












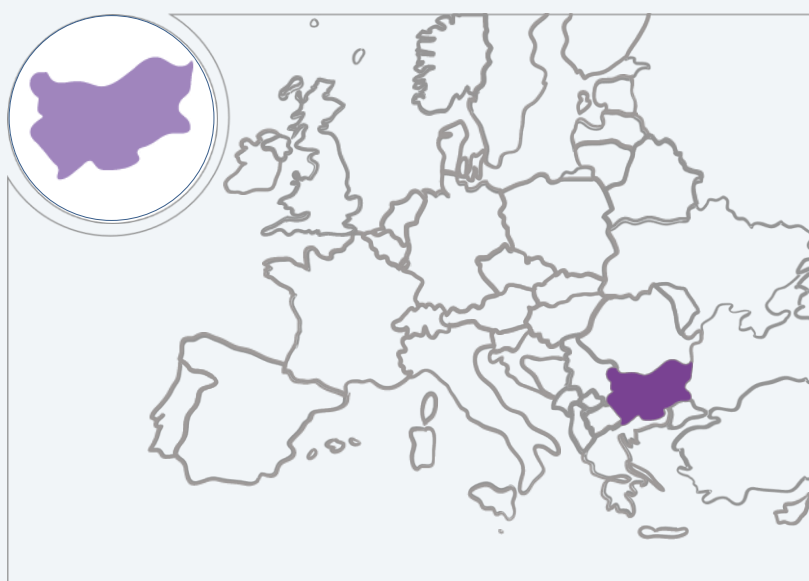




2020 Market Monitoring Survey

The Consumer Market Monitoring Survey (MMS) assesses the performance of a range of product and service markets across the European Union, Iceland, Norway and the United Kingdom. It looks at consumers' experiences and perceptions of the markets using a standard set of indicators to allow consistent and comparable monitoring across markets, countries and survey waves. The indicators include both 'core' items, asked for all markets, as well as market-specific indicators that are asked for selected markets only (and in varying combinations). This factsheet covers the core indicators only.

MARKETS COVERED	
 New cars	 Clothing and footwear
 Bank accounts	 Insurance services
 Postal services	 TV subscriptions
 Mobile telephone services	 Internet provision
 Electricity services	 Gas services
 Recreational services	 Vehicle rental services
 Packaged holidays and tours	



OVERVIEW OF FINDINGS

The MMS contains seven core indicators: trust in markets; ratings of purchasing experiences; ease of comparing products/services; experience of problems giving cause for complaint; experience of detriment; complaining; and satisfaction with complaint outcomes.

In Bulgaria, levels of trust in the thirteen markets covered range from a high of 90% for the postal services market, to a low of 59% for the electricity services market.

Between 70% (electricity services market) and 94% (new cars market and postal services market) of consumers in Bulgaria report positive experiences of purchasing goods or services in the thirteen markets. Between 43% (electricity services market) and 78% (postal services market) find it easy to compare the offers of different retailers/providers/operators.

Between 6% and 22% of consumers in Bulgaria have experienced a problem in the thirteen markets that they feel gave cause for complaint – compared with 7%-14% across the EU27 as a whole. Of this group, between 25% and 57% have experienced financial loss as a result of the problem, while between 52% and 87% have experienced other, non-financial impacts, such as a loss of time, anger, frustration, stress or anxiety.

Of all those who have experienced problems in Bulgaria, between 41% (gas services market) and 66% (vehicle rental services market) went on to make a complaint.

TECHNICAL NOTE

The MMS is conducted using CATI (Computer Assisted Telephone Interviews) and the target population is the general public aged 18 and older. Around 50,000 people are interviewed each wave across the 30 countries in scope. The 2020 wave of the survey was conducted between 27 July 2020 and 26 October 2020.

FURTHER INFORMATION

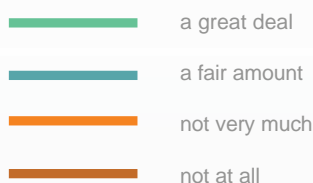
Survey microsite:
<https://public.tableau.com/views/ConsumerMarketMonitoringSurvey/Start?:showVizHome=no>

EC website:
https://ec.europa.eu/info/policies/consumers/consumerprotection/evidence-based-consumer-policy/marketmonitoring_en

Email: JUST-E3@ec.europa.eu

How much do you trust the providers/retailers/operators overall?

