

April 2019

The Europe Direct Contact Centre (EDCC) is **Europe's single phone number** for citizens who have questions about the European Union.

The Contact Centre is able to answer by phone or email in any of the 24 official EU languages.

Freephone from all EU Member States: **00 800 6 7 8 9 10 11**. Online form: https://europa.eu/european-union/contact_en

In the context of the EU's **Brexit preparedness**, it answers to questions of citizens who want to know more about how to prepare for a "no-deal" scenario. To this end, it remains open over some weekends.





109,000 questions in 2018 27,000 questions between January-March 2019

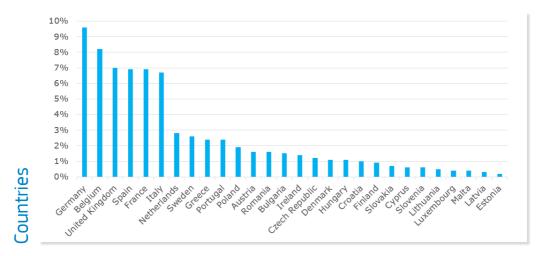


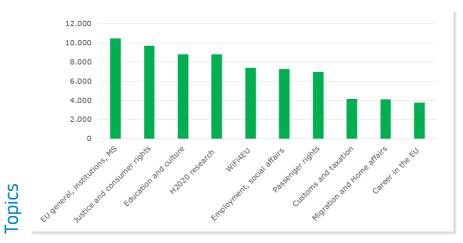
Approximately **1,300 questions on Brexit** between January-March 2019. This is the same amount of Brexit-questions of the entire year 2018.



86% of questions directly answered
85% of clients satisfied
16% of questions from outside the EU
40 EDCC staff approximately
14 seconds in average to pick up the phone









Examples of Brexit-related questions

- A UK citizen living in France since 2010 is wondering what she must do to be able to stay in France after Brexit.
- A football team planning to travel to Sheffield on 17-19 May wants to know whether they need a visa.
- A citizen wants to know if she could still go to the UK with her ID card in case of a no-deal Brexit.
- Do I have access to the European Court of Justice if my rights under the Good Friday Agreement are violated after Brexit?
- What would be the rights of UK nationals living in Spain in the event of a no-deal Brexit?
- How can I bring food, medicine and a pet into the UK after Brexit?
- How will the pension coordination between the UK pension authority and the one in Germany look like after Brexit (according to the different possible scenarios).
- Can you please do everything to keep the UK in the EU?
- Why don't you just let us go?
- Will the EU operating licence of my helicopter firm become obsolete after Brexit?

