

ECC LUXEMBOURG
CONSUMER SATISFACTION SURVEY 2016
ANALYSIS OF THE RESULTS

Key Findings

- **93,46% of the consumers were satisfied or totally satisfied with the assistance of ECC Luxembourg (90,70% in 2015)**
- **97,48 % of the consumers consider the case handling time of ECC Luxembourg as “very quick” or “reasonable” (93,80% in 2015)**
- **To reach the ECC Luxembourg was (very) easy for 99,95% (98.06% in 2015)**
- **Most of the consumers (68,84%) have contacted the ECC because of a concrete dispute with a trader (74,81% in 2015)**
- **90,99% of the consumers, to which ECC Luxembourg’s homepage was known, find it clear and informative (90,50% in 2015)**
- **Most of the consumers (56,28%) who contacted the ECC Luxembourg are in the age group of 41 to 65 years old and are men (54,27%)**

1. Introduction

In 2016 as in the years before, the European Consumer Centre Luxembourg (ECC) has carried out a survey in order to evaluate the satisfaction of consumer with ECC Luxembourg.

The survey was realized in German (annexe I), English (annexe II) and French (annexe III). The survey can be found on the website of ECC Luxembourg (www.cecluxembourg.lu) and a link to the survey was also sent via email to consumers who contacted ECC Luxembourg.

In Annexe IV, the replies of the consumers are evaluated, assessed in numbers and calculated in the respective percentage.

The survey is composed of 14 questions. Two questions concerned the level of consumer awareness of the existence of the ECC-Net in general and ECC Luxembourg in particular. A further question should clarify how the consumers learned about ECC Luxembourg. In addition to this, consumers are asked whether they find the website of ECC Luxembourg sufficiently clear and informative. Furthermore, consumers are asked if they have already contacted ECC Luxembourg before and moreover if contacting the ECC has been easy or difficult and the reason why consumers contacted the ECC. In addition to this, a question about the processing time of information requests or complaints was asked. Consumers were also asked if they were satisfied with the extent of information and the assistance provided. In a further question, consumers were given the opportunity to give suggestions on how ECC Luxembourg or the ECC-Net could offer an even better service.

A total of 765 consumers, who had contacted the ECC, were asked by email to fill out the survey. 199 consumers (26,01%) participated in the survey until December 9th 2016. (In 2015 539 surveys were sent where 258 respondents participated 47,86%)

Compared to the survey of 2015 this represents a decrease in participation of approximately 21%.

2. Results of the survey

The questions and answers of the satisfaction survey 2016 are presented in the following.

a) Level of consumer awareness of ECC Luxembourg and the ECC-Net

The first three questions relate to the level of consumer awareness of ECC Luxembourg and the ECC-Net and on how consumers found out about ECC Luxembourg.

98 consumers (49,24%) stated that they were aware of ECC Luxembourg. 97 consumers (48,74%) did not know of the existence of ECC Luxembourg. 4 respondents did not provide any information.

The second question should clarify on how consumer learned about ECC Luxembourg. 35 (17,58%) found out about ECC Luxembourg through the media (internet, newspapers, radio and TV). 141 consumers (70,85%) through the Luxembourgish consumer association "Union

Luxembourgeoise des Consommateurs" (ULC), 7 consumers (3,51%) through the information office in the "Maison de l'Europe", 16 (8,04%) through recommendations and 3 (1,50%) in any other way. (Notice: Due to multiple answers the number of replies differs from the number of respondents)

55 respondents (27,63%) confirmed their previous knowledge of the ECC-Net.

Compared to 2015 there is a decrease in the level of consumers' awareness of ECC-Net. Consumers' awareness of the ECC-Net decreased by approx. 3%. (30,23% in 2015).

In addition to this it can be noted that consumers are more aware of the existence of ECC Luxembourg than of the ECC-Net in general.

b) Website informative

This question was asked in order to find out if the respondents find the online presence of ECC Luxembourg via the website www.cecluxembourg clear and informative.

It has to be pointed out that 88 (44,22%) of the participants were unaware of the website of ECC Luxembourg and could therefore not give their opinion.

Consequently the replies of 111 consumers were taken into consideration for this question.

101 (90,99%) consumers stated that the online presence was clear and informative.

c) Has the ECC been contacted before

Whether the ECC was contacted before for an information request or a cross-border complaint was answered in the affirmative by 88 consumers (44,22%).