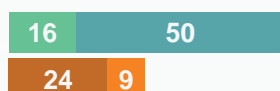
Base: Adults (aged 18+); Data labels <5% not shown



New cars



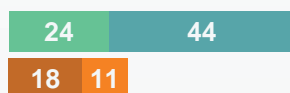
Clothing and footwear



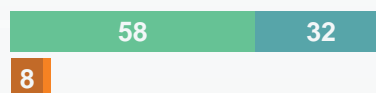
Bank accounts



Insurance services



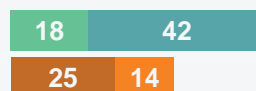
Postal services



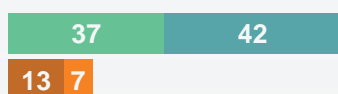
TV subscriptions



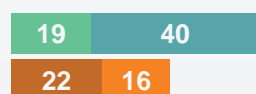
Mobile telephone services



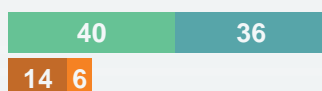
Internet provision



Electricity services



Gas services



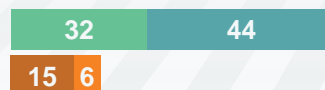
Recreational services



Vehicle rental services

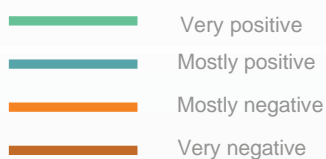


Packaged holidays and tours



How would you rate your experiences of purchasing products/services in this market?

Base: Adults (aged 18+); Data labels <5% not shown



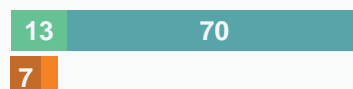
New cars



Clothing and footwear



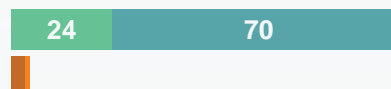
Bank accounts



Insurance services



Postal services



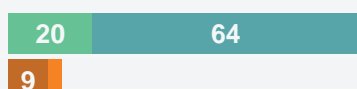
TV subscriptions



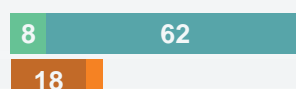
Mobile telephone services



Internet provision



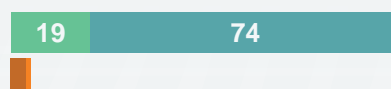
Electricity services



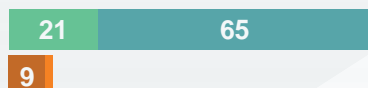
Gas services



Recreational services



Vehicle rental services



Packaged holidays and tours

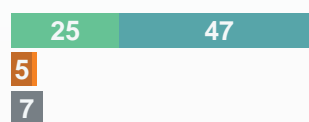


How easy or difficult was it to compare the services or products of different providers/retailers/operators?

