

CONSUMER EMPOWERMENT EB 73

EU27  Number of interviews: 53.402

PL  Number of interviews: 2.000

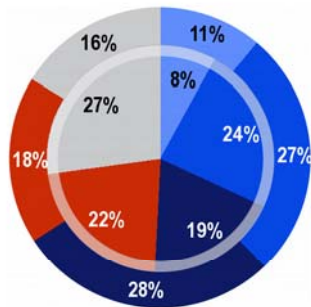
Fieldwork: 26/02-01/04/2010






Fieldwork: 27/02-29/03/210

Methodology: face-to-face

3. Awareness of consumer legislation (cont.)

QA9. Imagine you purchase car insurance over the telephone, the internet or by post. Two days later you discover a better deal with another provider and you decide to cancel the original contract. Do you have the right to do that?



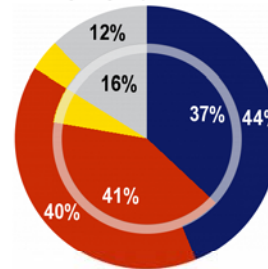
-  Yes, but you won't get your money back
-  Yes, but you have to pay an administration fee
-  Yes, and without paying anything (CORRECT ANSWER)
-  No
-  Don't know






EU  Outer pie

	EU	PL
Yes, but you won't get your money back	11%	8%
Yes, but you have to pay an administration fee	27%	24%
Yes, and without paying anything (CORRECT ANSWER)	28%	19%
No	18%	22%
Don't know	16%	27%

PL  Inner pie

QA10. Imagine a salesman calls uninvited at your door demonstrating a vacuum cleaner. You buy the vacuum cleaner from him, but two days later you discover a better deal. Do you have the right to return the vacuum cleaner and get your money back without giving any reason?



-  Yes (CORRECT ANSWER)
-  No
-  This practice is illegal in (OUR COUNTRY) (SPONTANEOUS)
-  This practice does not happen in (OUR COUNTRY) (SPONTANEOUS)
-  Don't know

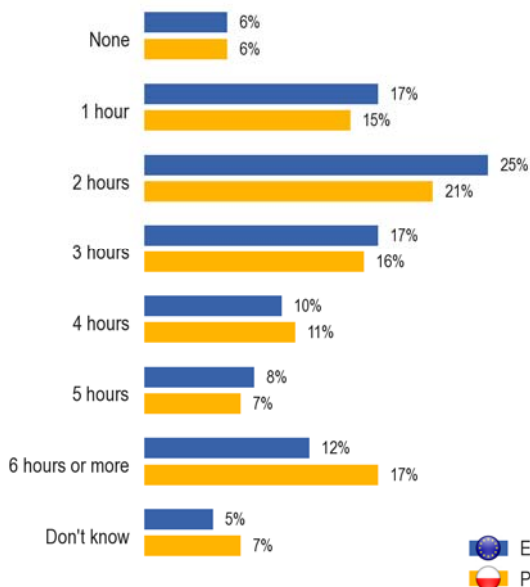
EU  Outer pie

	EU	PL
Yes (CORRECT ANSWER)	44%	37%
No	40%	41%
This practice is illegal in (OUR COUNTRY) (SPONTANEOUS)	0%	0%
This practice does not happen in (OUR COUNTRY) (SPONTANEOUS)	4%	6%
Don't know	12%	16%

PL  Inner pie

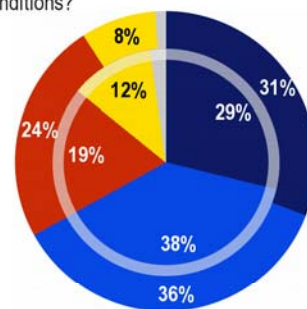
4. Consumer engagement






QA39. In a typical week how many hours do you spend shopping (please include both grocery shopping and other types of shopping including comparing offers between goods and services and on-line shopping)?



EU  PL 

QA14. Please think about the last time you signed a contract for a service, for example, gas, electricity, mobile phone, bank account or insurance. Did you read its terms and conditions?



