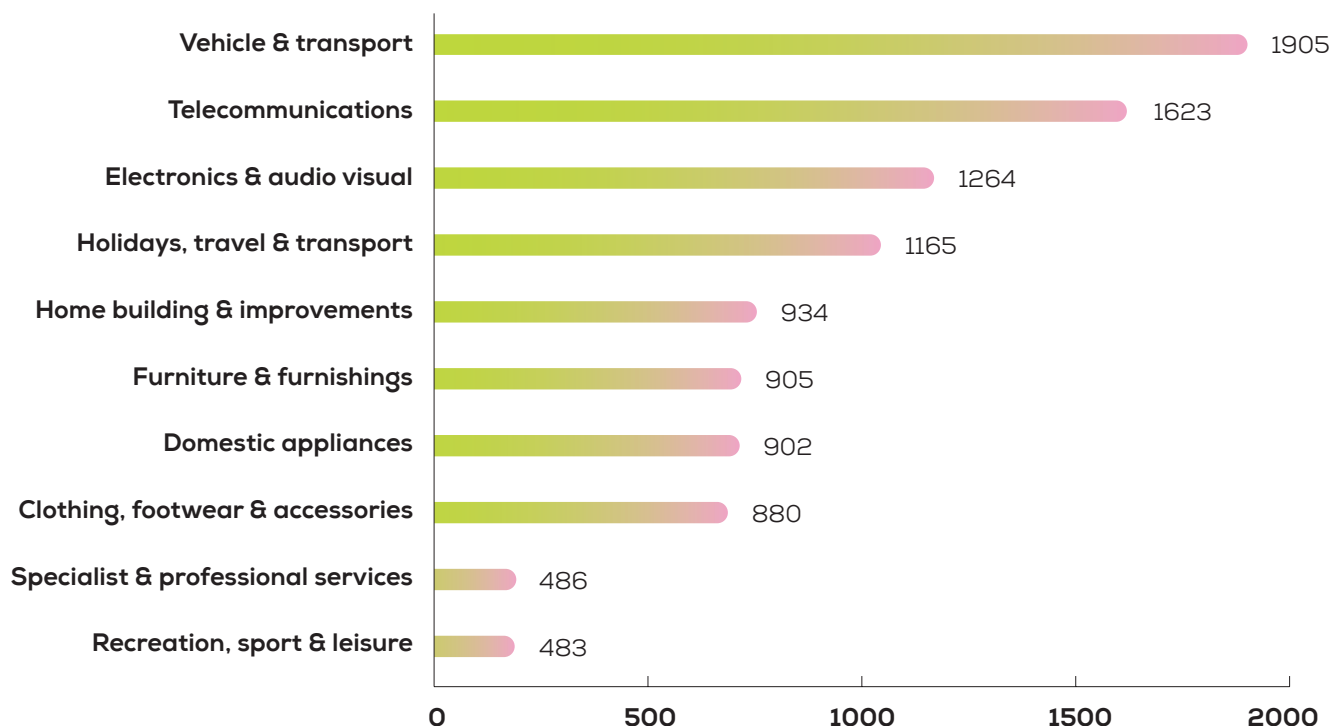