Base: Adults (aged 18+); Data labels <5% not shown



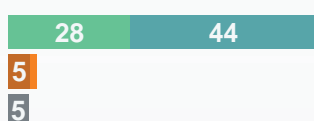
New cars



BG	EU27
72%	75%
6%	6%
7%	4%



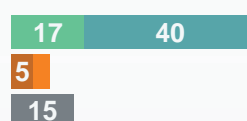
Clothing and footwear



BG	EU27
72%	79%
7%	4%
5%	3%



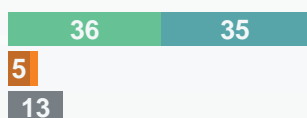
Bank accounts



BG	EU27
57%	57%
9%	11%
15%	9%



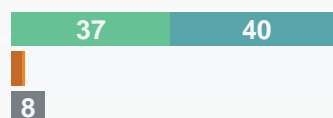
Insurance services



BG	EU27
70%	65%
7%	11%
13%	7%



Postal services



BG	EU27
78%	64%
3%	6%
8%	11%



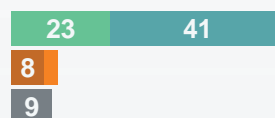
TV subscriptions



BG	EU27
63%	68%
7%	8%
16%	7%



Mobile telephone services



BG	EU27
64%	71%
11%	7%
9%	5%



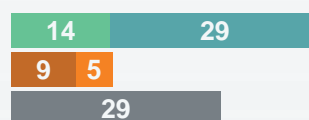
Internet provision



BG	EU27
75%	70%
7%	8%
9%	6%



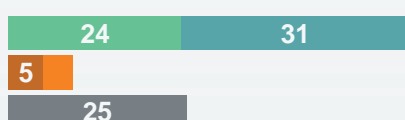
Electricity services



BG	EU27
43%	59%
14%	11%
29%	12%



Gas services



BG	EU27
56%	61%
9%	11%
25%	11%



Recreational services



BG	EU27
77%	75%
