



# 8th Consumer Markets Scoreboard

**CMEG**  
**6 September 2012**

**Anna Jassem**



# 8th Consumer Markets Scoreboard

1. Content of the report
2. Policy context
3. Follow-up studies
4. Next steps

# 8th Consumer Markets Scoreboard

- **MARKET MONITORING SURVEY RESULTS**

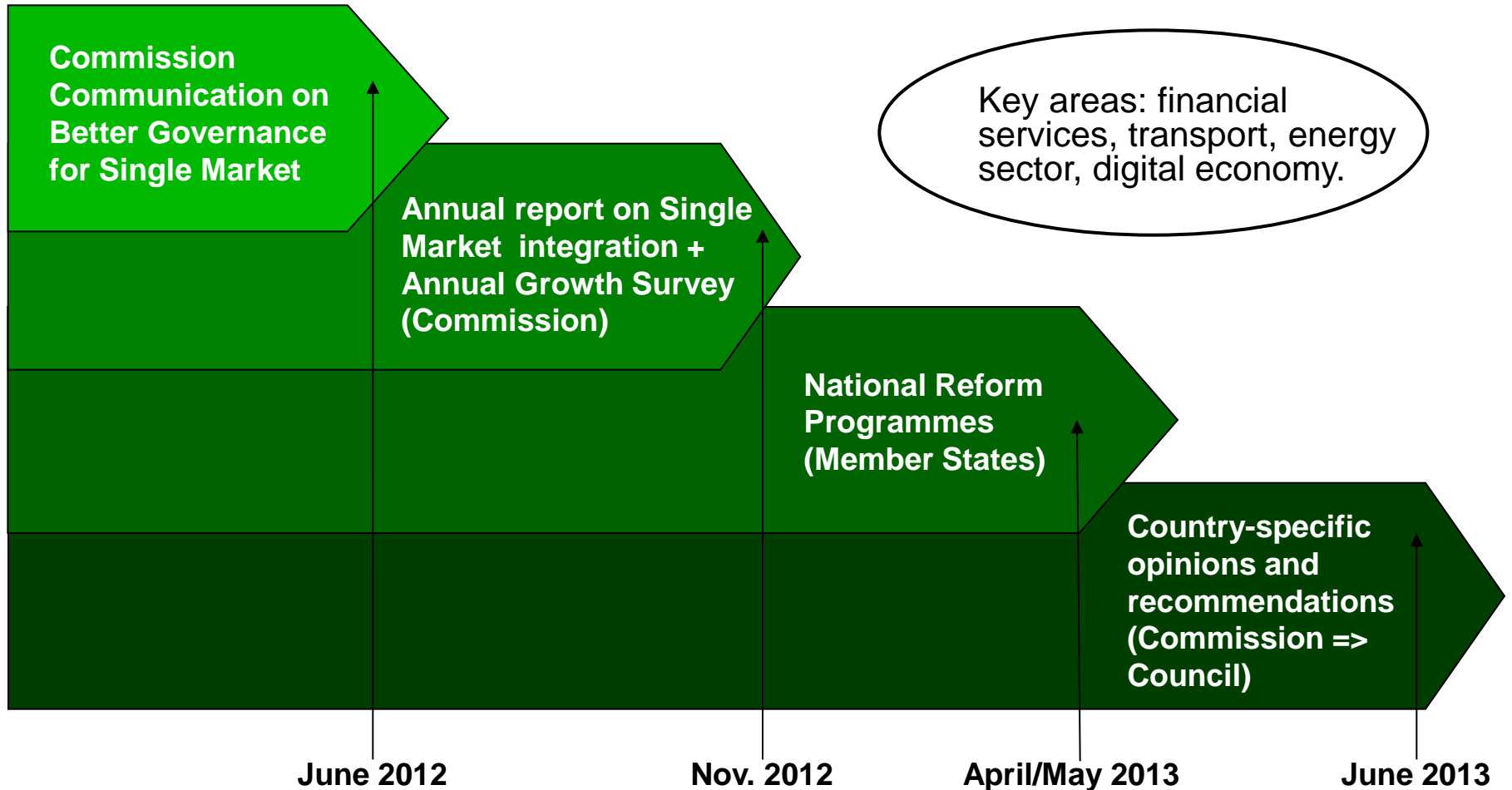
- Ranking of 51 markets based on indicators of comparability, trust, problems & complaints, satisfaction, choice and switching
- Socio-demographic analysis
- Country differences in market assessment