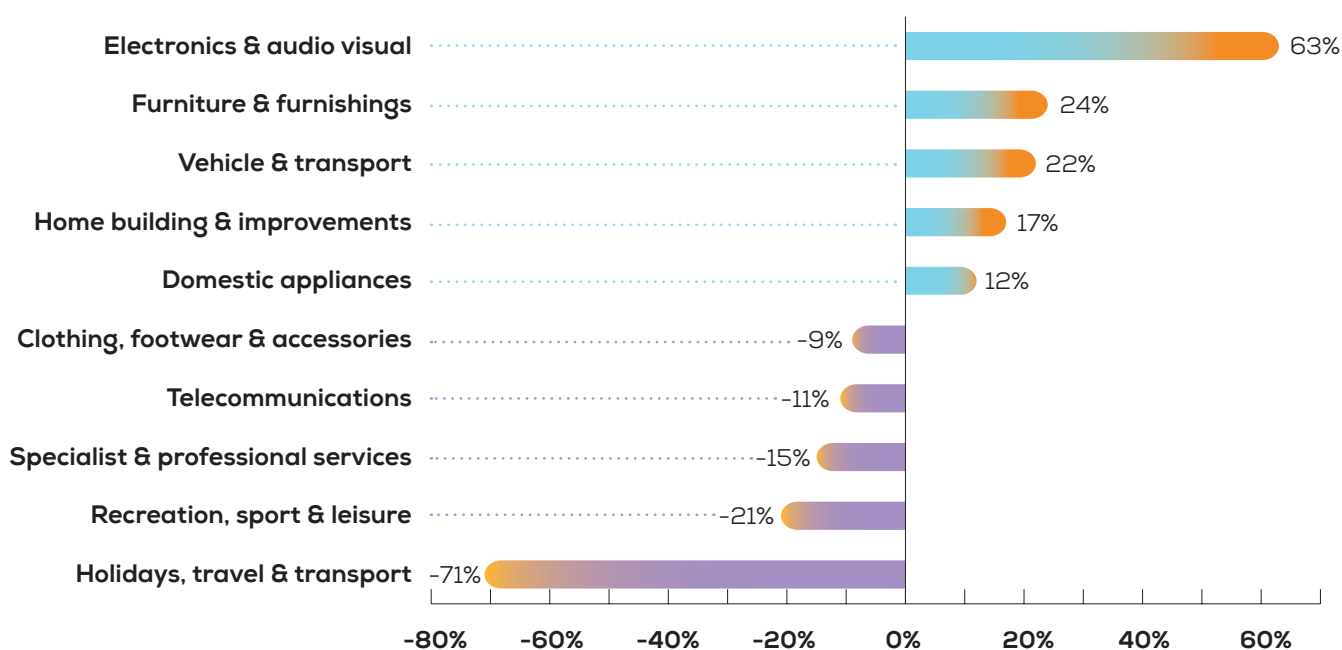


