
















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

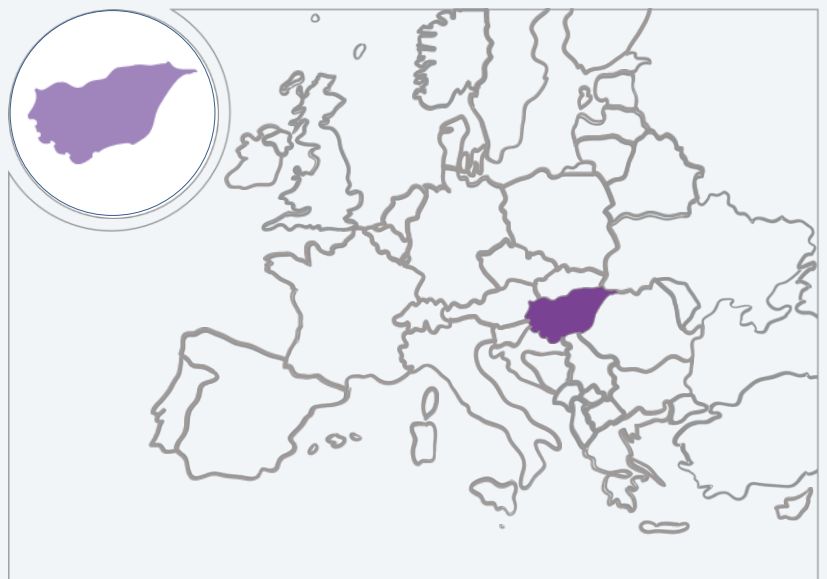
The MMS is conducted using CATI (Computer Assisted Telephone Interviews) and the target population is the general public aged 18 and older. Around 50,000 people are interviewed each wave across the 30 countries in scope. The 2020 wave of the survey was conducted between 27 July 2020 and 26 October 2020.

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 Hungary, levels of trust in the thirteen markets covered range from a high of 92% for the mobile telephone services market, to a low of 70% for the new cars market.

Between 78% (insurance services market) and 94% (recreational services market) of consumers in Hungary report positive experiences of purchasing goods or services in the thirteen markets. Between 47% (electricity services market) and 68% (vehicle rental services market) find it easy to compare the offers of different retailers/providers/operators.

Between 3% and 19% of consumers in Hungary 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 19% and 63% 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 Hungary, between 45% (gas services market and insurance services market) and 69% (recreational services market) went on to make a complaint.

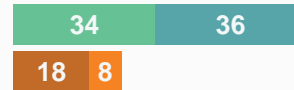


How much do you trust the providers/retailers/operators overall?

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



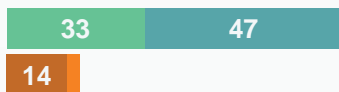
New cars



	HU	EU27
a great deal	70%	83%
a fair amount	26%	15%



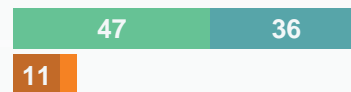
Clothing and footwear



	HU	EU27
a great deal	81%	84%
a fair amount	17%	15%



Bank accounts



	HU	EU27
a great deal	83%	78%
a fair amount	15%	22%



Insurance services



	HU	EU27
a great deal	75%	75%
a fair amount	23%	24%



Postal services



	HU	EU27
a great deal	89%	85%
a fair amount	10%	14%



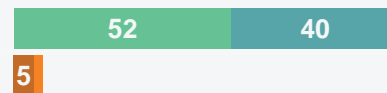
TV subscriptions



	HU	EU27
a great deal	86%	77%
a fair amount	12%	22%



Mobile telephone services



	HU	EU27
a great deal	92%	77%
a fair amount	7%	23%



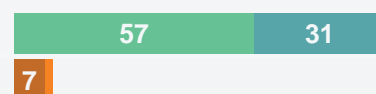
Internet provision



	HU	EU27
a great deal	82%	75%
a fair amount	15%	24%



Electricity services



	HU	EU27
a great deal	88%	77%
a fair amount	9%	21%



Gas services



	HU	EU27
a great deal	91%	82%
a fair amount	7%	17%



Recreational services



	HU	EU27
a great deal	90%	87%
a fair amount	8%	12%



Vehicle rental services



	HU	EU27
a great deal	88%	86%
a fair amount	10%	14%



Packaged holidays and tours



	HU	EU27
a great deal	78%	81%
a fair amount	16%	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



