

PPI campaign response

29 August – 31 December 2017

PPI helpline

16,763

calls

861

emails

2,771

web chat
conversations

95%

Satisfaction (helpline)

(based on 4,013 people)

PPI website

853,123

users have accessed
the website

2,521,086

website page views

81%

of users found our website helpful

(based on 3,230 users)

00:1:25

the average time
spent on a page



Social media

5,354

comments on social
media channels

**Deadline for
PPI complaints
29 Aug 2019**

fca.org.uk/ppi