

## PPI campaign response

29th August 2017 – 31st May 2019

### PPI helpline

**44,488**

calls

**3,720**

emails

**7,480**

web chat  
conversations

**94%**

satisfaction with the service received

### PPI website

**Over 3.9 million**

users have accessed  
the website

**Over 11 million**

website page views

**80%**

of users found our website helpful  
(based on 21,149 users)

**02:40**

the average time  
spent on a page



### Social media

**10,998**

comments on social  
media channels

**Deadline for  
PPI complaints  
29 Aug 2019**