	HU	EU27
Very positive	84%	94%
Mostly positive	14%	5%



Clothing and footwear



	HU	EU27
Very positive	88%	95%
Mostly positive	11%	4%



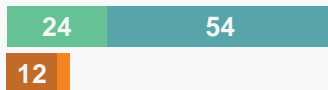
Bank accounts



	HU	EU27
Very positive	89%	89%
Mostly positive	11%	9%



Insurance services



	HU	EU27
Very positive	78%	89%
Mostly positive	15%	9%



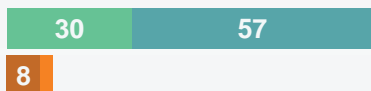
Postal services



	HU	EU27
Very positive	90%	91%
Mostly positive	9%	7%



TV subscriptions



	HU	EU27
Very positive	87%	88%
Mostly positive	11%	10%



Mobile telephone services



	HU	EU27
Very positive	92%	89%
Mostly positive	7%	10%



Internet provision



	HU	EU27
Very positive	84%	87%
Mostly positive	13%	11%



Electricity services



	HU	EU27
Very positive	90%	86%
Mostly positive	8%	10%



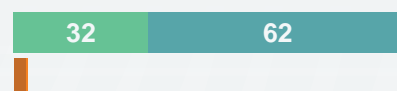
Gas services



	HU	EU27
Very positive	92%	89%
Mostly positive	5%	9%



Recreational services



	HU	EU27
Very positive	94%	96%
Mostly positive	3%	3%



Vehicle rental services



	HU	EU27
Very positive	89%	93%
Mostly positive	9%	6%



Packaged holidays and tours

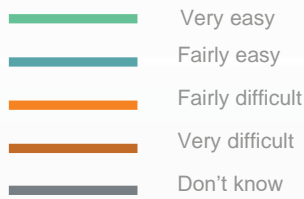


	HU	EU27
Very positive	88%	91%
Mostly positive	6%	6%

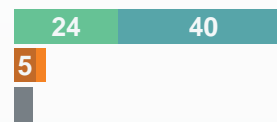


How easy or difficult was it to compare the services or products of different providers/retailers/operators?

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



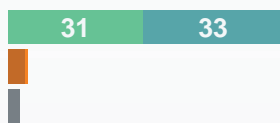
New cars



	HU	EU27
Very easy	64%	75%
Fairly easy	7%	6%
Fairly difficult	4%	4%
Very difficult	24%	11%
Don't know	0%	0%



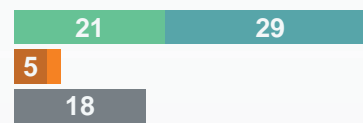
Clothing and footwear



	HU	EU27
Very easy	64%	79%
Fairly easy	4%	4%
Fairly difficult	3%	3%
Very difficult	31%	14%
Don't know	0%	0%



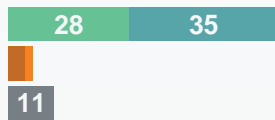
Bank accounts



	HU	EU27
Very easy	51%	57%
Fairly easy	6%	11%
Fairly difficult	18%	9%
Very difficult	21%	22%
Don't know	0%	0%



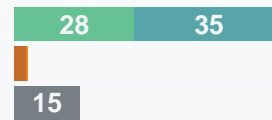
Insurance services



	HU	EU27
Very easy	63%	65%
Fairly easy	6%	11%
Fairly difficult	11%	7%
Very difficult	28%	17%
Don't know	0%	0%



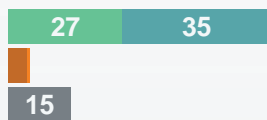
Postal services



	HU	EU27
Very easy	63%	64%
Fairly easy	3%	6%
Fairly difficult	15%	11%
Very difficult	28%	19%
Don't know	0%	0%



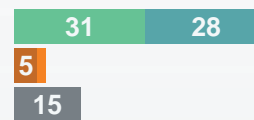
TV subscriptions



	HU	EU27
Very easy	61%	68%
Fairly easy	5%	8%
Fairly difficult	15%	7%
Very difficult	27%	17%
Don't know	0%	0%