Figure 10: Change in top business sectors on H1 2020



Next steps for consumers

Figure 11: Top helpline referrals to other organisations

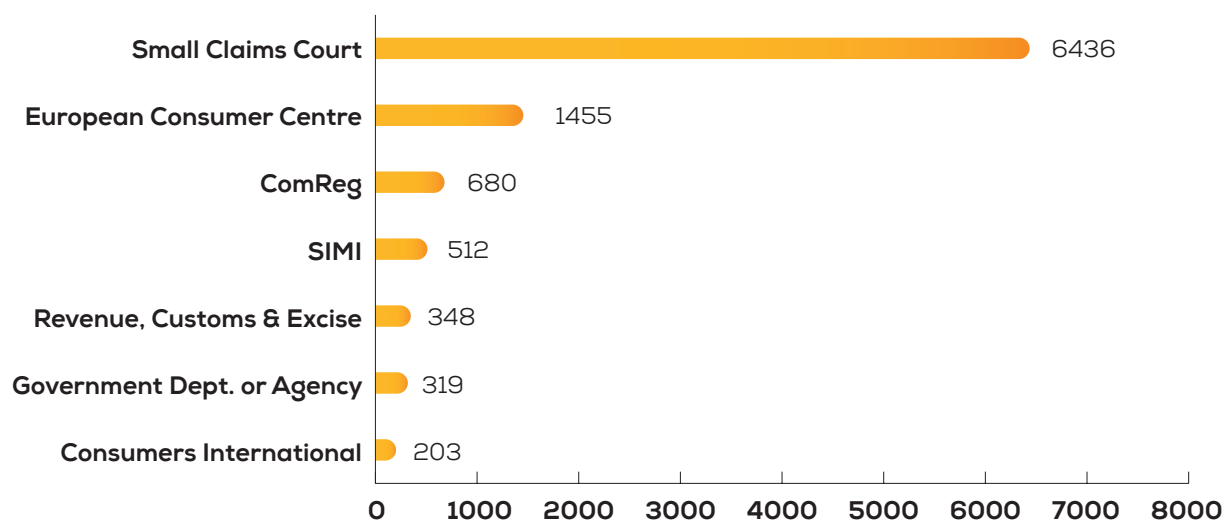
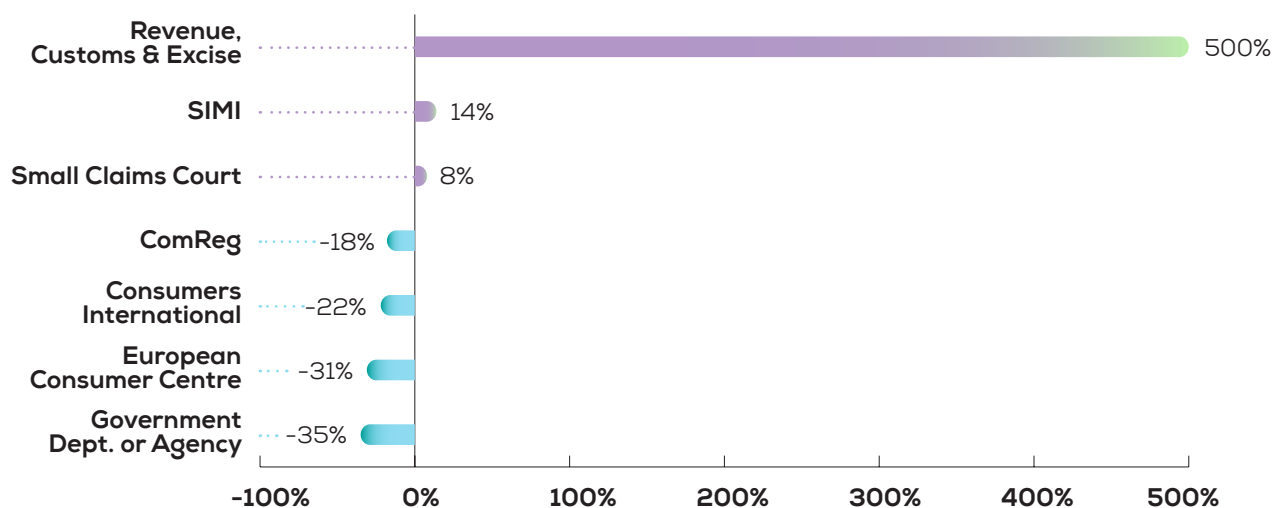


