



## Resolver Six Month Stats

## Resolver's six-month stats - October 2020

Services and products	Prior to October 2018	01/10/2018 - 31/03/2019	01/04/2019 - 30/09/2019	01/10/2019 - 31/03/2020	01/04/2020 - 30/09/2020	% change on previous period	Total by service/product
Online shopping	158,792	64,706	43,410	68,974	147,803	114%	483,685
Package delivery	26,472	25,635	28,600	61,286	54,401	-11%	196,394
Travel agents	33,552	11,563	16,802	22,478	46,704	108%	131,099
High street shopping	167,001	44,145	33,844	37,276	36,683	-2%	318,949
Flight delays and airlines	395,183	45,617	60,070	37,177	22,047	-41%	560,094
All other services	36,102	10,811	11,017	11,957	13,137	10%	83,024
Payday loans	12,865	23,377	54,086	36,937	12,728	-66%	139,993
Packaged bank accounts	234,343	18,230	18,623	12,154	11,082	-9%	294,432
Takeaways	49,523	13,479	8,255	10,410	10,711	3%	92,378
Energy services	28,352	12,407	16,331	11,629	9,364	-19%	78,083
Broadband services	40,287	10,688	11,504	10,642	9,342	-12%	82,463
Faulty goods	23,871	6,508	5,594	7,606	8,359	10%	51,938
Mobile phone contracts	70,686	23,768	14,320	8,341	7,482	-10%	124,597
Loans	8,096	2,028	5,469	2,872	7,395	157%	25,860
Credit cards	17,720	7,582	14,541	5,382	6,673	24%	51,898
Vouchers and discount code websites	13,123	4,448	2,221	5,524	6,489	17%	31,805
Current accounts	27,323	5,321	7,345	5,590	6,071	9%	51,650
Tour operators	10,345	1,538	2,803	2,387	5,782	142%	22,855
Restaurants	74,654	19,492	16,658	13,144	5,526	-58%	129,474
Gambling*	6,754	4,257	4,304	4,513	5,243	16%	25,071
DVLA	1,063	909	947	714	4,999	600%	8,632
Buy now pay later - shop credit	0	2,624	4,946	4,066	4,962	22%	16,598
Car dealerships and motor vehicles	18,492	4,887	3,996	3,141	4,179	33%	34,695
e-payments	1,939	1,558	1,901	3,316	3,875	17%	12,589
Hotels	24,707	8,070	7,517	7,130	3,740	-48%	51,164
Film and TV streaming services	8,925	3,878	2,178	3,119	3,622	16%	21,722
Private parking tickets	10,470	4,654	4,237	3,626	1,992	-45%	24,979
Motor insurance	8,429	2,230	2,534	1,924	1,915	0%	17,032
Ticket sales (direct and resale)	7,233	4,270	3,118	1,581	1,852	17%	18,054
Gyms and health clubs	5,704	2,467	1,868	1,981	1,840	-7%	13,860
Buses and coaches	12,393	3,818	3,582	3,365	1,637	-51%	24,795

