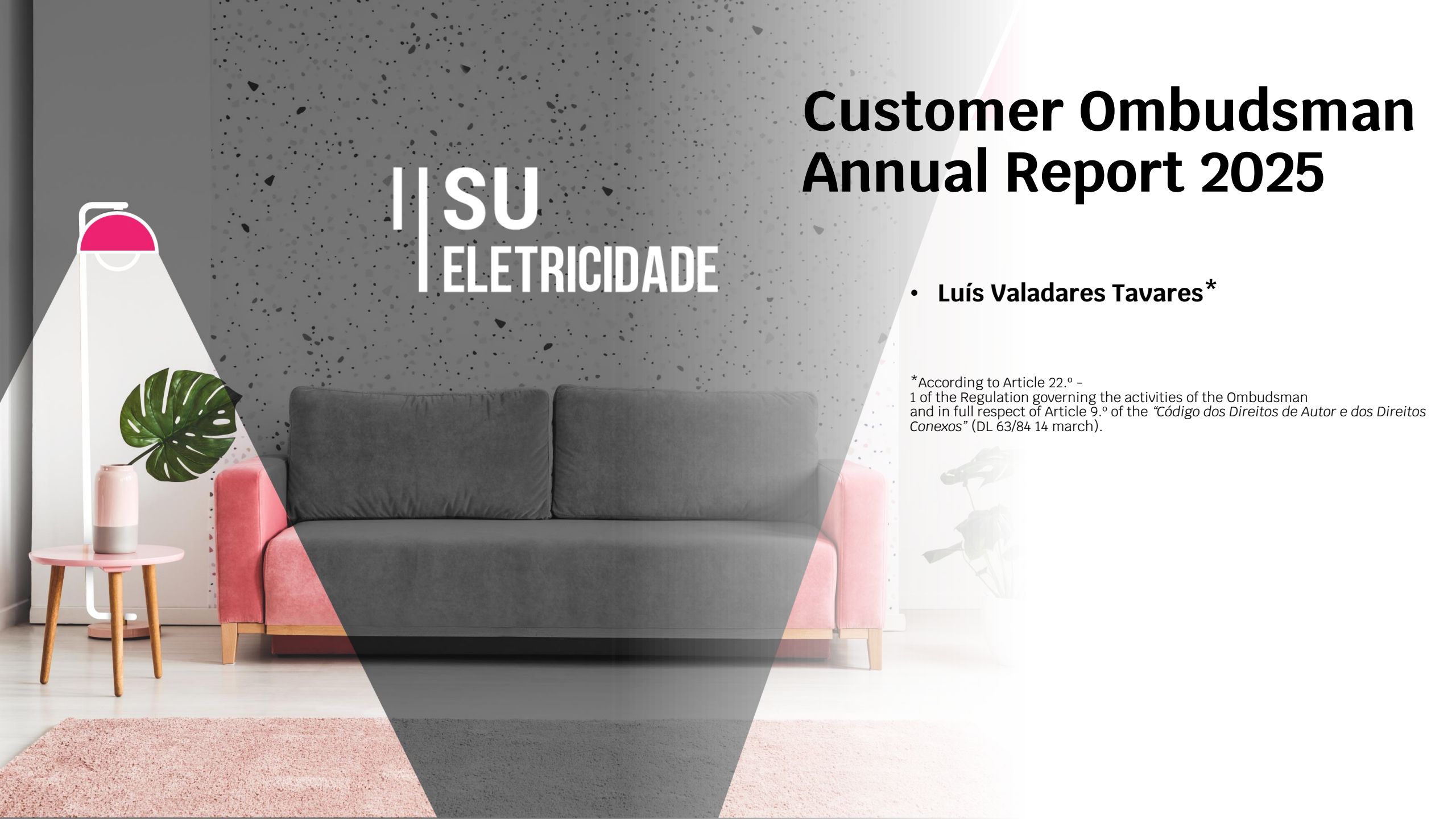




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Customer Ombudsman Annual Report 2025

- **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).

