

PPI campaign response

29th August 2017 – 31st May 2018

PPI helpline

26,445

calls

1,640

emails

4,430

web chat
conversations

93%

satisfaction with the service received

(based on 6,790 people)

PPI website

1,698,595

users have accessed
the website

5,701,499

website page views

83%

of users found our website helpful

(based on 9,079 users)

00:1:32

the average time
spent on a page



Social media

8,613

comments on social
media channels

Deadline for
PPI complaints
29 Aug 2019