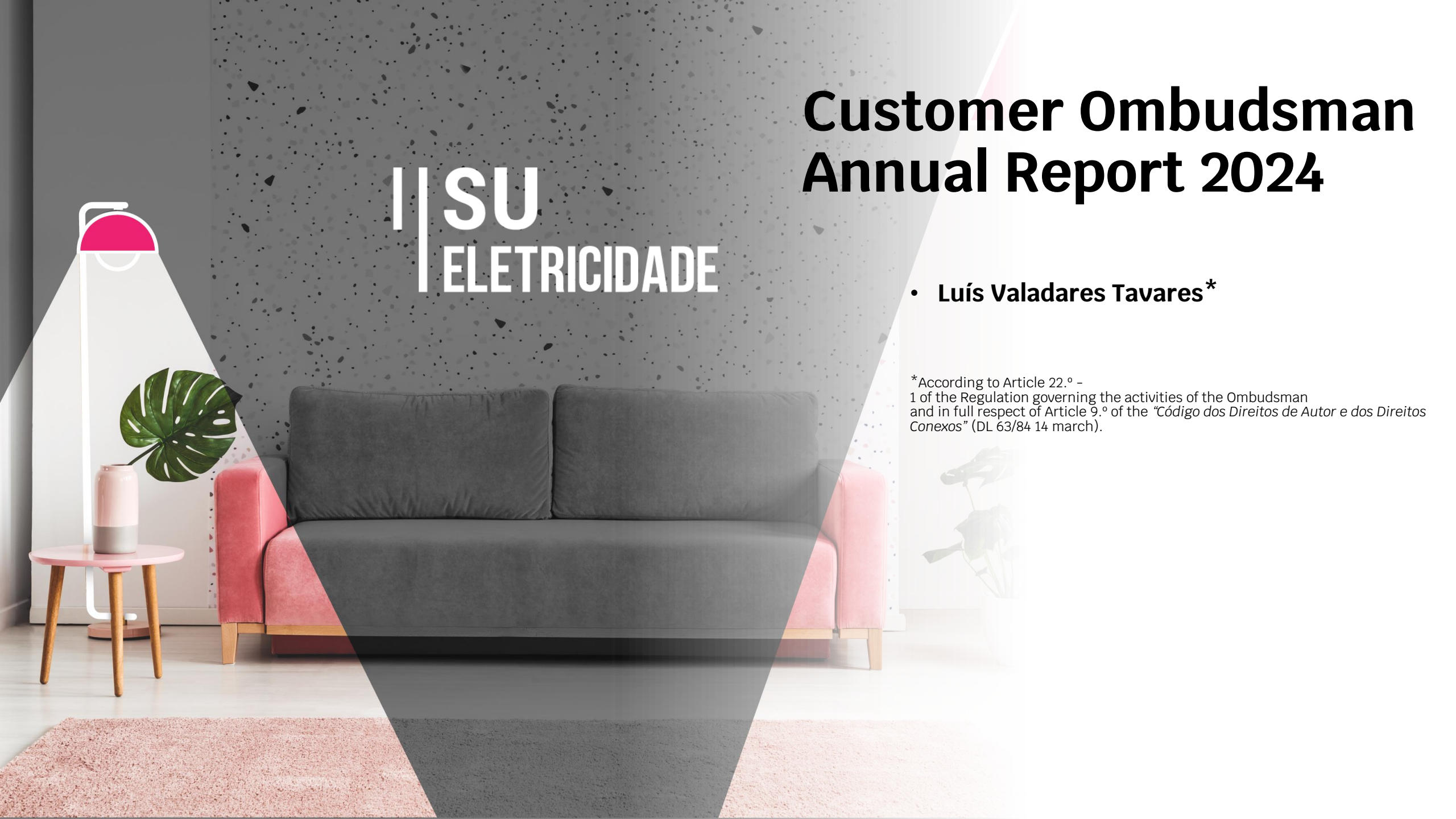




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Customer Ombudsman Annual Report 2024

- **Luís Valadares Tavares***

*According to Article 22.º -
1 of the Regulation governing the activities of the Ombudsman
and in full respect of Article 9.º of the "Código dos Direitos de Autor e dos Direitos
Conexos" (DL 63/84 14 march).