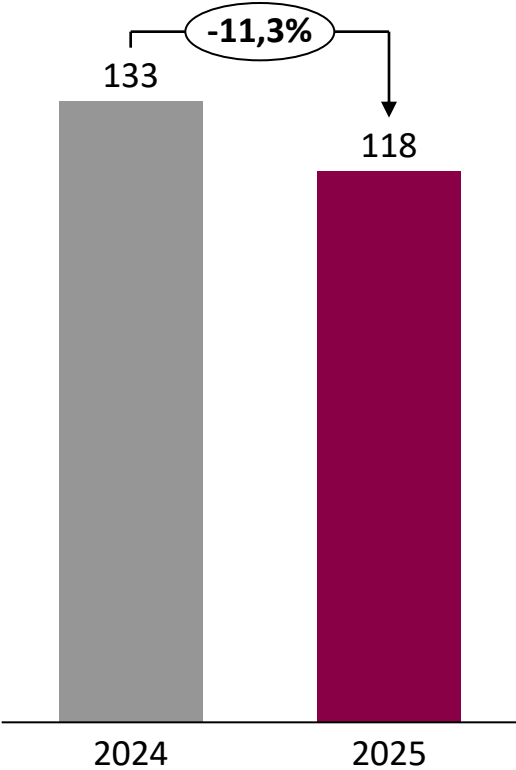
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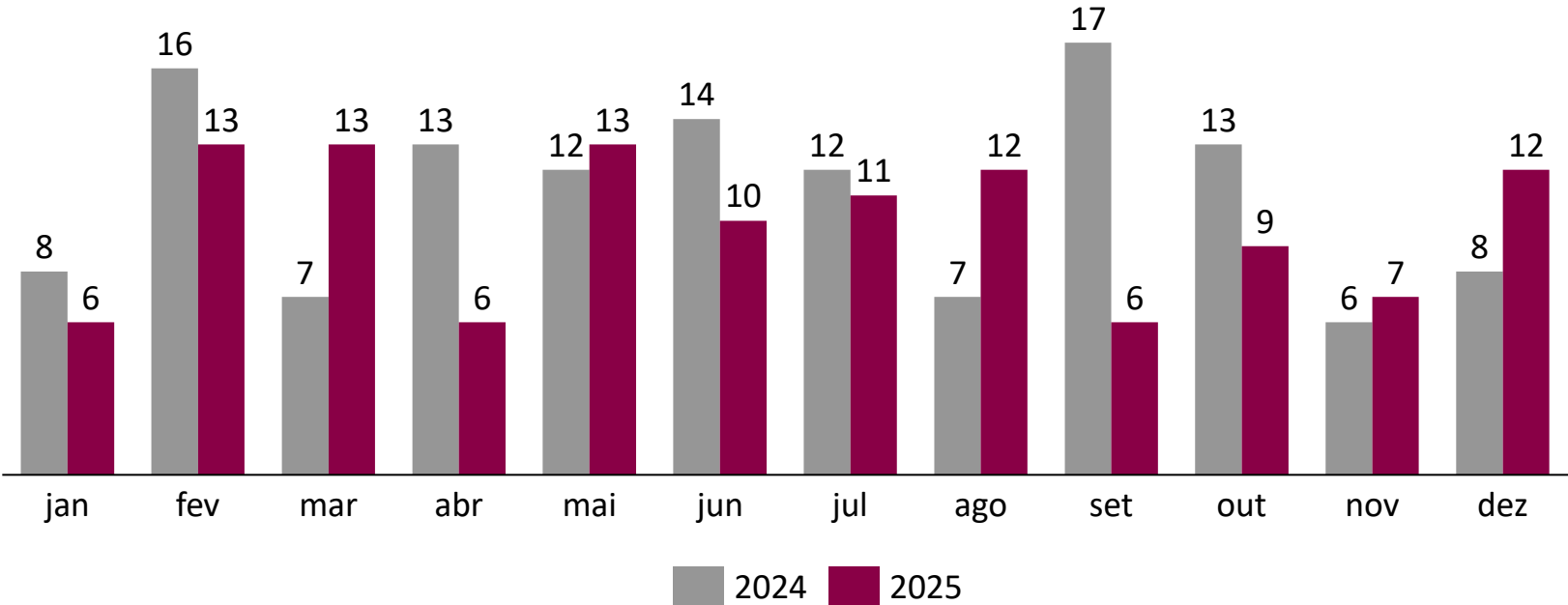
**Analysis of claims submitted to the
Ombudsman**