- **ADDITIONAL INDICATORS**

- **PRICES:** variability of prices across EU countries and link with spending power
- **COMPLAINTS** collected in Member States
- **SAFETY** data

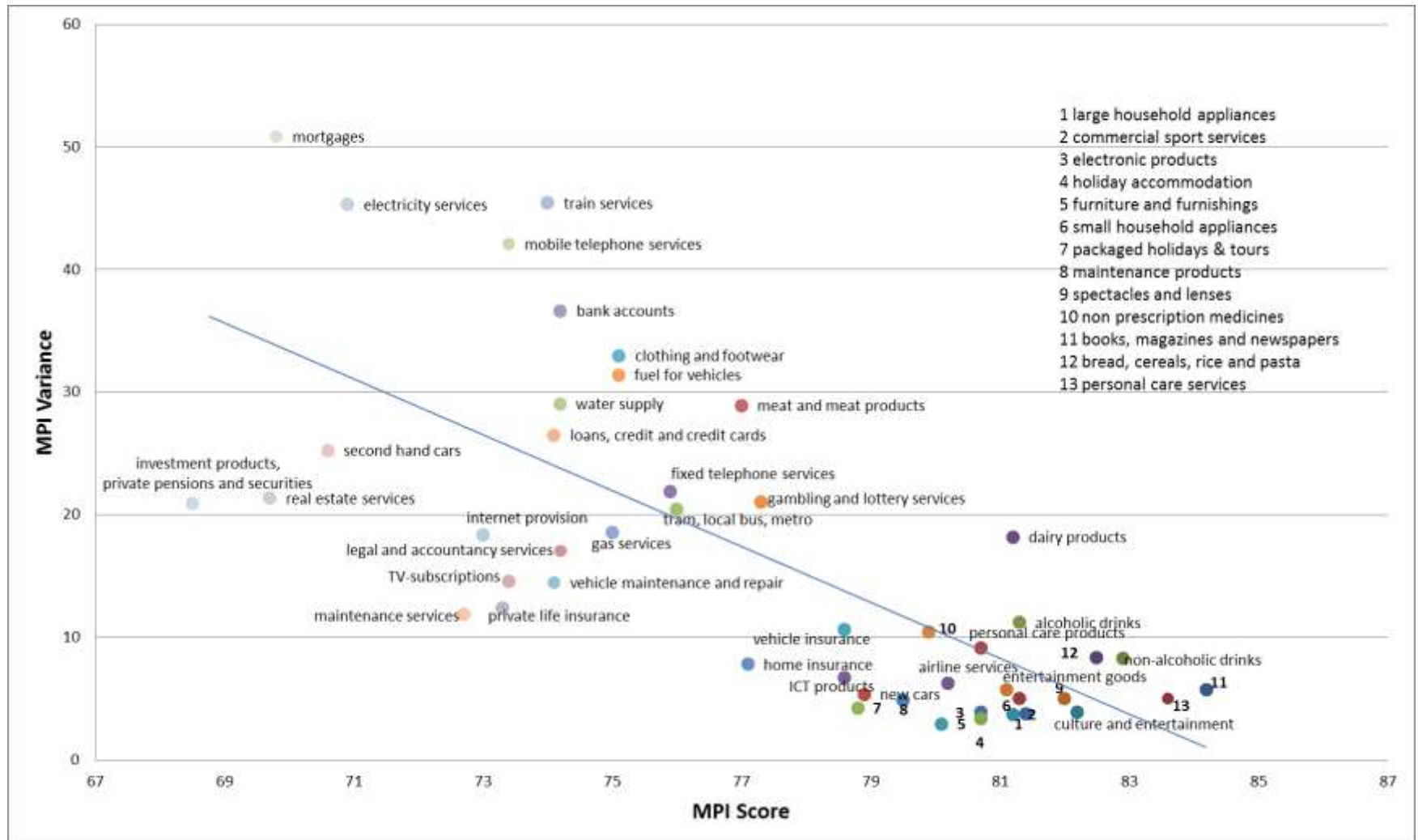
- **NATIONAL RANKINGS OF MARKETS**

# Scoreboard and the European Semester



Scoreboard data are an important contribution to European Semester process.