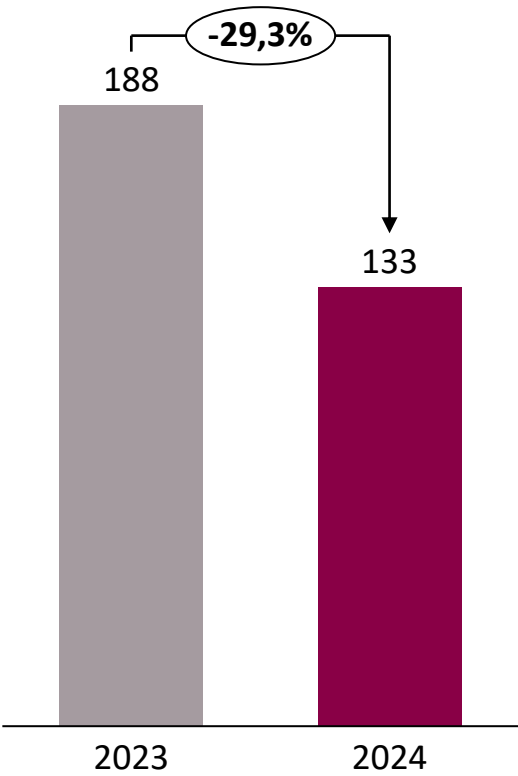
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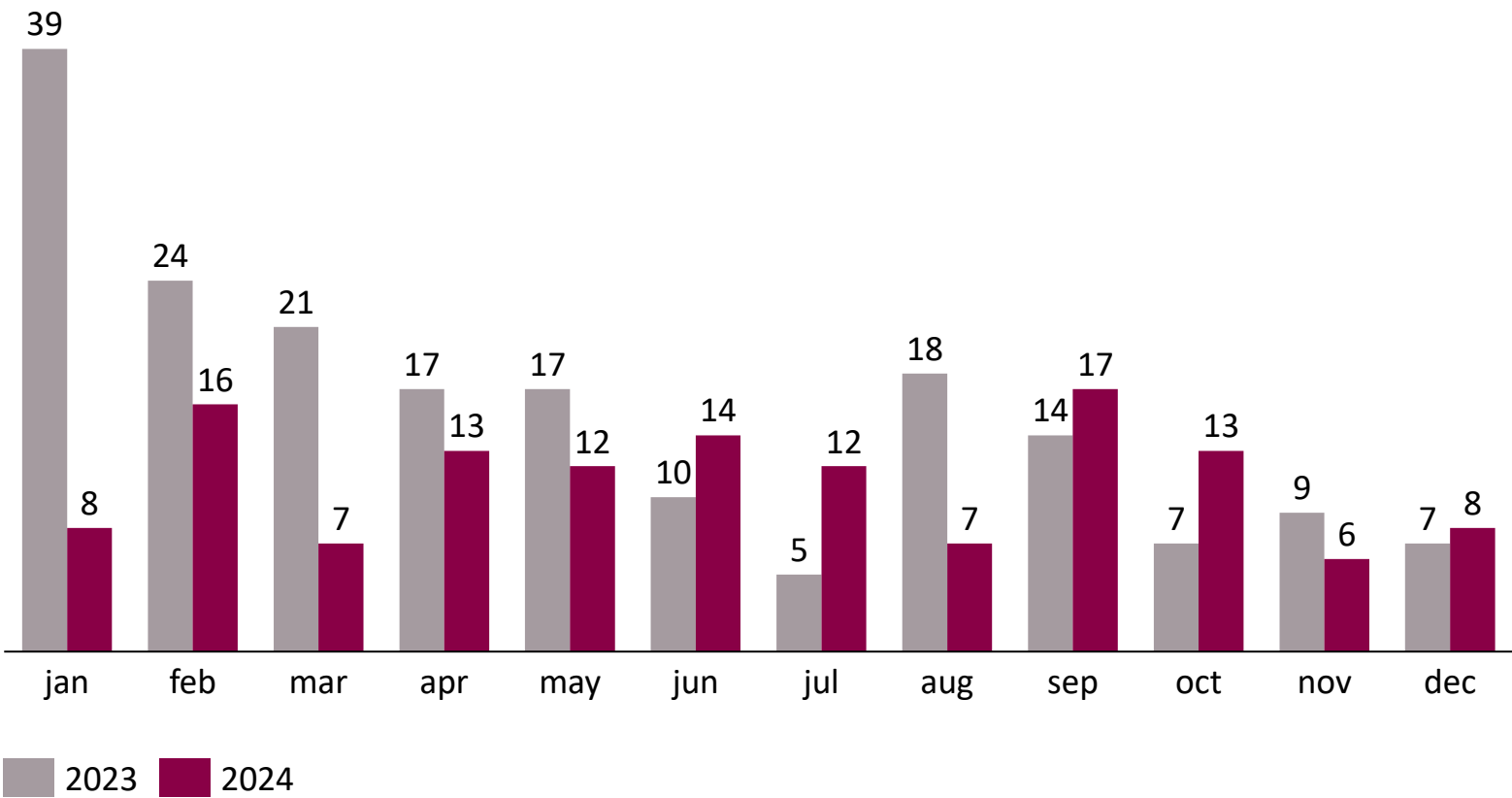
2 - Analysis of claims submitted to the Ombudsman

