

## PPI campaign response

29th August 2017 – 30th November 2018

### PPI helpline

**35,379**

calls

**2,575**

emails

**5,971**

web chat  
conversations

**92%**

satisfaction with the service received

### PPI website

**Over 3 million**

users have accessed  
the website

**Over 9 million**

website page views

**81%**

of users found our website helpful  
(based on 12,681 users)

**00:1:34**

the average time  
spent on a page

### Social media

**10,818**

comments on social  
media channels

**Deadline for  
PPI complaints  
29 Aug 2019**