Figure 12: Change in helpline referrals on H1 2020



Helpline referrals to the Small Claims Court

Figure 13: Referrals to the Small Claims Court by business sector

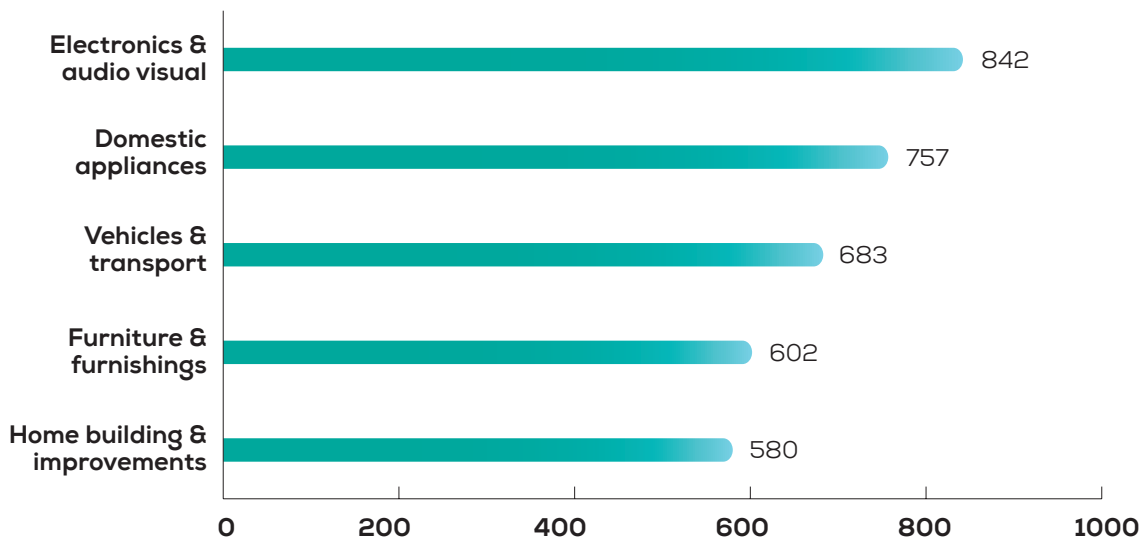