Number of claims received by the customer Ombudsman in the year 2024

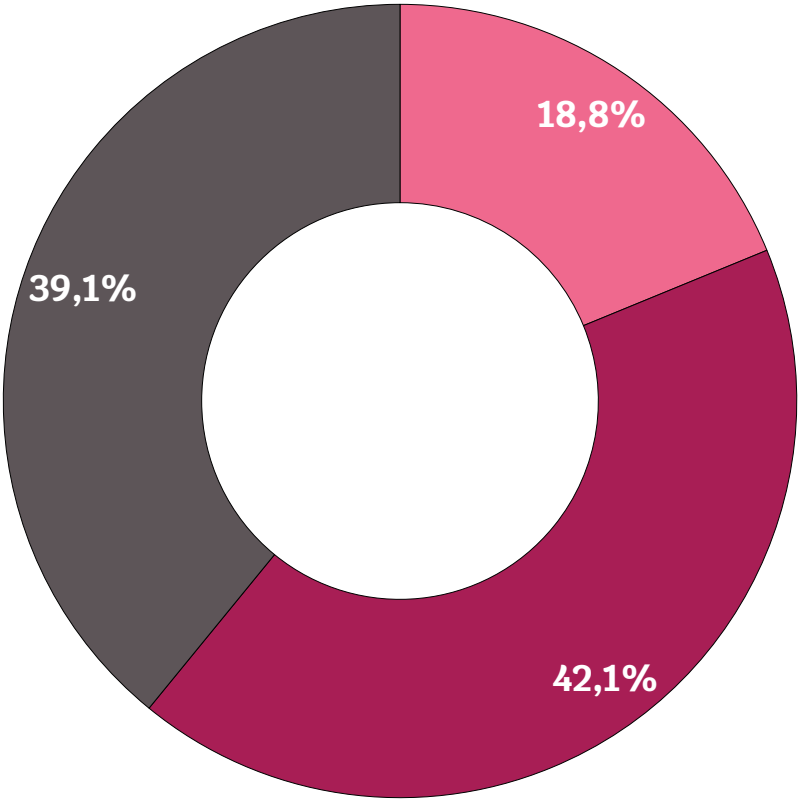
By Year



Per month

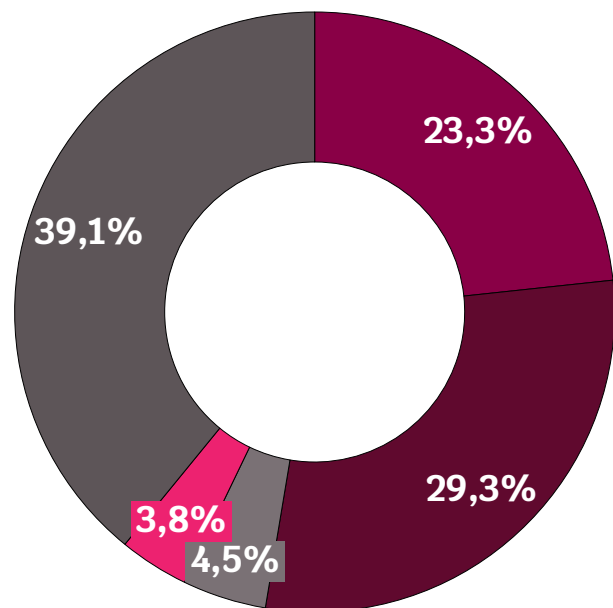


History of claims



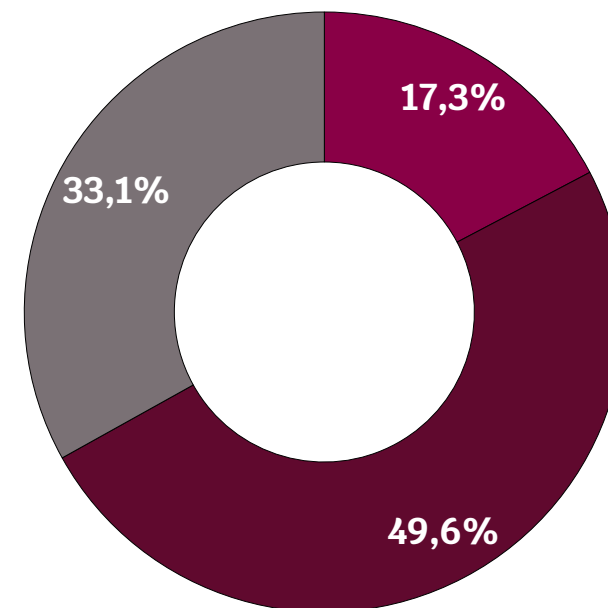
