














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	

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



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 Belgium, levels of trust in the thirteen markets covered range from a high of 91% for the clothing and footwear market, to a low of 73% for the electricity services market.

Between 86% (gas services market) and 96% (new cars market, clothing and footwear market and recreational services market) of consumers in Belgium report positive experiences of purchasing goods or services in the thirteen markets. Between 46% (insurance services market) and 70% (new cars market) find it easy to compare the offers of different retailers/providers/operators.

Between 3% and 16% of consumers in Belgium 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 21% and 68% have experienced financial loss as a result of the problem, while between 45% and 91% 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 Belgium, between 17% (new cars market) and 57% (insurance services market) went on to make a complaint.

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

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



New cars



BE	EU27
85%	83%
13%	15%



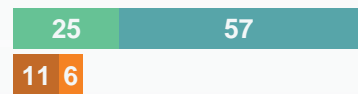
Clothing and footwear



BE	EU27
91%	84%
8%	15%



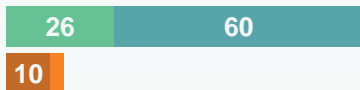
Bank accounts



BE	EU27
82%	78%
16%	22%



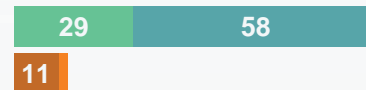
Insurance services



BE	EU27
85%	75%
14%	24%



Postal services



BE	EU27
87%	85%
13%	14%



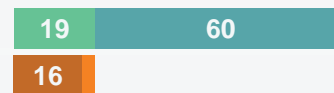
TV subscriptions



BE	EU27
79%	77%
19%	22%



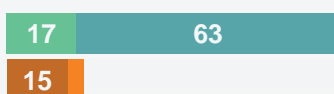
Mobile telephone services



BE	EU27
79%	77%
19%	23%



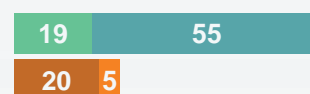
Internet provision



BE	EU27
80%	75%
18%	24%



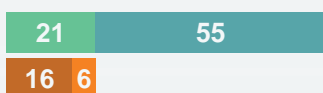
Electricity services



BE	EU27
73%	77%
25%	21%



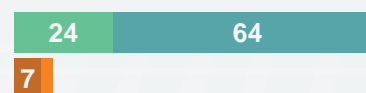
Gas services



BE	EU27
76%	82%
21%	17%



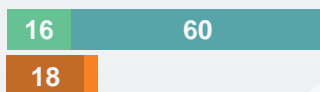
Recreational services



BE	EU27
88%	87%
9%	12%



Vehicle rental services



BE	EU27
76%	86%
22%	14%



Packaged holidays and tours



BE	EU27
75%	81%
19%	16%

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