Figure 14: Referrals to the Small Claims Court by area

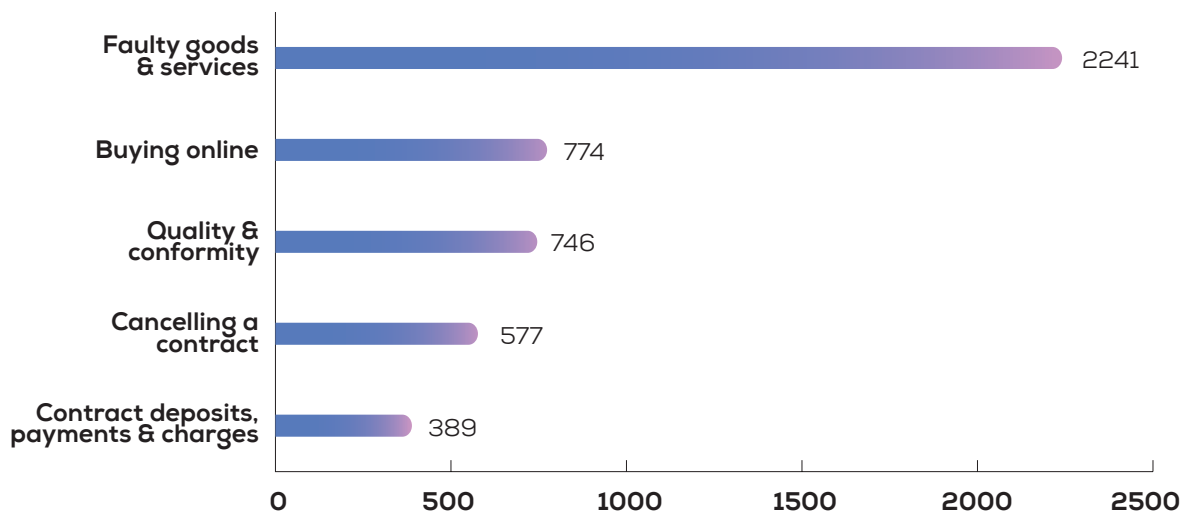


Figure 15: Referrals to the ECC by business sector

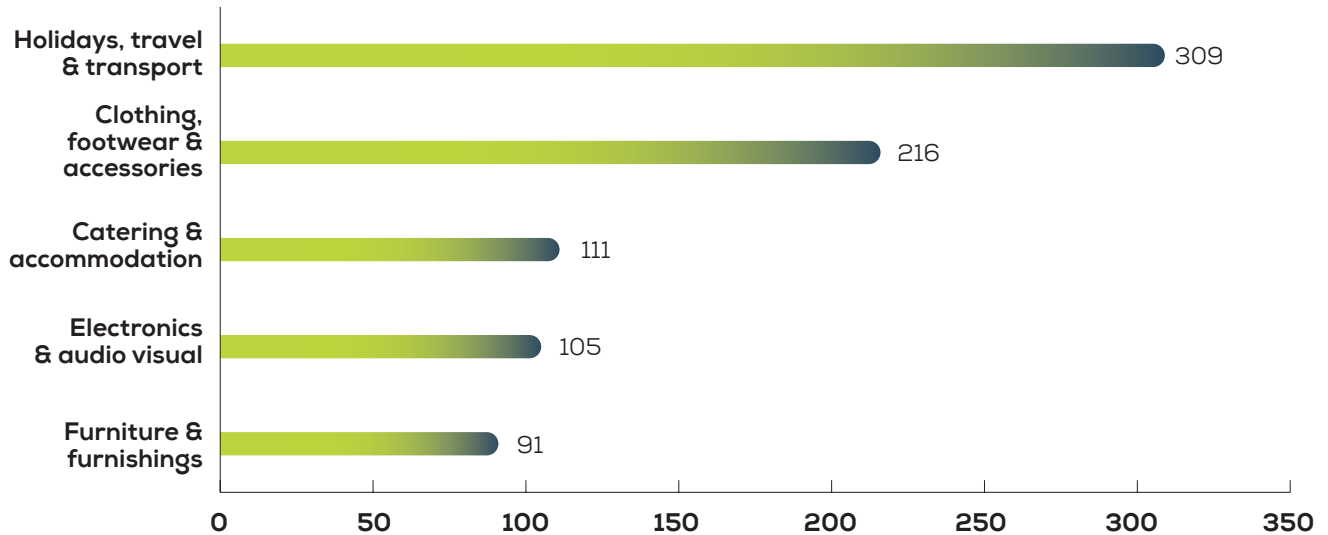
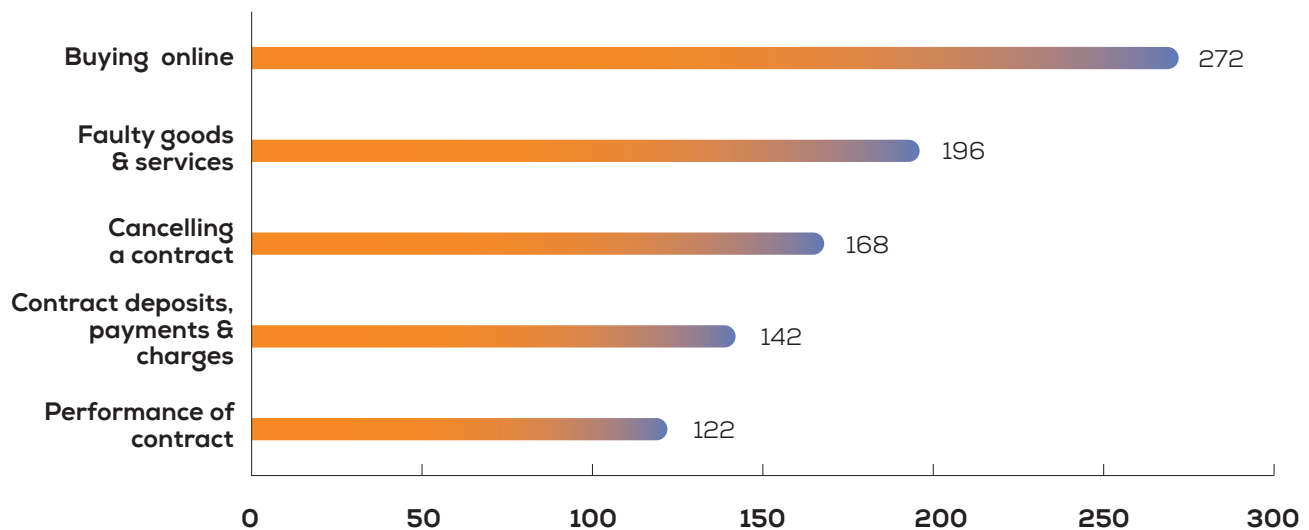