Number of claims received by the customer Ombudsman

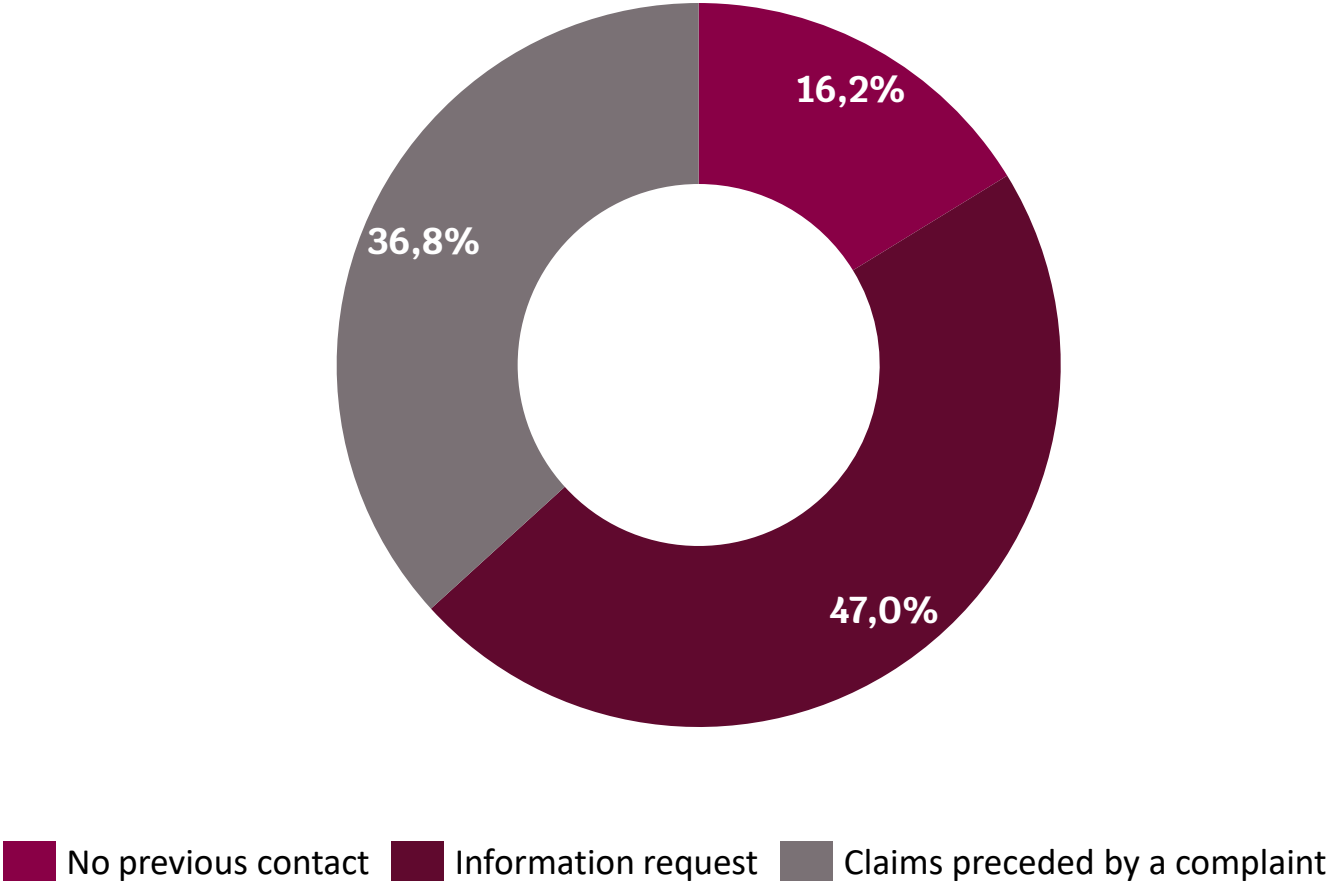
By Year



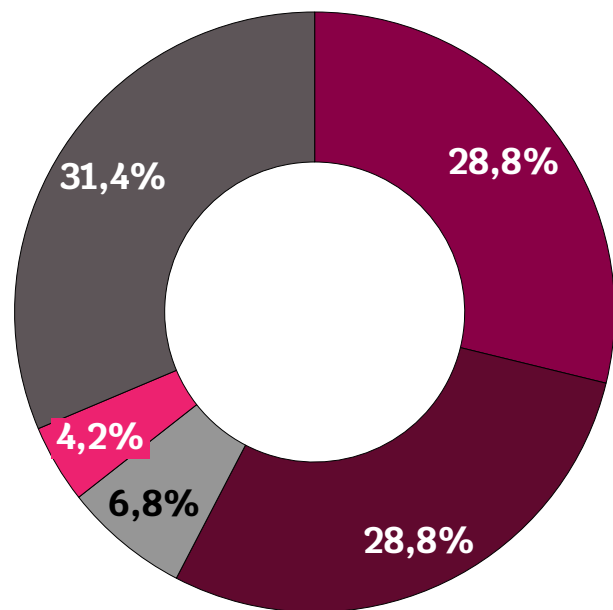
Per month



History of claims

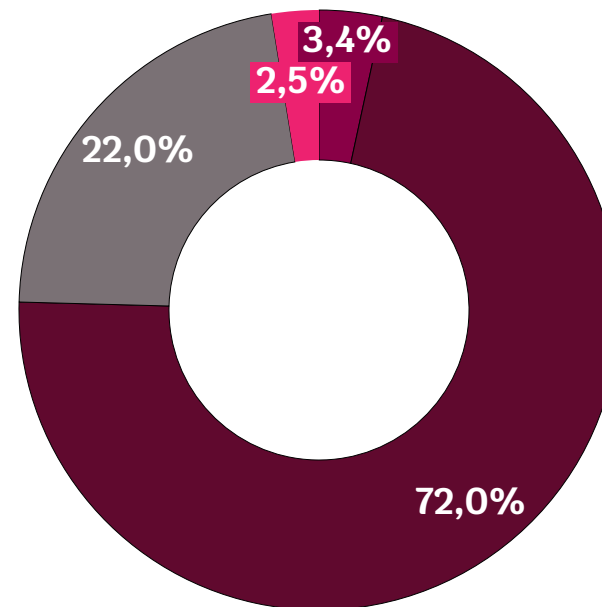