Therefore it can be noted that the amount of consumers who contacted the ECC Luxembourg repeatedly has increased by approx. 1,5% compared to 2015. (43,02% in 2015).

d) How easy was contacting the ECC

This question should give information, whether it was very easy, easy or difficult to contact the ECC Luxembourg. 180 participants (90,45%) replied that it was very easy, 18 (9,04%) replied that it was easy and 1 (0,50%) said it was difficult.

Therefore, it can be noted that a vast majority, as it was the case in 2015, stated that contacting the ECC was very easy respectively easy and that the number of consumers who find it easy to contact the ECC has increased by approx. 1,5%. (98,03% in 2015)

e) Reason for contacting the ECC

This question focuses on the reason why consumers contacted the ECC Luxembourg. 43 (21,60%) of the participants stated that they contacted the ECC for general information, 137 (68,84%) contacted the ECC because of a concrete cross-border complaint against a trader and 18 consumers (9,04%) contacted the ECC because of other reasons.

Thus the large majority of the respondents turned to the ECC because of a specific problem or complaint in relation to a cross border matter.

f) Processing time of information requests and complaints

For this question consumers should evaluate the processing time of information requests and complaints.

122 (61,30%) estimated that the processing time was very quick, 72 (36,18%) estimated it was reasonable and 5 (2,51%) estimated it was too long.

Thus the majority of consumer considered the processing time of ECC Luxembourg, as in 2015, as very quick.

g) Review of the information provided

Consumers were asked in another question to assess the extent of the information provided.

88 consumers (44,22%) considered the information to be broad, 97 (48,74%) to be satisfactory and 14 (7,03%) to be insufficient.

Thus it can be said that the vast majority of consumers (92,96%), as in 2015, are satisfied with the extend of the information provided.

h) Satisfaction with the ECC-Net and ECC Luxembourg

The question whether consumers were satisfied with the assistance provided by ECC Luxembourg or the ECC-Net was answered as follows:

128 participants (64,32%) were very satisfied, 58 (29,14%) were satisfied and 12 (6,03%) were not satisfied and one did not provide any information.

It can be noted that the percentage of consumers who are very satisfied or satisfied with ECC Luxembourg respectively the ECC-Net has increased over again to a total of 93,46%.

i) Recommendations

The fifth question was asked in order to find out what could be done in ECC Luxembourg or in the ECC-Net to provide even better services.

The majority of the respondents who gave a recommendation, praised the good work of the ECC Luxembourg without giving specific suggestions for modification or amelioration and wished that the ECC would continue in the same way. Some consumers would welcome if the ECC or the ECC-Net would put more than one case handler on the case (to have a second contact person if the first is not in the office). Other consumers wished the delays would be much shorter. Furthermore, some respondents wished that consumers would be more aware of ECC Luxembourg and the ECC-Net in order that even more consumers could profit from the services of the ECC. Some consumers even wished the ECC-Net could apply more pressure on companies. In addition, some respondents would like the ECC to give more information on tax law.

As a conclusion to this question it can be said that the consumers were mainly very satisfied with the Centre and wished for a greater visibility of the ECC Luxembourg as well as the ECC-Net.

j) Place of residence

As additional information, consumers should indicate their country of residence.

148 (74,37%) came from Luxembourg, 11 (5,52%) came from Belgium, 8 (2,50%) from France and 14 (7,03%) from Germany. 18 of the respondents (7,03%) came from other countries. The missing number is due to consumers not responding with any of the above answers.

Thus it can be noted that the vast majority of respondents, as in 2016, have their residence in Luxembourg.

k) Age

The question in relation to the age of the respondents was divided in 4 categories (16-25, 26-40, 41-65 and 65+). Please note that we had age information of only 195 respondents.

At the moment of the survey, 7 of the respondents (3,58%) were between 16-25, 55 (28,20%) were between 26-40, 112 (57,43%) between 41-65 and 21 (10,76%) said to be over 65 years of age.

Compared to 2015 it has to be noted that the main group of respondents is again between 41 and 65 years old.

I) Gender

108 (54,28 %) of the respondents were male, 91 (45,72%) female.

Thus the proportion of male consumer outweighs again in 2016.

3. Conclusion

First of all, the ECC Luxembourg has sent out a total of 765 surveys as compared to the 539 we sent out in 2015. Thus, more than 200 more surveys have been sent out in the same period of time which shows the increase in cases we had the pleasure to handle in 2016.

