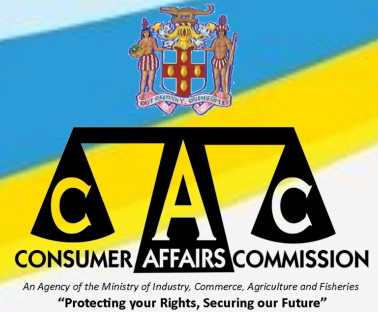


THE CONSUMER AFFAIRS COMMISSION

Achievements 2019/20

Financial Year



The Consumer Affairs Commission (CAC), handled a total of **1,645** complaints during the 2019/20 Financial Year. The Commission successfully resolved **1,377** of these cases which resulted in refunds and compensation to consumers totalling **\$24.6 million** and a resolution rate of **83.70%**.

The top three complaints categories which generated the most number of complaints were **Electrical Equipment and Appliances 26.89%**; **Utilities 22.69%** and **Other Services 20.17%**.

As it relates to refunds/compensation, the top three categories were **Automotive \$9.1 million**; **Other Services (including finance, laundry, hair, medical, education) \$5.7 million**; and **Utility \$4 million**.

The Commission also responded to **654 requests for advice**.