

Final PPI campaign response

29th August 2017 – 29th August 2019

PPI helpline

114,044

calls

8,047

emails

20,610

web chat
conversations

95%

satisfaction with the service received

PPI website

Over 6.2 million

users have accessed
the website

Over 21 million

website page views

81%

of users found our website helpful
(based on 31,756 users)

03:35

the average time
spent on a page



Social media

14,292

comments on social
media channels