Figure 16: Referrals to the ECC by area



Helpline personal finance queries

Figure 17: Financial services – top five queries

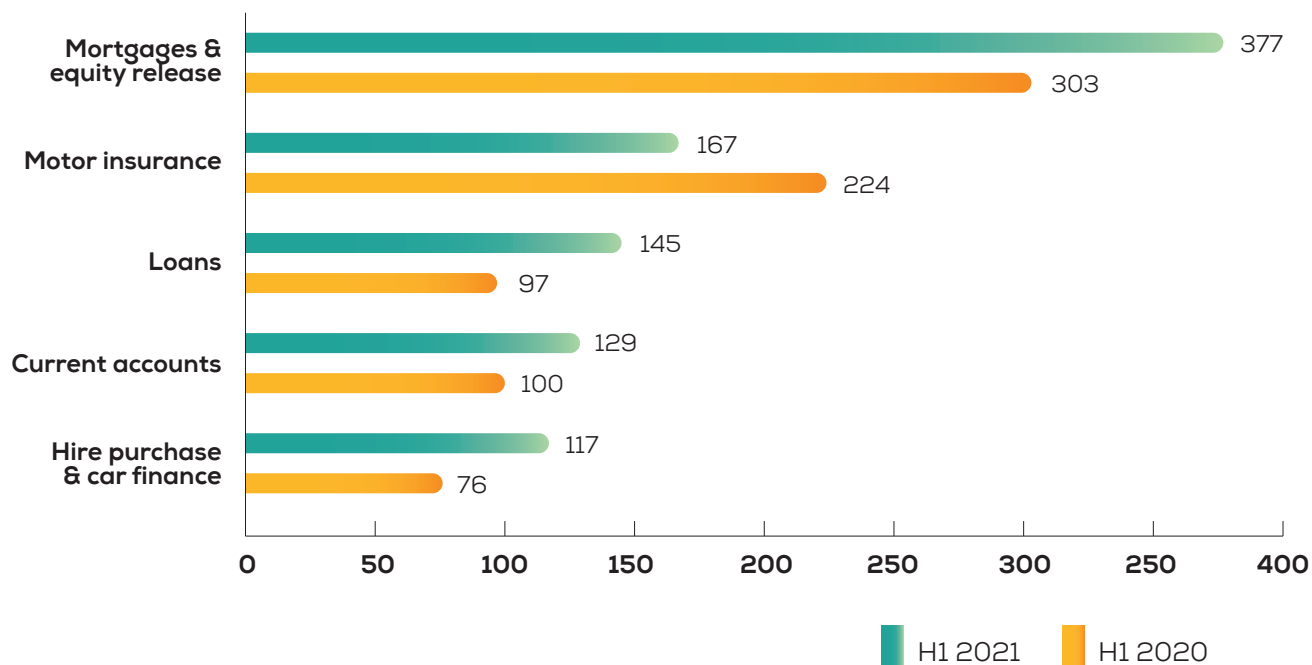


Figure 18: Top personal finance queries by area