3%	5%
4%	4%



Vehicle rental services



BG	EU27
73%	74%
6%	5%
9%	4%



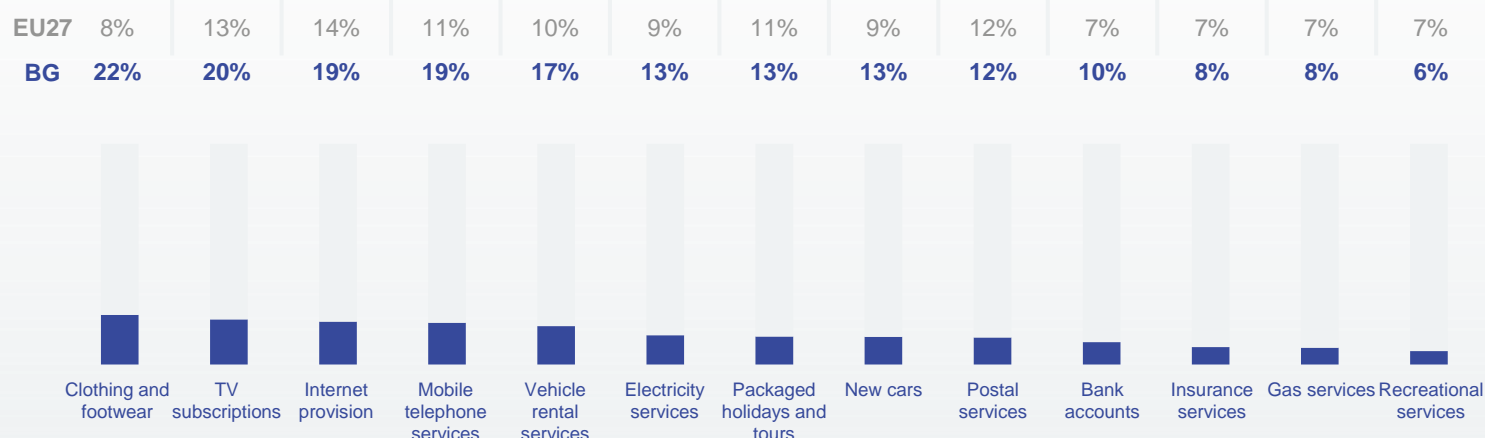
Packaged holidays and tours



BG	EU27
73%	71%
6%	6%
7%	5%

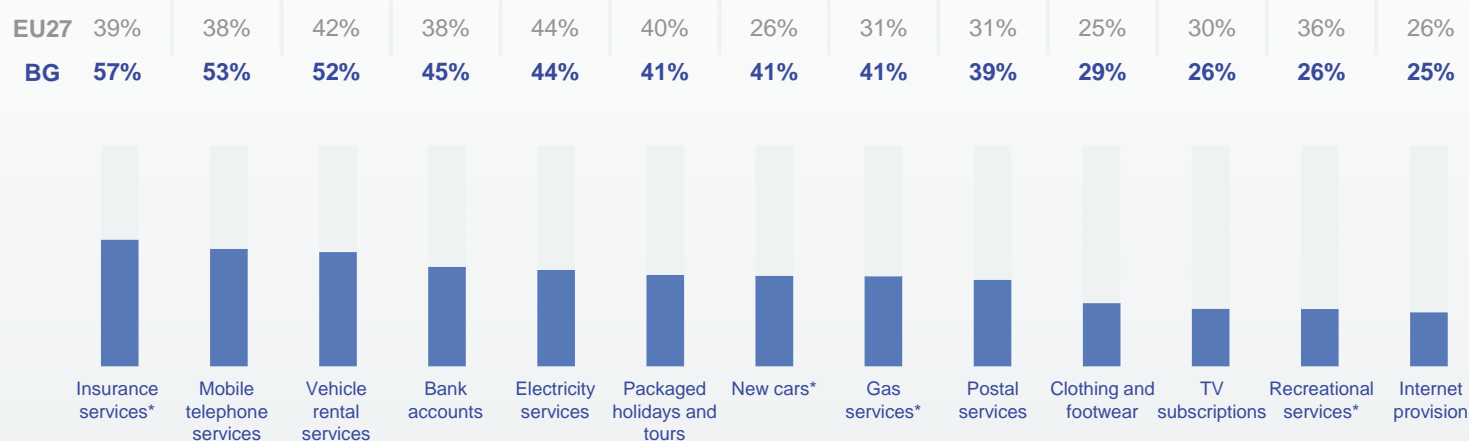
Have you experienced problems with the products or services you purchased? (% yes)

Base: Adults (aged 18+)



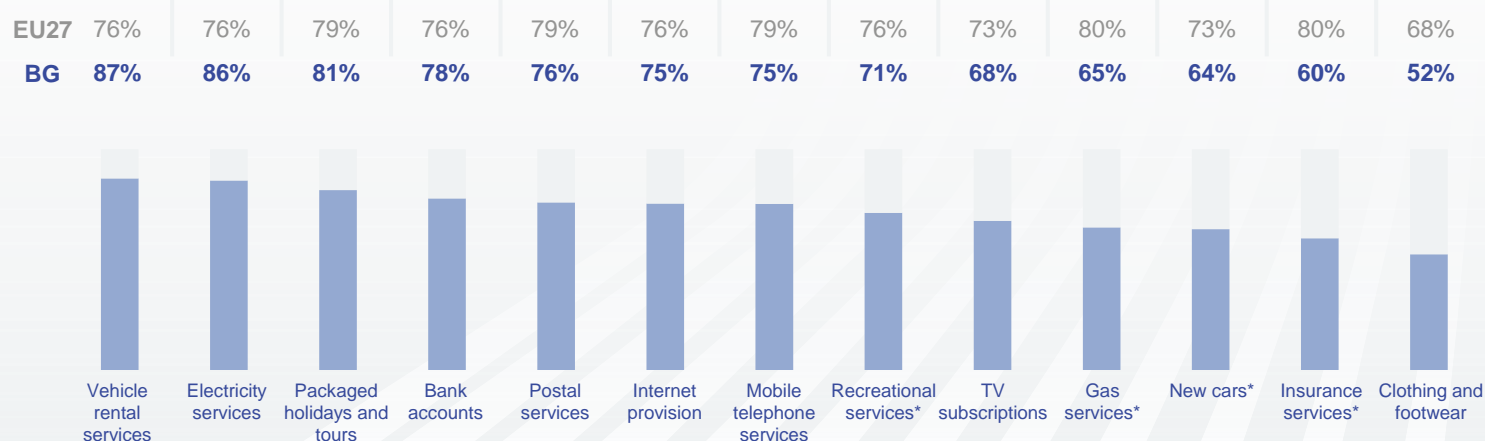
Did you personally experience financial loss? (% yes)

Base: Adults (aged 18+) who experienced a problem



Did you personally experience other non-financial impacts such as loss of time, anger, frustration, stress, anxiety? (% yes)

Base: Adults (aged 18+) who experienced a problem





Thinking about the most recent problem
did you make a complaint? (% yes)

Base: Adults (aged 18+) who experienced a problem

How satisfied were you with
the complaint outcome?

Base: Adults (aged 18+) who made a complaint; Data labels <5% not shown

