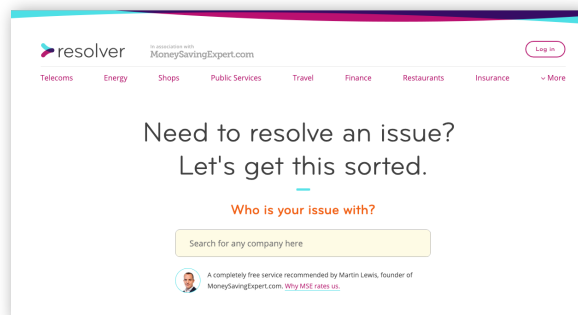


# Financial year statistics 2019

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You really can use Resolver to solve pretty much any problem. Our latest complaints figures cover over 100 products and services, from broadband to online shopping. The data shows all the things Resolver's 1.8 million users have contacted us about over the last financial year (April 2018 to March 2019).

In an ideal world, no one would have to make a complaint. That's why we're all about helping you avoid problems before they come up! If you're not sure if you've been treated unfairly, why not check out our straightforward guides that cover the complaints we see and help you avoid common problems?



If you're struggling to get your voice heard, Resolver can help you sort things out. It only takes a few clicks and a few minutes of your time.

[www.resolver.co.uk](http://www.resolver.co.uk)

# Movers & shakers

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+16%

Takeaways



+106%

Film and TV streaming services



+203%

Package delivery



+123%

Online/high street shopping



+56%

Flight delays

# Financial year statistics 2019

Product, service or sector	17/18	18/19	% Change	Total
PPI	727195	550468	-24%	1429315
Flight delays and airlines	118704	135037	14%	441057
Online shopping	58976	108315	84%	223457
High street shopping	60007	83386	39%	211341
Mobile phones	28451	44744	57%	99254
Packaged bank accounts	77597	39194	-49%	252658
Restaurants	27756	36761	32%	94223
Package delivery	11664	35339	203%	52155
Payday loans	5500	28543	419%	36330
Takeaways	20239	23531	16%	63040
Travel agents	11582	22926	98%	43205
Energy (gas and electricity)	11348	19089	68%	40715
Broadband	13655	19041	39%	49256
Hotels	7991	16131	102%	34758
Credit cards	8932	13917	56%	25341
Film and TV steaming services	6322	13001	106%	25391
Faulty goods	8512	11747	38%	30396
Current Accounts	9977	11492	15%	32698
Car dealerships and motor vehicles	7428	10749	45%	25826
Ticket sales (direct and resale)	2615	8186	213%	11513
Private parking tickets	3900	7846	101%	15132
Gambling*	3248	7796	140%	11044
Buses & coaches	5443	7470	37%	16235
Vouchers and discount deals	5969	6930	16%	17576
Trains	4696	6631	41%	18034
Courts and Tribunals*	4990	6515	31%	11912
Car rental	3472	5639	62%	11880
Tour operators	3759	4391	17%	11884
Mortgages	5082	4366	-14%	12067
Motor insurance	2926	4238	45%	10677
Gym & health clubs	1973	4234	115%	8187
Cinemas	2624	4041	54%	8408
Housing - social/council/co-ops	3144	3943	25%	9770
Local council services	2791	3902	40%	8913
Loans	3168	3616	14%	10141
Landline telephone	2487	3012	21%	9266
Petrol stations	1786	2939	65%	5980
Taxi & Private Hire Services	1112	2794	151%	4108
Bailiffs & debt collectors	2033	2789	37%	6552
Shop credit/buy now pay later		2627		2627
Loyalty cards	1858	2610	40%	5480
Holiday parks	1783	2493	40%	5981
NHS	1516	2381	57%	5101
Council parking tickets	1572	2140	36%	4953
E-Payments	825	2120	157%	3505
Credit reference agency	3158	2061	-35%	20387
Water	1503	1985	32%	4911
Ferries	1310	1829	40%	4846
Holiday lettings	864	1754	103%	3416
Home insurance	1257	1692	35%	4010
Gift cards	117	1626	1290%	1987
Council tax	1025	1576	54%	3552
Car finance	20	1389	6845%	1422
Privacy and data protection concerns		1330		1330
Package delivery insurance		1323		1323
Overdrafts		1240		1240
Roadside assistance and breakdown cover	711	1214	71%	2488
New build properties	776	1152	48%	2532
DVLA	361	1117	209%	1973
Post office services	616	775	26%	1752
Money transfers	86	750	772%	861
London Underground / TFL	576	717	24%	1685
Tourist Attractions	572	670	17%	1496
Savings Accounts	270	640	137%	1207
Life insurance	22	623	2732%	645
Unsecured loans	218	591	171%	945
Boilers and boiler insurance	568	569	0%	2227
Estate agents	377	529	40%	1253
Pensions (Private/personal)	71	477	572%	548
Letting agents	458	472	3%	1364
Home improvements (windows, conservatories, etc)	320	451	41%	968
Travel insurance	325	396	22%	1195
Section 75	501	385	-23%	1019
Price comparison websites	210	368	75%	821
HMRC		341		341
Credit broking	24	332	1283%	366
Currencies & Foreign Exchange	111	302	172%	500
Warranties	198	294	48%	603
Passport Service	191	273	43%	769
Pet insurance	224	261	17%	767
Eurostar	209	250	20%	689
Schools & children's welfare	225	242	8%	707
Solicitors	277	218	-21%	732
Mortgage endowments	38	204	437%	242
Student loans	106	178	68%	357
Medical insurance	112	172	54%	417
Planning permission - Decision appeals	130	164	26%	439
Universities	141	145	3%	442
Adult education & social care	242	143	-41%	975
UK Border Force	63	118	87%	278
Pensions (Workplace or government/state)	2	117	5750%	119
Other services	6175	10051	63%	23013
<b>TOTAL</b>	<b>1321368</b>	<b>1382566</b>	<b>5%</b>	<b>3562501</b>

PPI breakdown				
PPI	553816	406141	-27%	1111609
PPI Plevin Checker	98695	99241	1%	197936
Plevin (excessive PPI commission)	74684	45086	-40%	119770