

February 2022 Survey Results:

Our satisfaction rate for **February 2022** is **90%**, with **72.5%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£1345 per consumer** for the month of February.

91.5% reported our communication as good, with **83%** of people ranking the knowledge of the advisors either extremely or very good.

Consumer comments:

"Our case has been resolved in full, and the support and communication with the ECCUK has been outstanding throughout!"

"Provided clarity and a better understanding ... case is ongoing"

"Many thank to my casehandler who was polite, reassuring and helpful at all times. I liked that one point of contact handled my enquiry and i wasnt passed around like most organisations."

"More people should know of your service. I'm sure it could assist many more people if more people knew about it."

"Great team, vital service, much appreciated"

View full February report [here](#). Please note some information is unavailable. This is to protect the identity of the individuals.