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



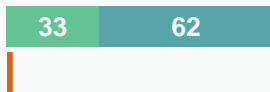
New cars



BE	EU27
96%	94%
4%	5%



Clothing and footwear



BE	EU27
96%	95%
2%	4%



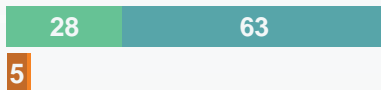
Bank accounts



BE	EU27
90%	89%
8%	9%



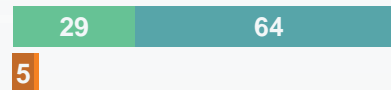
Insurance services



BE	EU27
91%	89%
6%	9%



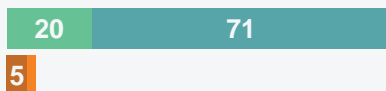
Postal services



BE	EU27
93%	91%
6%	7%



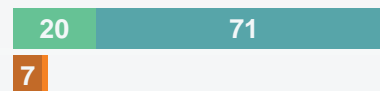
TV subscriptions



BE	EU27
91%	88%
7%	10%



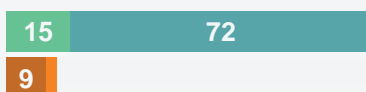
Mobile telephone services



BE	EU27
90%	89%
8%	10%



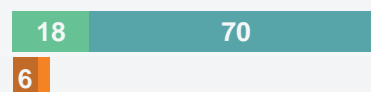
Internet provision



BE	EU27
87%	87%
12%	11%



Electricity services



BE	EU27
88%	86%
9%	10%



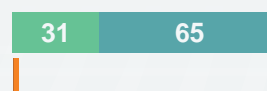
Gas services



BE	EU27
86%	89%
11%	9%



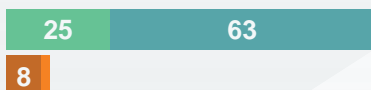
Recreational services



BE	EU27
96%	96%
2%	3%



Vehicle rental services



BE	EU27
88%	93%
10%	6%



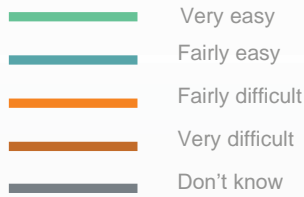
Packaged holidays and tours



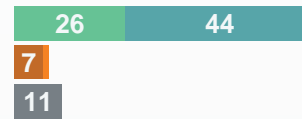
BE	EU27
87%	91%
5%	6%

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



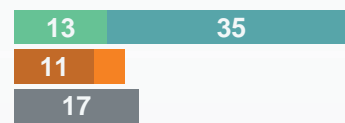
	BE	EU27
Very easy	70%	75%
Fairly easy	8%	6%
Fairly difficult	11%	4%
Very difficult		
Don't know		



Clothing and footwear



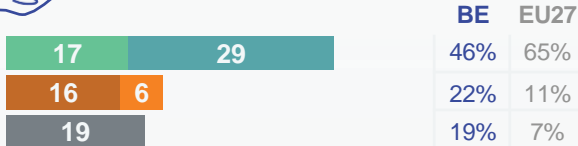
Bank accounts



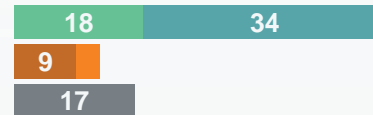
	BE	EU27
Very easy	48%	57%
Fairly easy	16%	11%
Fairly difficult	17%	9%
Very difficult		
Don't know		



Insurance services



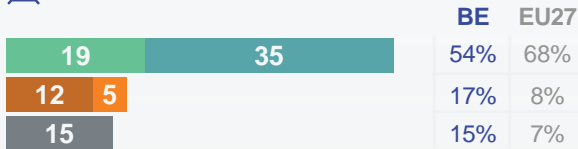
Postal services



	BE	EU27
Very easy	52%	64%
Fairly easy	12%	6%
Fairly difficult	17%	11%
Very difficult		
Don't know		



TV subscriptions



Mobile telephone services



	BE	EU27
Very easy	64%	71%
Fairly easy	13%	7%
Fairly difficult	11%	5%
Very difficult		
Don't know		



Internet provision



Electricity services



	BE	EU27
Very easy	58%	59%
Fairly easy	17%	11%
Fairly difficult	12%	12%
Very difficult		
Don't know		



Gas services



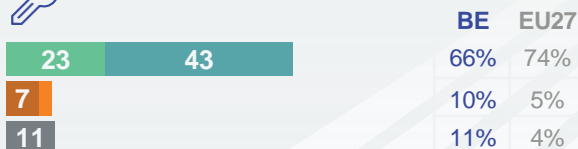
Recreational services



	BE	EU27
Very easy	66%	75%
Fairly easy	8%	5%
Fairly difficult	7%	4%
Very difficult		
Don't know		