No previous contact Information request Claims preceded by a complaint

Type of decision of the Ombudsman



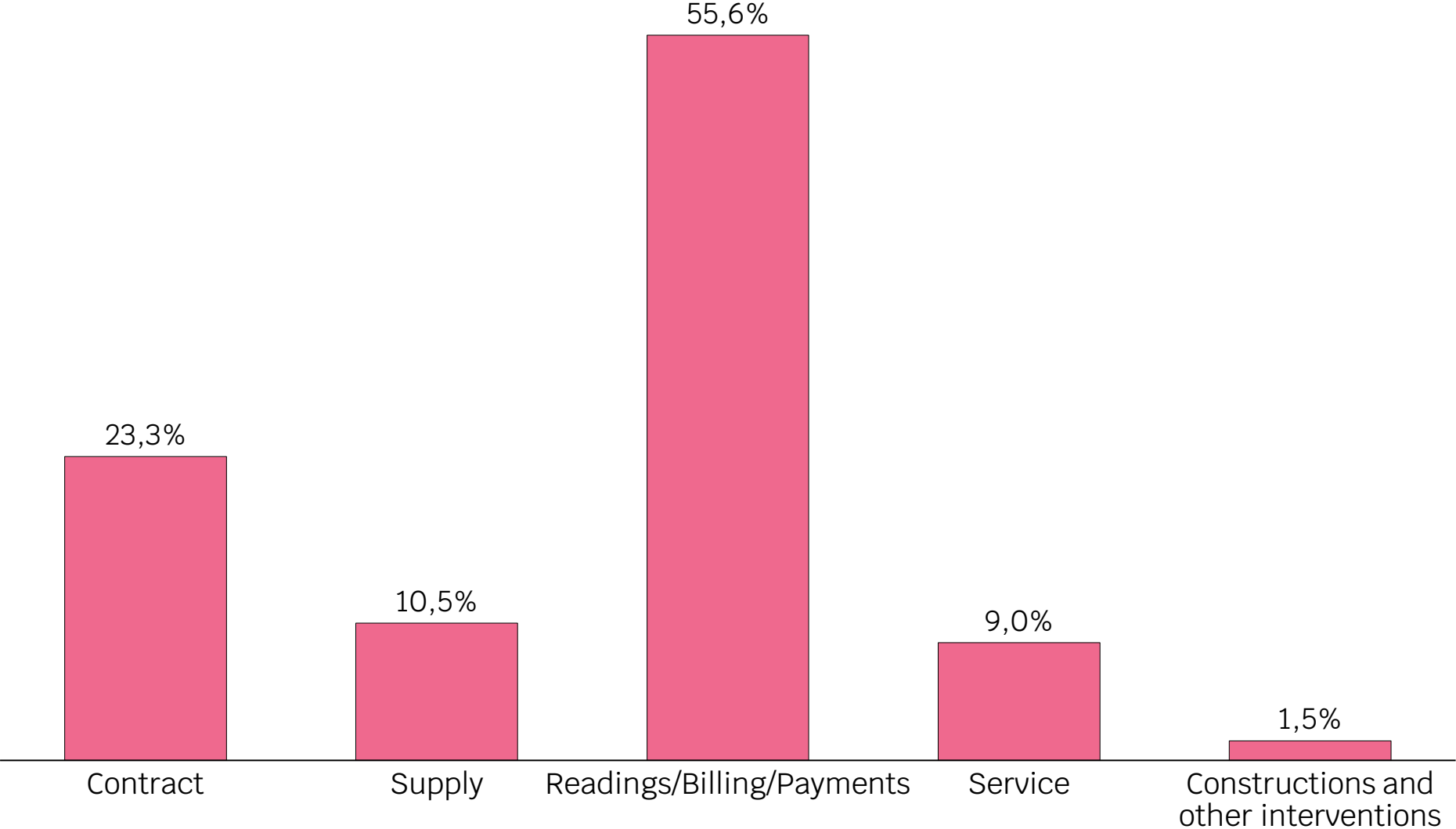
- Claim already solved
- Negative
- Partially Favorable
- Claim directed to another company
- Favorable