-  Yes, carefully and completely
-  Yes, but only partially
-  No
-  You have never signed this kind of contract (SPONTANEOUS)
-  Don't know

EU  Outer pie

	EU	PL
Yes, carefully and completely	31%	29%
Yes, but only partially	36%	38%
No	24%	19%
You have never signed this kind of contract (SPONTANEOUS)	8%	12%
Don't know	1%	2%

PL  Inner pie

THE KEY INDICATORS RESULTS FOR POLAND



EU27 Number of interviews: 53.402

Fieldwork: 26/02-01/04/2010

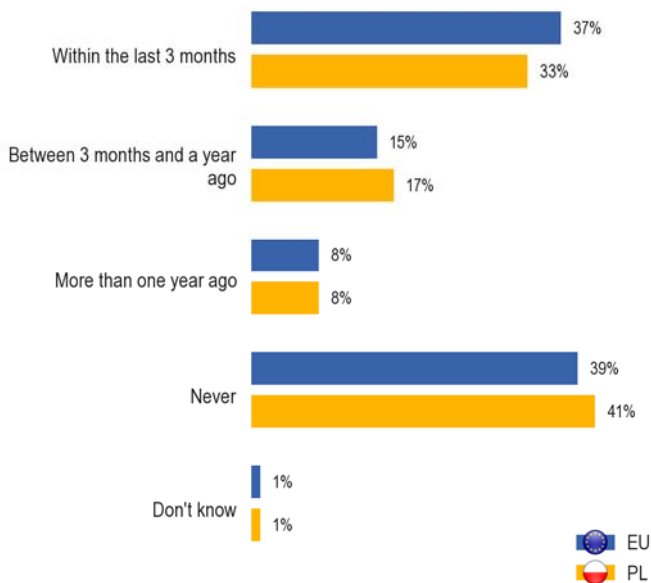
PL Number of interviews: 2.000

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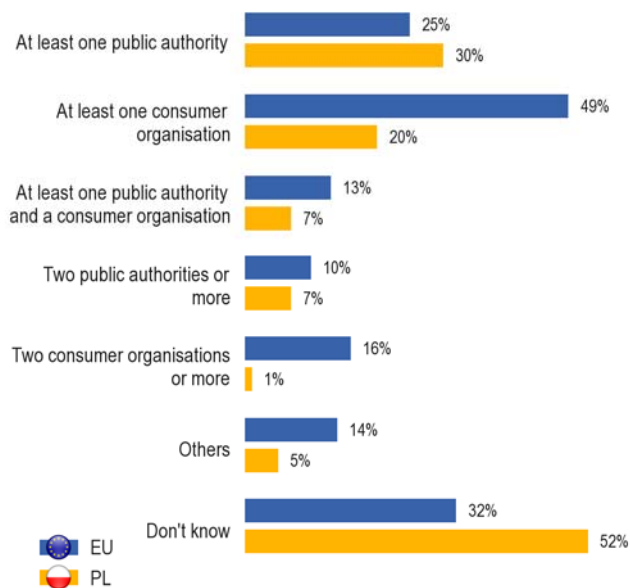
Methodology: face-to-face

4. Consumer engagement (cont.)

QA19. When did you last buy or order goods or services for private use via a website? Note that order or purchase goods or services by email is not considered as a purchase or order over the Internet.

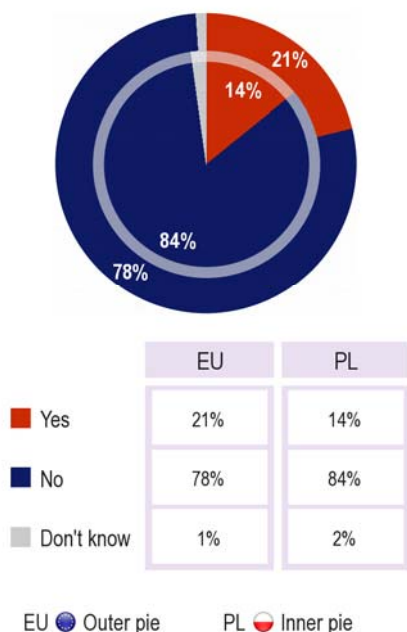


QA16. Thinking about consumer organisations or public agencies/authorities in your country, can you please name any organisations representing and protecting consumers that you have heard of?



5. Willingness to take action

QA27. In the past 12 months have you encountered any problems for which you had legitimate cause for complaint with a good, a service, a retailer or a provider?



QA28. If you had experienced such a problem in the last 12 months, do you think that you would have made a complaint to the retailer, the provider or the manufacturer?