Again in 2016 the most important finding of this survey lies in the fact that the majority of consumers are very satisfied with the reachability of the ECC, with the processing time of their requests and with the ECC Luxembourg itself.

Furthermore it has to be noticed that in 2016, a high number of consumers contacted ECC Luxembourg with a specific complaint. This shows how important ECC Luxembourg's advisory activity in concrete cross-border disputes is for the consumer.

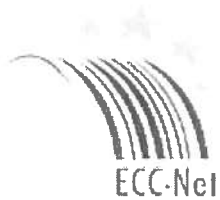
In conclusion it can be said, that consumers are very satisfied with ECC Luxembourg. However it would be desirable - as stated already by some consumers in 2015 - that consumers would have more knowledge of ECC Luxembourg in order to profit from the services of the Centre.

In 2017, the European Consumer Centre Luxembourg will again carry out a satisfaction survey in order to observe the developments in relation to the results of the survey of 2016 and in order to be able to react accordingly to the needs, wishes and suggestions of the consumers.

Luxembourg, the 15th December 2016

Annexes:

- I. Survey in German
- II. Survey in English
- III. Survey in French



Europäisches
Verbraucherzentrum
Luxemburg

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Umfragen

1. War Ihnen das Europäische Verbraucherzentrum (EVZ) Luxemburg / Centre Européen des Consommateurs (CEC) Luxemburg bereits vorher bekannt?

- ja
- nein

2. Wie haben Sie vom CEC Luxemburg erfahren?

- Suchmaschine im Internet
- Link auf einer Internetseite
- Zeitungen
- Radio, Fernsehen
- Luxemburgischer Konsumentenschutz (ULC)
- «Maison de l'Europe»
- Empfehlung
- Andere:

3. War Ihnen das Netzwerk der Europäischen Verbraucherzentren (European Consumer Centres Network - ECC-Net) bereits vorher bekannt?

- ja
- nein

4. Ist die Internetseite des CEC Luxemburg für Sie übersichtlich und informativ?

- ja
- nein
- Internetseite nicht bekannt

5. Haben Sie das CEC Luxemburg bereits vormals wegen einer Informationsanfrage oder einer grenzüberschreitenden Streitigkeit kontaktiert?

- ja
- nein

6. Das CEC Luxemburg zu kontaktieren war

- sehr einfach
- einfach
- schwierig

7. Weswegen haben Sie sich mit dem CEC Luxemburg in Verbindung gesetzt?

- um allgemeine Informationen zum europäischen Verbraucherrecht zu erhalten
- um eine Beschwerde gegen ein Unternehmen mit Sitz in einem anderen Land der EU oder in Island oder Norwegen vorzubringen
- Sonstiges:

8. Wie schätzen Sie die Bearbeitungszeit Ihrer Informationsanfrage bzw. Beschwerde ein?

- sehr schnell
- angemessen
- zu lang

9. Wie bewerten Sie den Umfang der Ihnen vom CEC Luxemburg bereitgestellten Informationen?

- umfangreich
- ausreichend
- ungenügend

10. Sind Sie mit der Unterstützung durch das CEC Luxemburg / das Netzwerk der Europäischen Verbraucherzentren zufrieden?

- sehr zufrieden
- zufrieden
- unzufrieden

11. Haben Sie Verbesserungsvorschläge für uns?

12. Wo wohnen Sie?

13. Wie alt sind Sie?

- 16-25
- 26-40
- 41-65
- älter als 65

14. Sie sind

- männlich
- weiblich

ABSENDEN

Datenschutzerklärung

Das Europäische Verbraucherzentrum Luxemburg verpflichtet sich, persönliche Daten nicht zu gewerblichen Zwecken oder Werbezwecken zu nutzen.

Gemäß Kapitel VI des Gesetzes vom 2. August 2002 betreffend den Schutz von Personen im Hinblick auf die Behandlung persönlicher Daten, verfügen Sie über gewisse Rechte, darunter insbesondere das Zugangsrecht zu Informationen, die Sie betreffen, und das Recht, nicht korrekte Informationen richtig zu stellen. Wenn Sie diese Rechte ausüben möchten, senden Sie bitte eine Nachricht an info@cecluxembourg.lu.

