

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**