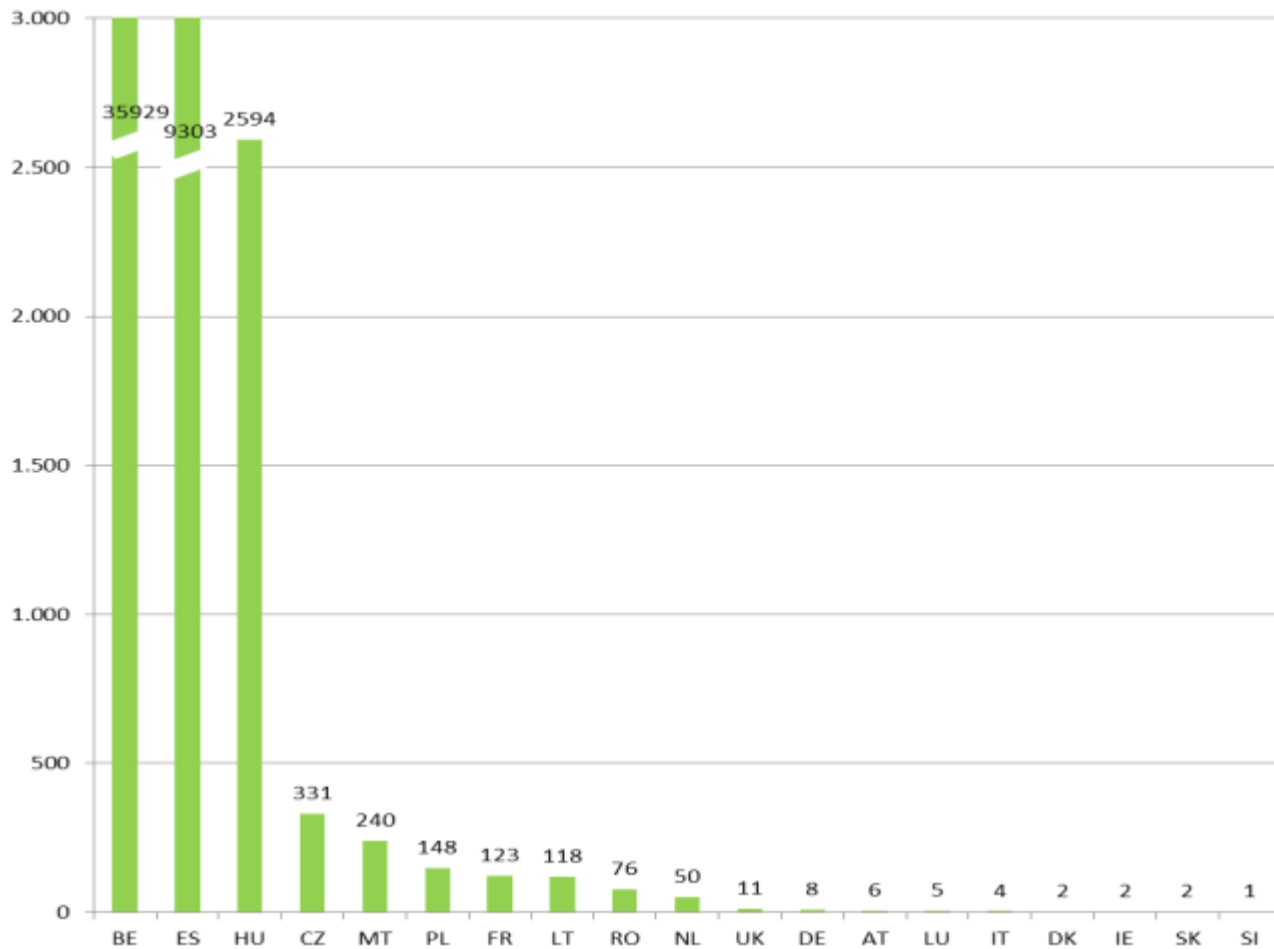
# Country differences in market assessment