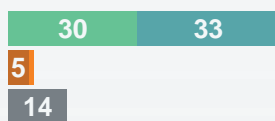
Mobile telephone services



	HU	EU27
Very easy	59%	71%
Fairly easy	7%	7%
Fairly difficult	15%	5%
Very difficult	31%	17%
Don't know	0%	0%



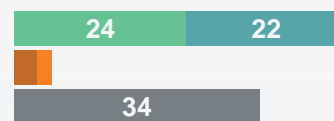
Internet provision



	HU	EU27
Very easy	63%	70%
Fairly easy	6%	8%
Fairly difficult	14%	6%
Very difficult	30%	16%
Don't know	0%	0%



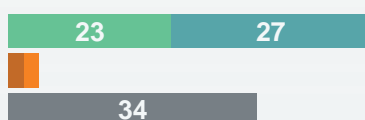
Electricity services



	HU	EU27
Very easy	47%	59%
Fairly easy	5%	11%
Fairly difficult	34%	12%
Very difficult	24%	18%
Don't know	0%	0%



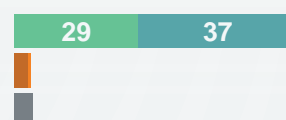
Gas services



	HU	EU27
Very easy	50%	61%
Fairly easy	4%	11%
Fairly difficult	34%	11%
Very difficult	23%	17%
Don't know	0%	0%



Recreational services



	HU	EU27
Very easy	66%	75%
Fairly easy	4%	5%
Fairly difficult	4%	4%
Very difficult	29%	16%
Don't know	0%	0%



Vehicle rental services



	HU	EU27
Very easy	68%	74%
Fairly easy	4%	5%
Fairly difficult	7%	4%
Very difficult	32%	17%
Don't know	0%	0%



Packaged holidays and tours

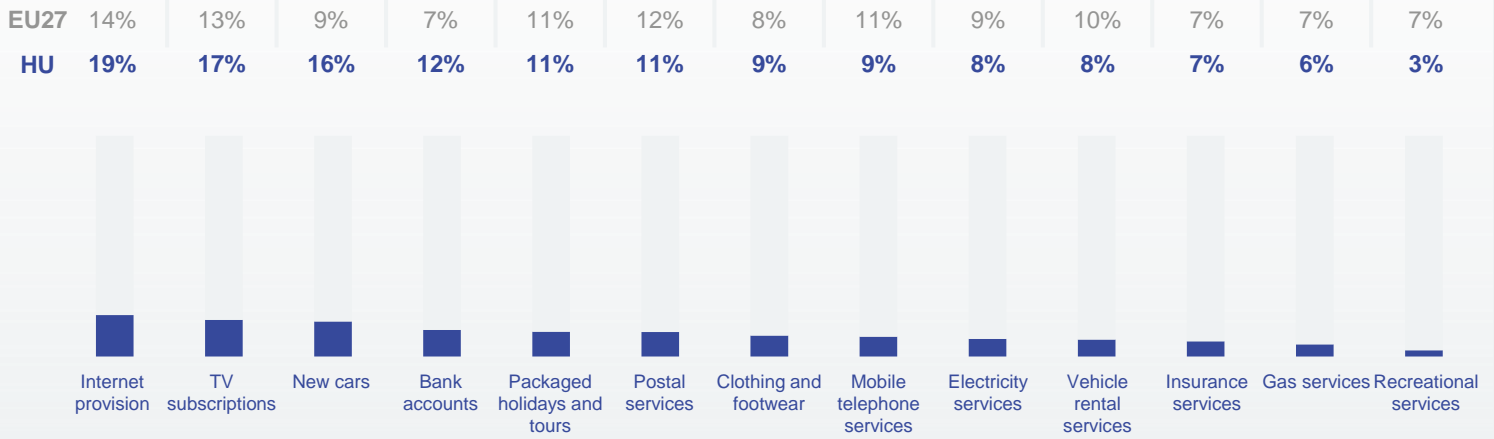


	HU	EU27
Very easy	64%	71%
Fairly easy	5%	6%
Fairly difficult	9%	5%
Very difficult	30%	18%
Don't know	0%	0%