Ombudsman attribution claim

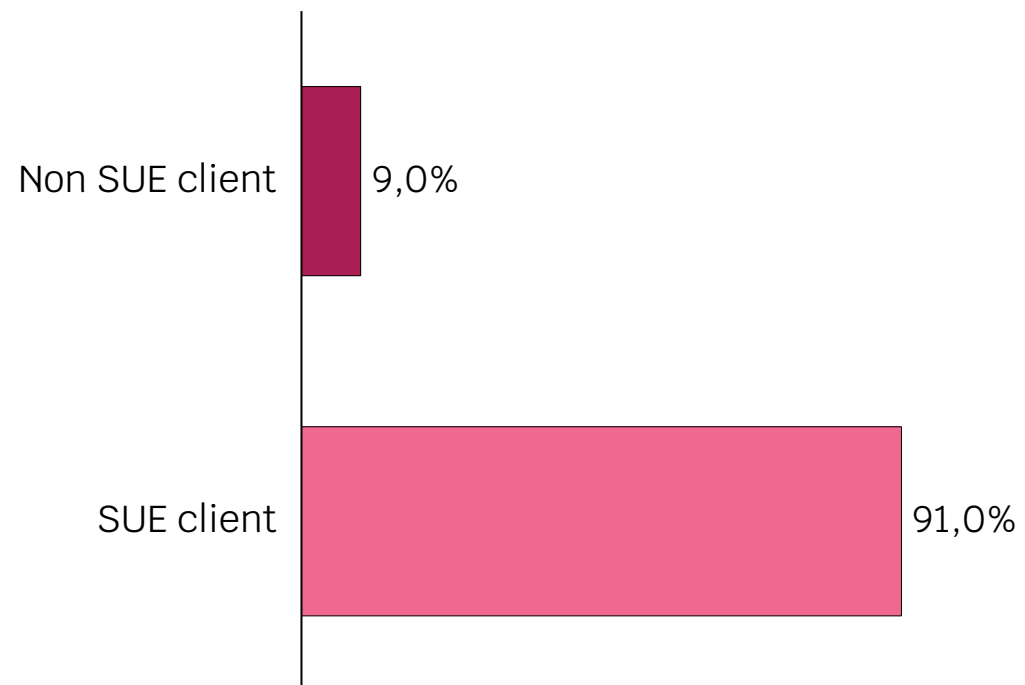


- Information deficit
- Non resolution
- Transfer of responsibility

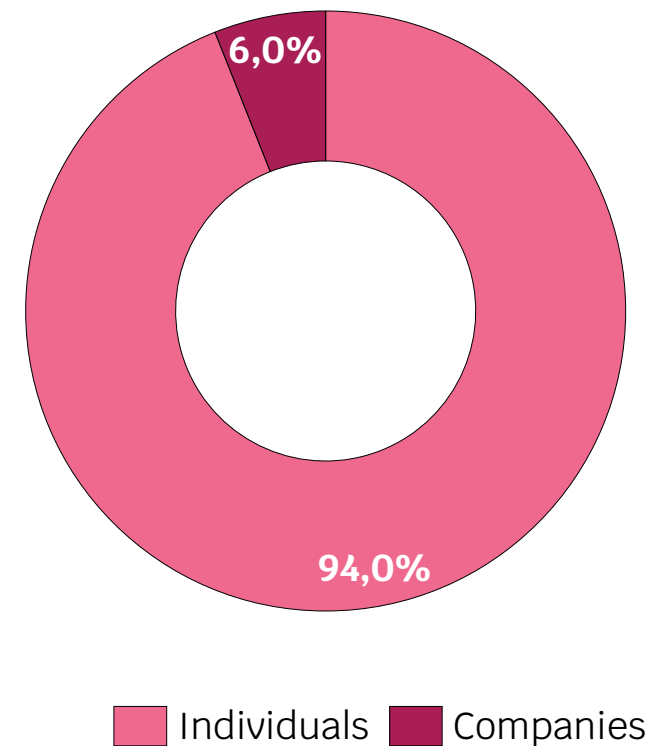
Taxonomy of claims by year 2024



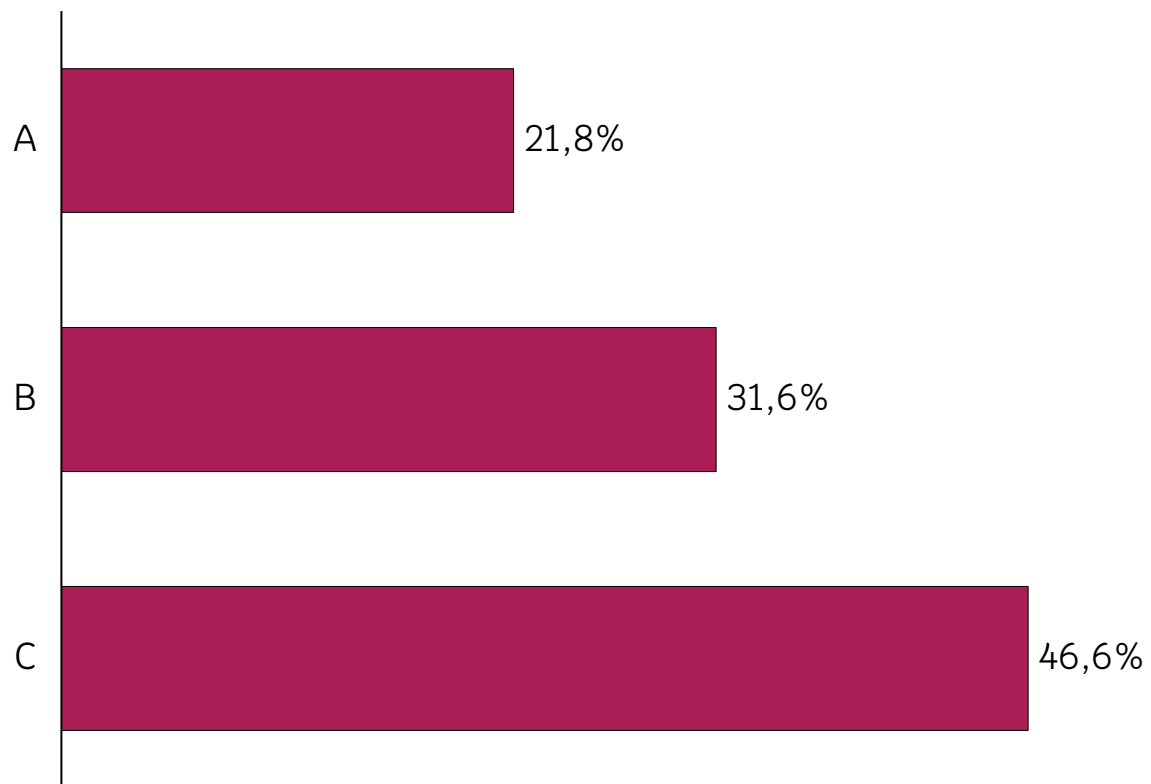
Percentage of claims made by clients