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Surveys

1. Did you already know the European Consumer Centre (ECC) Luxembourg?

- yes
 no

2. How did you find out about its existence?

- internet search engines
 link on another internet site
 newspapers
 radio, television
 Union Luxembourgeoise des Consommateurs (ULC)
 «Maison de l'Europe»
 recommandation
 other:

3. Did you already know the network of European Consumer Centres (ECC-Net)?

- yes
 no

4. Do you find the internet site of the ECC Luxembourg sufficiently clear and informative?

- yes
 no
 I did not know about the internet site



5. Have you already contacted the ECC Luxembourg before for an information request or a crossborder dispute?

- yes
- no

6. Contacting the European Consumer Centre (ECC) Luxembourg has been

- very easy
- easy
- difficult

7. What was the subject of your request at the ECC Luxembourg?

- to obtain general information about European consumer rights
- to complain about a company located in another member state of the European Union, Norway or Iceland
- other:

8. How would you rate the processing time of your information request/complaint?

- very quick
- reasonable
- too long

9. How would you rate the extent of the information provided by the ECC Luxembourg?

- broad
- satisfactory
- insufficient

10. Have you been satisfied with the assistance provided by the ECC Luxembourg?

- very satisfied
- satisfied
- not satisfied

11. Do you have any suggestions to further improve our services for the consumers?

12. What is your country of residence?



13. What is your age?

- 16-25
- 26-40
- 41-65
- older than 65

14. What is your gender?

- Male
- Female

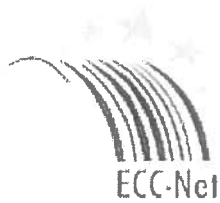
SUBMIT

Data privacy statement

The European Consumer Center will ensure that no personal data shall be used for commercial or promotional purposes.

Chapter VI of the law of the 2nd August 2002, concerning the protection of individuals with regard to data processing, gives individuals a number of rights including the right to access personal data and the right of rectification of inaccurate data. In the case you wish to exercise these rights, please contact us under the following address: info@cecluxembourg.lu.





Centre Européen
des Consommateurs
Luxembourg

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Sondages

1. Connaissez-vous le Centre Européen des Consommateurs (CEC) Luxembourg?

- oui
- non

2. Par quel(s) moyen(s) avez-vous pris connaissance du CEC Luxembourg?

- Moteur de recherche sur internet
- Lien sur un autre site internet
- Journaux
- Radio, télévision
- Union Luxembourgeoise des Consommateurs (ULC)
- «Maison de l'Europe»
- Recommandation
- Autre :

3. Connaissez-vous le réseau des Centres Européens des Consommateurs (European Consumer Centres-Network -ECC-Net)?

- oui
- non

4. Le site internet du CEC Luxembourg est-il suffisamment clair et informatif?

- oui
- non
- Je ne le connais pas

5. Avez-vous déjà contacté le CEC Luxembourg auparavant pour une demande d'information ou un litige transfrontalier?

- oui
- non

6. Joindre le CEC Luxembourg était

- facile
- assez facile
- difficile

7. Dans quel but avez-vous contacté le CEC Luxembourg?

- Obtenir des informations générales sur le droit européen de la consommation
- Déposer une plainte contre une société située dans un autre pays de l'Union Européenne ainsi qu'en Islande et en Norvège
- Autre :

8. Comment jugeriez-vous le délai de traitement de votre demande d'information/plainte?

- Très rapide
- Raisonnable
- Trop long

9. Comment jugeriez-vous l'étendue des informations délivrées par le CEC Luxembourg?

- Vaste
- Suffisante
- Insuffisante

10. Étiez-vous satisfait de l'assistance fournie par le CEC Luxembourg?

- Très satisfait
- Satisfait
- Pas satisfait

11. Auriez-vous des suggestions pour améliorer la qualité des services du CEC Luxembourg?

12. Quel est votre pays de résidence?

13. Quel est votre âge?

- 16-25
- 26-40
- 41-65
- plus de 65

14. Vous êtes

- un homme
- un femme

ENVOYER

Déclaration de protection des données

Le Centre Européen des Consommateurs s'engage à ne pas utiliser les données à caractère personnel à des fins commerciales ou publicitaires.

Conformément au Chapitre VI de la loi du 2 août 2002 relative à la protection des personnes à l'égard du traitement des données à caractère personnel, vous disposez de certains droits, dont notamment le droit d'accès aux informations qui vous concernent et un droit de rectification des informations inexactes. Si vous entendez exercer ces droits, veuillez nous contacter à l'adresse suivante : info@cecluxembourg.lu.