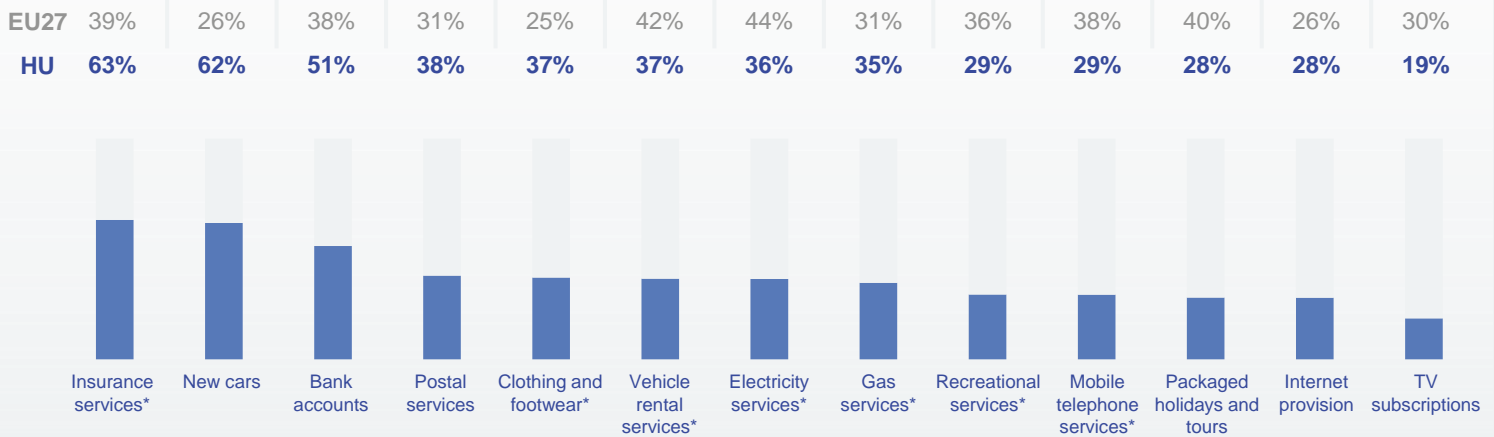
Have you experienced problems with the products or services you purchased? (% yes)

Base: Adults (aged 18+)



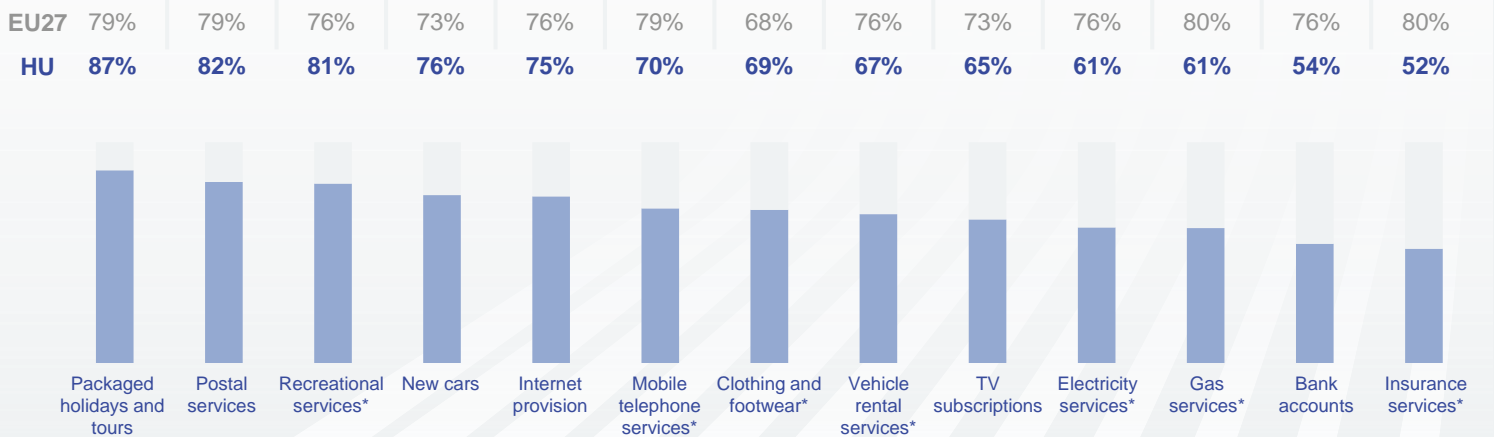
Did you personally experience financial loss? (% yes)