Vehicle rental services



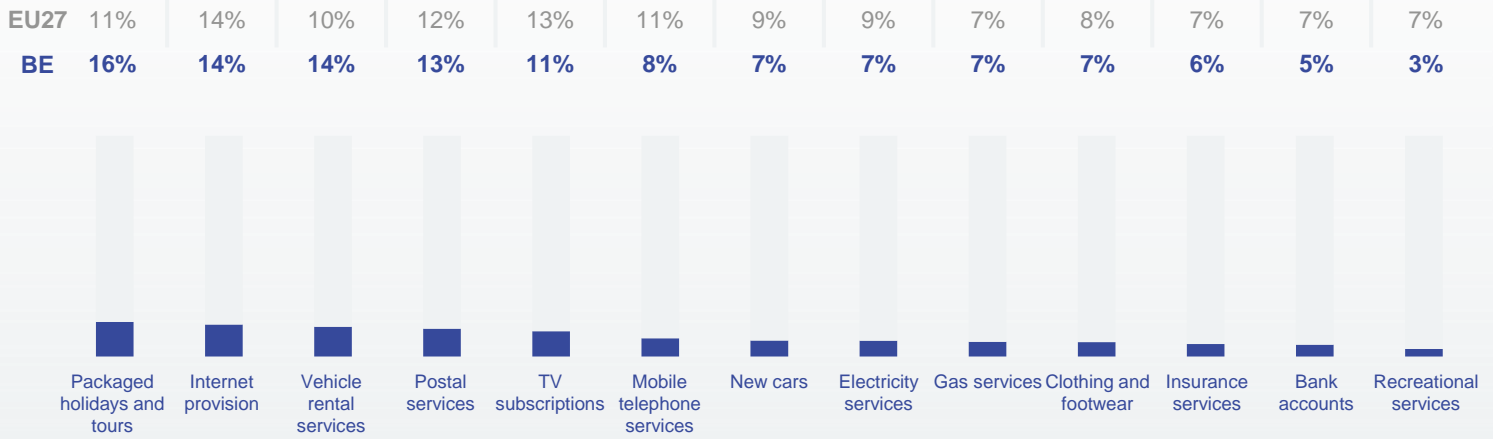
Packaged holidays and tours



	BE	EU27
Very easy	64%	71%
Fairly easy	10%	6%
Fairly difficult	11%	5%
Very difficult		
Don't know		

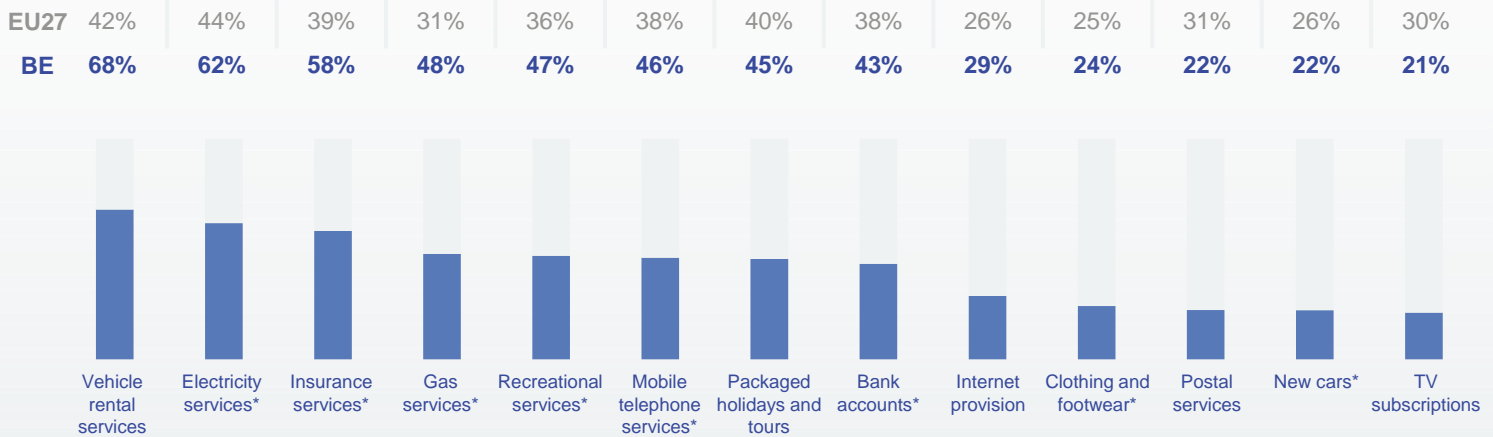
Have you experienced problems with the products or services you purchased? (% yes)

Base: Adults (aged 18+)



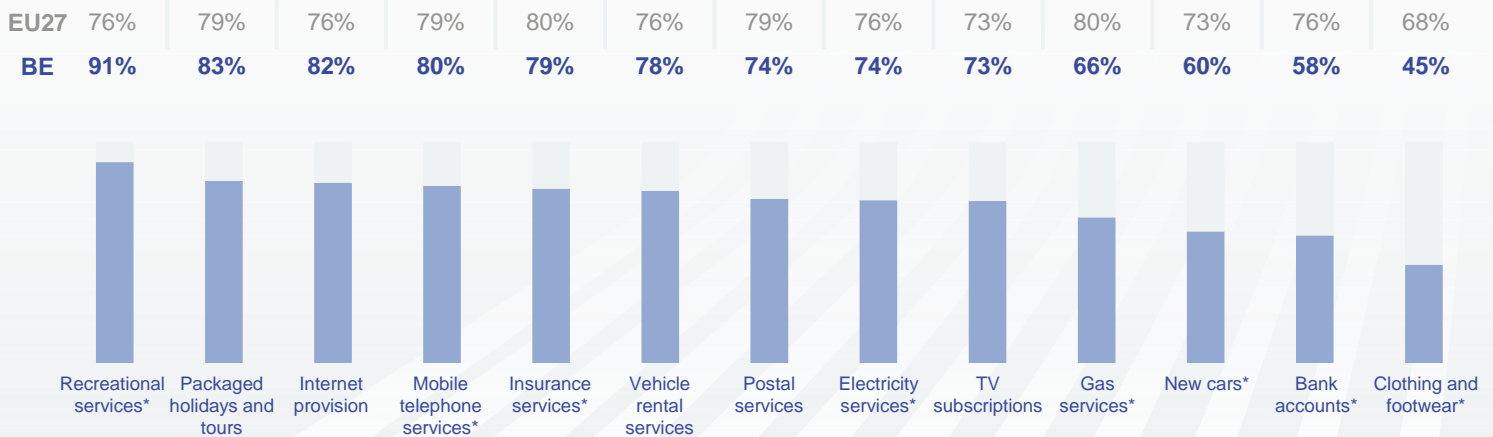
Did you personally experience financial loss? (% yes)