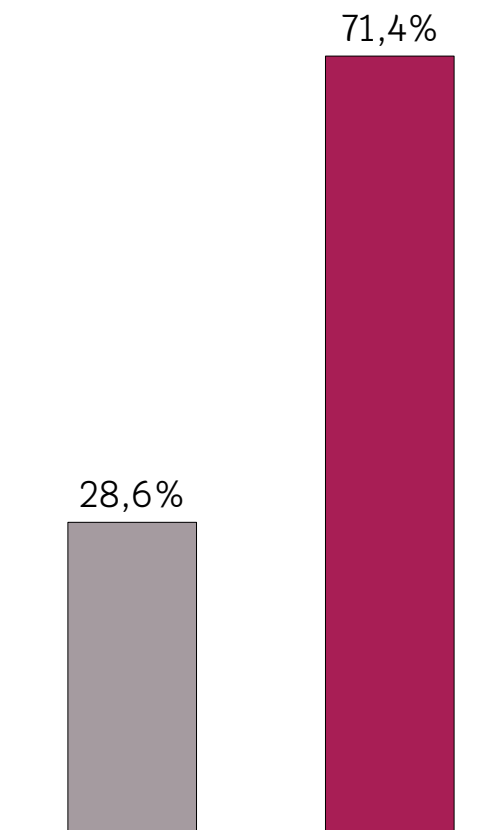
Type of client



Percentage of claims by Quality Service zones



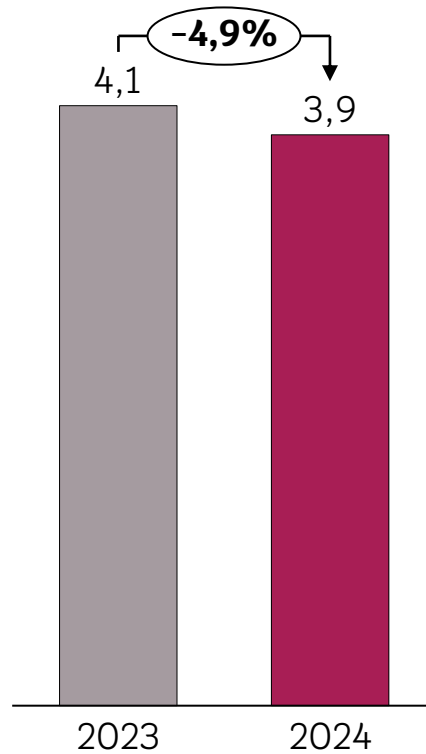
Percentage of repeated claims



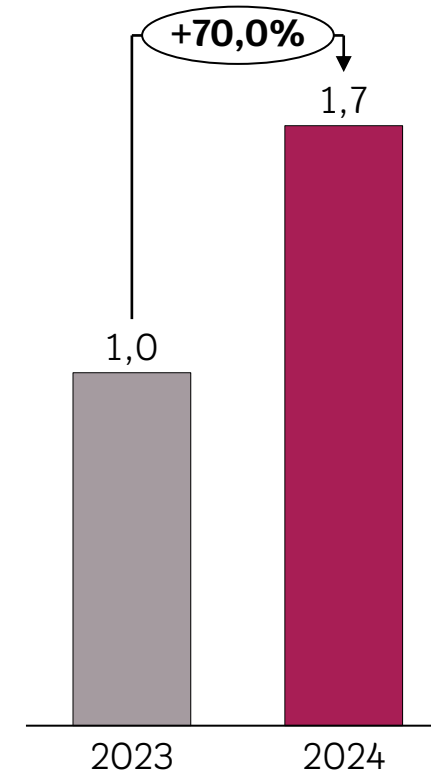
Repeated claimant Non-repeated claimant

The average resolution time for customer claims and reception of the Ombudsman decision

Average duration of the information process in working days



Average duration of execution of the decision in working days





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End