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



*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%

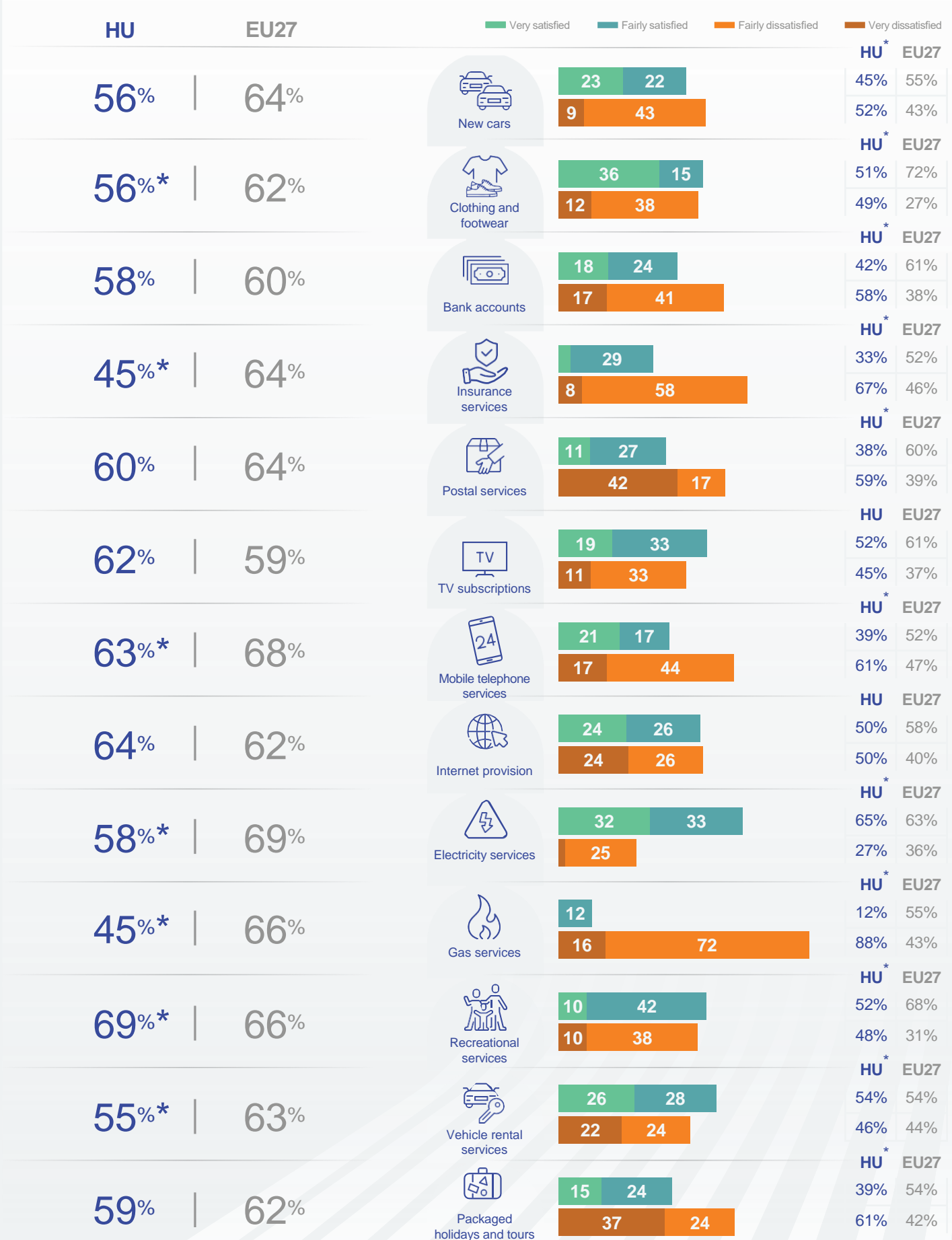


Thinking about the most recent problem did you make a complaint? (% yes)

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%