Housing - social/council/co-ops	7,678	2,084	1,659	1,654	1,592	-4%	14,667
Car rental	9,160	2,684	3,340	2,625	1,562	-40%	19,371
Ferries	4,058	783	829	705	1,541	119%	7,916
Loyalty cards	3,810	1,663	1,464	1,588	1,366	-14%	9,891
Landline telephones	7,729	1,527	1,421	1,479	1,291	-13%	13,447
Rubbish collections and recycling	3,183	1,017	1,102	917	1,287	40%	7,506
Water services	3,919	999	796	886	1,283	45%	7,883
Unsecured loans	513	428	1,795	1,547	1,178	-24%	5,461
Warranties	384	218	348	350	1,144	227%	2,444
Package delivery insurance	308	1,014	767	1,001	1,119	12%	4,209
Holiday parks	5,224	755	2,001	653	1,057	62%	9,690
Roadside assistance and breakdown cover	3,818	1,103	1,414	1,150	986	-14%	8,471
Money transfers	301	560	642	752	978	30%	3,233
Petrol stations	4,387	1,587	1,212	1,561	965	-38%	9,712
Bailiffs and debt collectors	4,992	1,555	1,643	1,436	866	-40%	10,492
Holiday apartment lettings	2,770	645	626	107	849	693%	4,997
Travel insurance	1,010	185	199	249	810	225%	2,453
Trains	14,543	3,278	2,891	3,365	770	-77%	24,847
Home and contents insurance	3,080	939	1,062	725	729	1%	6,535
Car finance	310	1,109	2,691	559	724	30%	5,393
NHS	3,717	1,381	1,073	1,112	704	-37%	7,987
Overdrafts	0	1,238	4,072	1,807	684	-62%	7,801
Mortgages	9,851	2,204	6,093	771	643	-17%	19,562
Savings accounts	734	463	672	423	593	40%	2,885
Council tax	2,682	867	909	765	592	-23%	5,815
Post office services	1,302	450	370	448	544	21%	3,114
Credit broking	45	322	587	249	525	111%	1,728
Home improvements	2,694	790	645	579	495	-15%	5,203
Gift cards	529	1,454	475	563	483	-14%	3,504
Price comparison websites	870	391	283	316	454	44%	2,314
Credit rating	19,493	884	645	298	440	48%	21,760
Product insurance	1,409	441	2,544	2,016	433	-79%	6,843
Housing	2,947	802	626	500	431	-14%	5,306
Courts and tribunals*	8,691	3,199	4,008	1,422	400	-72%	17,720
Boilers and boiler insurance	1,894	332	279	445	393	-12%	3,343
Cinemas	6,120	2,269	3,193	2,953	323	-89%	14,858
privacy and data protection concerns	1,041	287	805	1,243	316	-75%	3,692
HMRC	123	217	241	249	297	19%	1,127

Letting agents	1,121	241	215	240	279	16%	2,096
Student loans	263	93	135	136	268	97%	895
Passport service	624	145	213	165	258	56%	1,405
Life insurance	96	549	3,114	202	256	27%	4,217
Taxi and private hire services	2,691	1,413	973	893	203	-77%	6,173
Estate agents	976	277	243	178	198	11%	1,872
Investment bonds	79	58	233	61	155	154%	586
Rental	406	106	111	91	154	69%	868
Pensions (personal)	343	209	716	141	146	4%	1,555
UK Border Force	198	87	118	72	139	93%	614
Cash ISA	0	53	232	101	133	32%	519
Eurostar	617	72	72	61	124	103%	946
Stocks and shares ISA	0	75	293	88	114	30%	570
Pet insurance	625	138	107	85	103	21%	1,058
Airport parking	0	10	116	180	86	-52%	392
Solicitors	637	95	83	91	84	-8%	990
Schools and childrens welfare	584	122	97	104	77	-26%	984
Pensions (workplace or government/state)	62	57	98	51	67	31%	335
Football clubs	7	86	84	74	67	-9%	318
Medical insurance	303	112	184	90	65	-28%	754
Universities	350	92	60	77	63	-18%	642
Congestion Charge	8	34	78	68	59	-13%	247
Section 75 Consumer Credit Act claims	885	133	75	32	56	75%	1,181
Local council services	818	202	63	46	55	20%	1,184
PPI	1,161,280	266,722	1,092,680	552	54	-90%	2,521,288
Freedom of Information	256	55	62	62	53	-15%	488
Adult education and social care	899	72	80	61	50	-18%	1,162
Planning permission - decision appeals	353	86	87	56	45	-20%	627
Annuities	0	41	107	13	20	54%	181
Income protection	47	39	260	14	19	36%	379
Mortgage endowments	107	135	265	18	13	-28%	538
Universal Credit	0	47	135	0	2		184
<b>TOTAL</b>	<b>2,854,353</b>	<b>708,745</b>	<b>1,569,432</b>	<b>453,813</b>	<b>501,947</b>	<b>11%</b>	<b>6,088,290</b>

\* We work with organisations in these industries to encourage complaints to companies