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

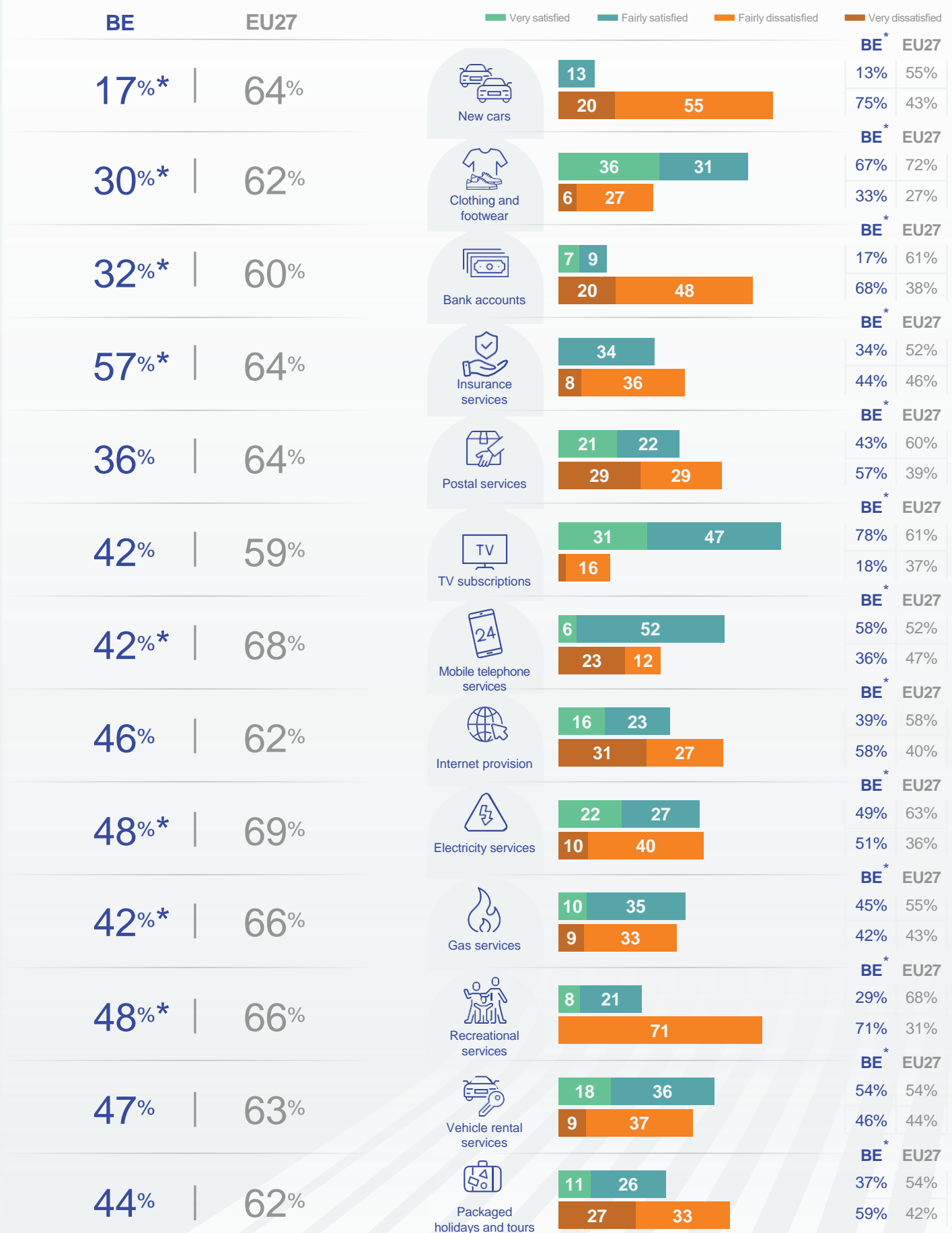


Thinking about the most recent problem did you make a complaint? (% yes)

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



*Base size < 50
Percentages of 'don't know' responses are not shown here. As a result, the figures generally do not add up to 100%