

# Figure out how MARKETS WORK FOR YOU



**Our findings**

**Banking services:** poor scores on all components

**Telecoms:** high number of problems & complaints

**Energy:** limited choice of providers, comparability of offers & switching

**Second-hand cars & vehicle fuels:** consistently at the bottom

**Our moves**

**New EU legislation** on mortgages, payment accounts and investment products

**Connected Continent proposal**

**Promoting transparency** in energy bills, prices and offers. In-depth study on electricity

**In-depth EU studies** to identify causes and remedies

Read the full Scoreboard



|                       | COMPARABILITY OF OFFERS              | TRUST IN BUSINESSES             | SATISFACTION                             | CHOICE OF BUSINESSES  |
|-----------------------|--------------------------------------|---------------------------------|--|-----------------------|
| <b>BEST IN CLASS</b>  | Holiday accommodation                | Books, magazines and newspapers | Personal care services                   | Holiday accommodation |
| <b>WORST IN CLASS</b> | <b>PROBLEMS:</b><br>Second-hand cars |                                 | <b>COMPLAINTS:</b><br>Internet provision |                       |

The main ranking of markets is based on 4 components: comparability of offers, trust in businesses, problems & complaints and satisfaction with businesses. Choice and switching are also monitored for relevant markets.