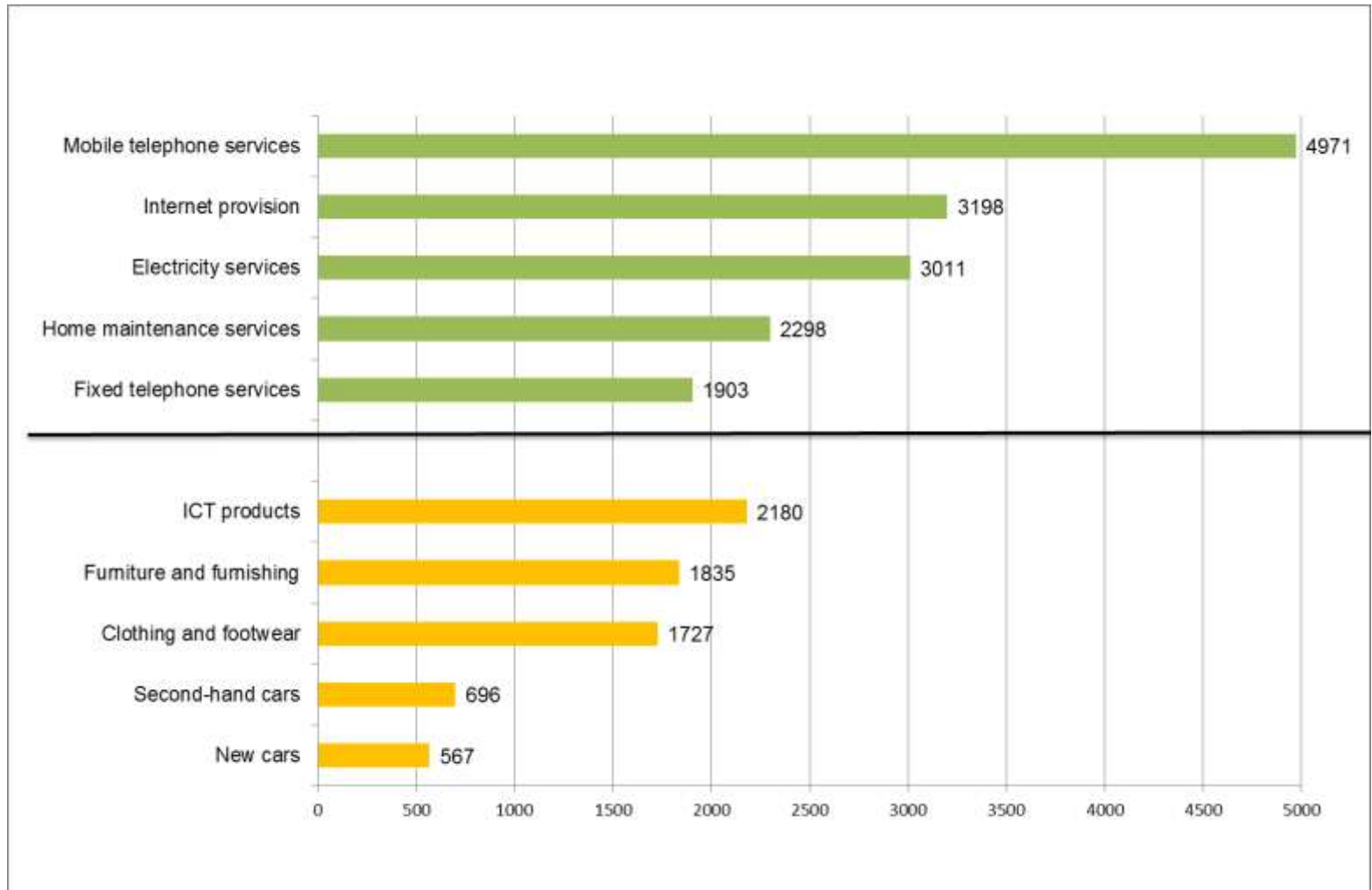
# Country differences in market assessment

	EU15	EU12	Diff. EU15- EU12
<b>All markets 2012</b>	77,9	75,7	2,2
All markets 2011	77,0	75,2	1,9
All markets 2010	76,3	75,9	0,4
<b>Market clusters</b>			
Fast moving retail	82,4	78,1	4,3
(Semi-)durable goods	81,4	79,0	2,4
Telecoms	73,2	75,3	-2,1
Transport	75,4	75,2	0,2
Utilities	74,2	73,3	0,9
Banking Services	71,8	69,1	2,7
Insurance Services	75,9	75,7	0,2
Automotive goods	76,0	71,4	4,6
Recreational Services	80,5	78,2	2,3