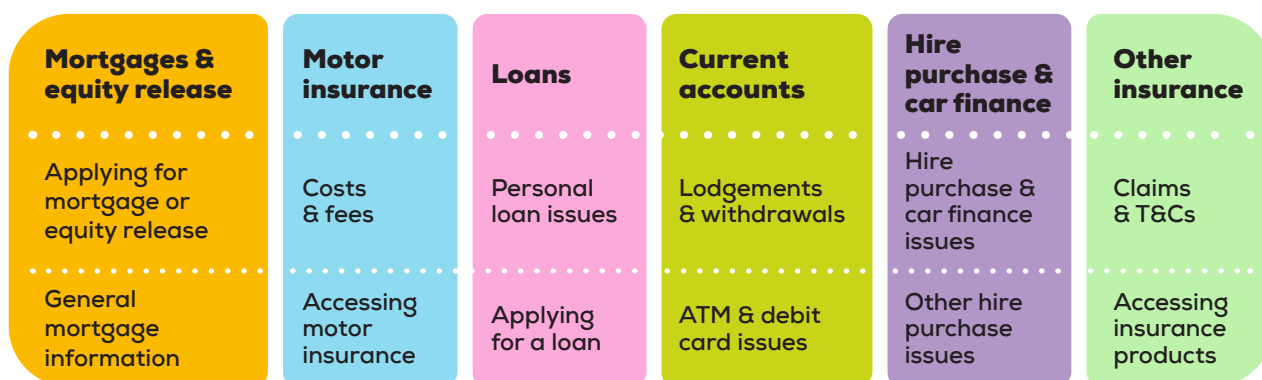
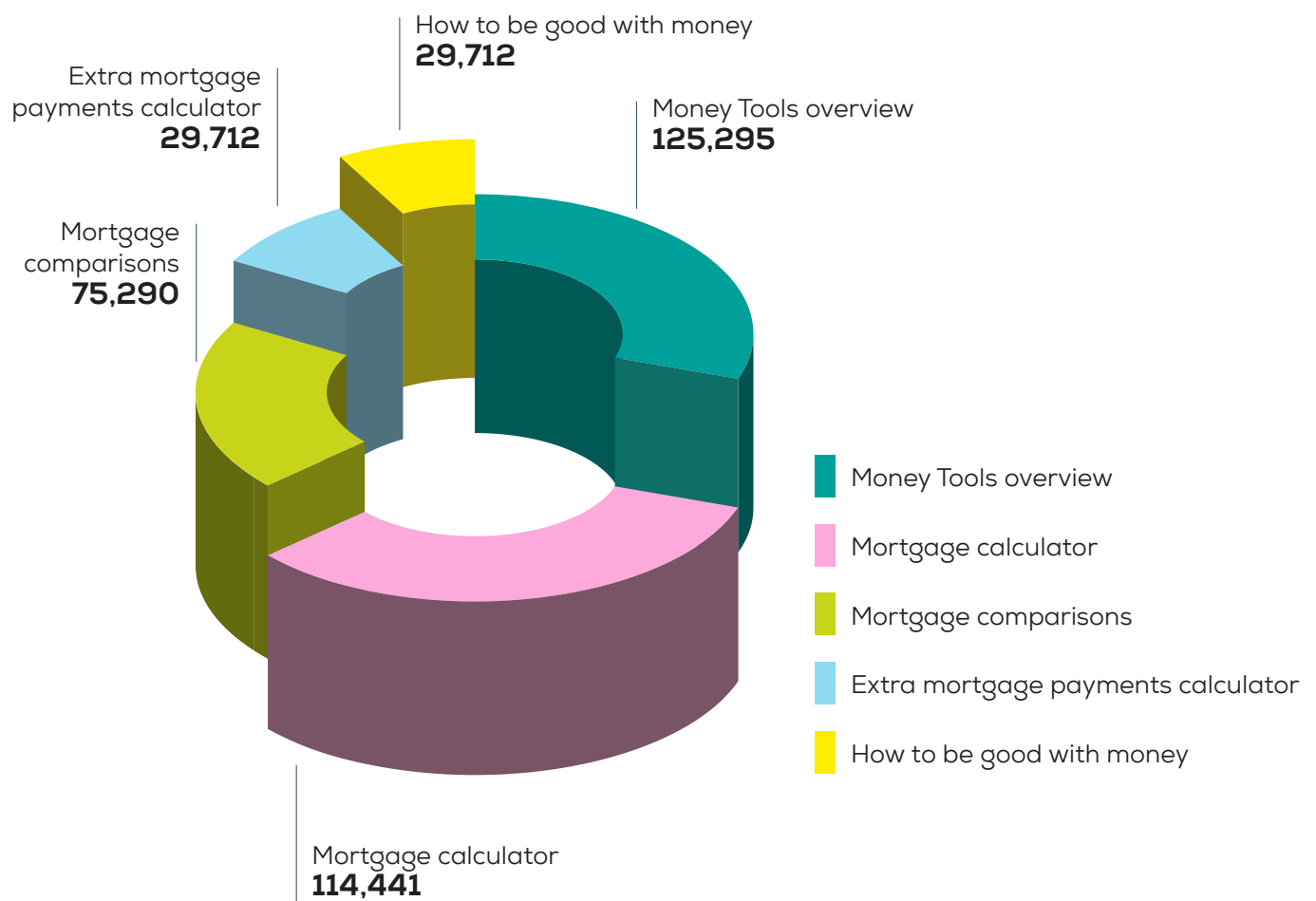


Figure 19: Top personal finance pages on ccpc.ie by visits



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