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

- Book, magazines and newspapers
- Entertainment goods
- Large household appliances
- Meat and meat products
- Second-hand cars
- Holiday accommodation
- Cultural and entertainment services
- Commercial sport services
- Investment products
- Mortgages
- Real Estate

Country differences remain significant

- Train services
  - LT: 89.6
  - LU: 62.6
  - AT: 86.0
  - EE: 83.5
  - DE: 85.5
  - BE: 60.5
  - IT: 58.5
  - RO: 59.5
  - HR: 57.5
  - BG: 54.5
  - EU28 average: 76.2

- Water supply
  - LU: 87.3
  - AT: 62.0
  - FR: 75.4
  - DE: 58.3
  - HU: 56.8
  - IT: 75.6
  - HR: 57.5
  - ES: 52.5
  - BG: 55.5
  - EU28 average: 75.8

- Electricity services
  - LU: 85.9
  - FR: 75.4
  - AT: 73.8
  - SK: 73.8
  - HU: 73.8
  - PL: 72.8
  - EL: 72.8
  - HR: 72.8
  - ES: 72.8
  - BG: 72.8
  - EU28 average: 75.3

Results of the scoreboard in full

Justice and Consumers
http://ec.europa.eu/consumers/eu_consumer_policy/index_en.htm

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