# Harmonised consumer complaints by country

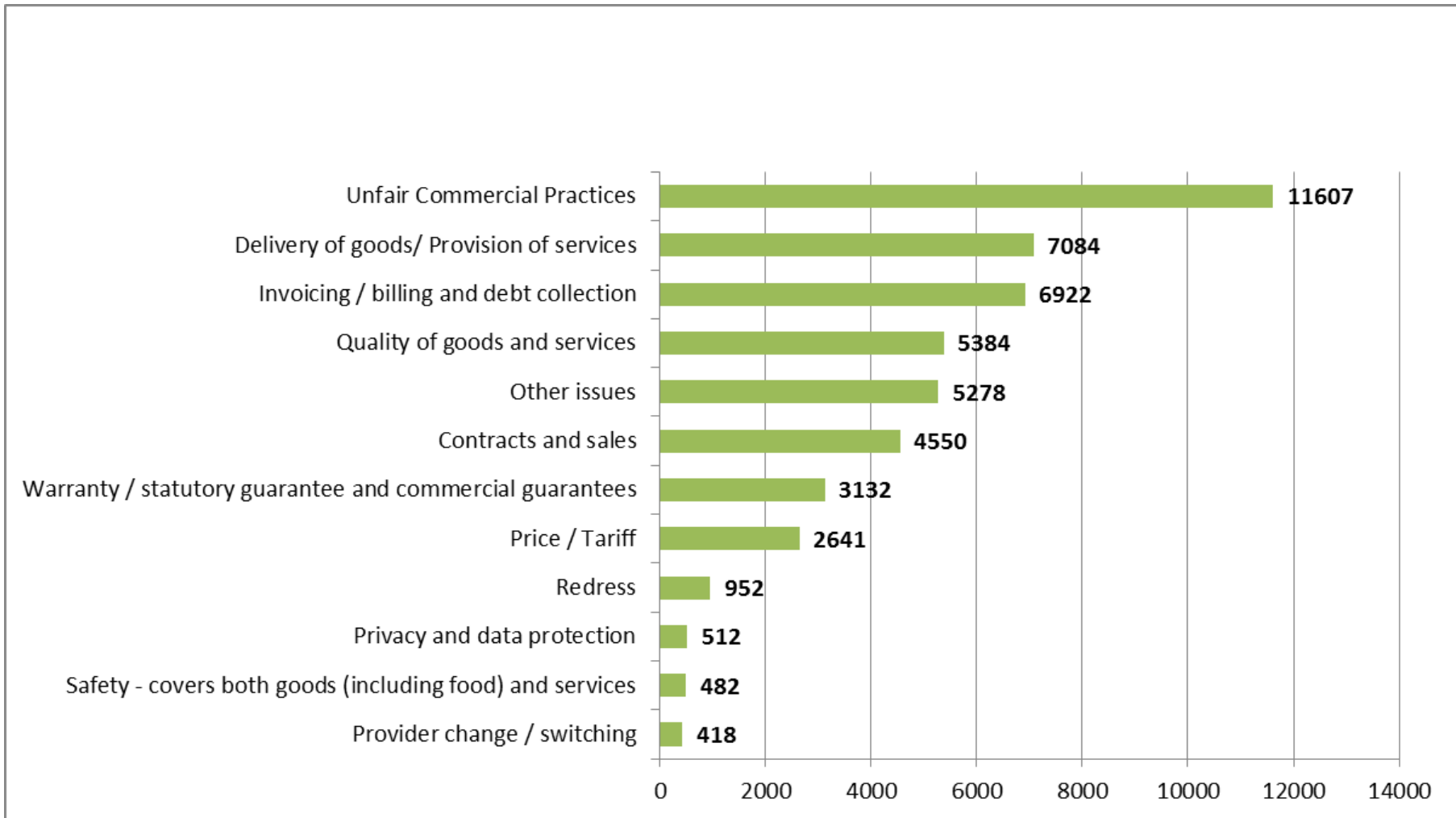


# Complaints by sector





# Complaints by complaint classification



## In-depth follow-up studies:

### ***Second-hand cars***

- ✓ Ranks lowest among goods markets for a third year in a row
- ✓ Trust and comparability scores are particularly low

### ***Consumer vulnerability***

Need for a more refined methodology for studying the mechanisms of vulnerability across different consumer markets in the future Scoreboards

# 8th Consumer Markets Scoreboard – next steps

- Feedback on draft market monitoring report welcome until **14 September**.
- The 8<sup>th</sup> Scoreboard will be shared with CMEG before the publication.
- Publication is planned for mid-November 2012.

# Thank you for your attention!

[anna.jassem-staniecka@ec.europa.eu](mailto:anna.jassem-staniecka@ec.europa.eu)