Type of decision of the Ombudsman



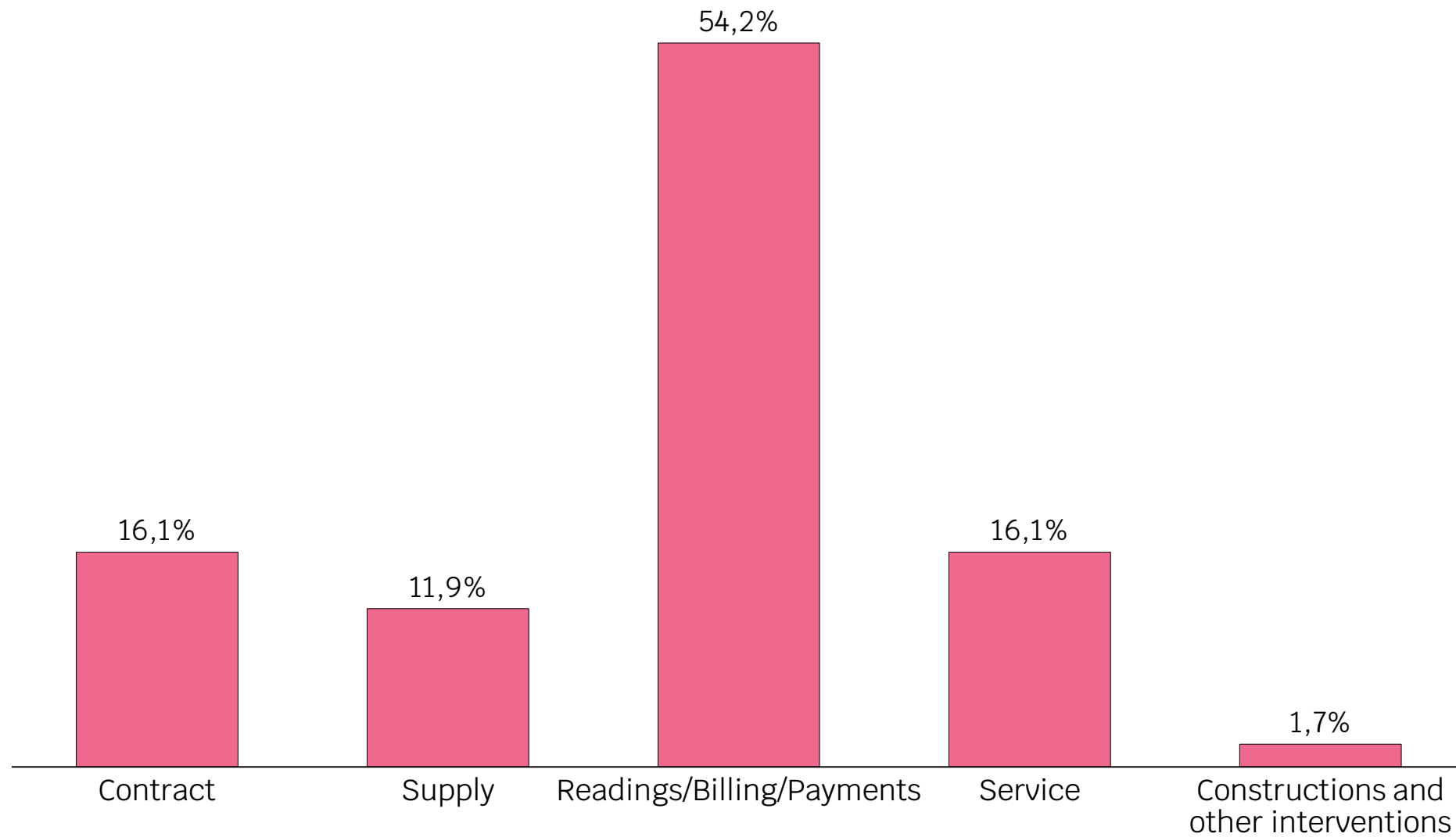
- Claim already solved
- Negative
- Partially Favorable
- Claim directed to another company
- Favorable

Ombudsman attribution claim

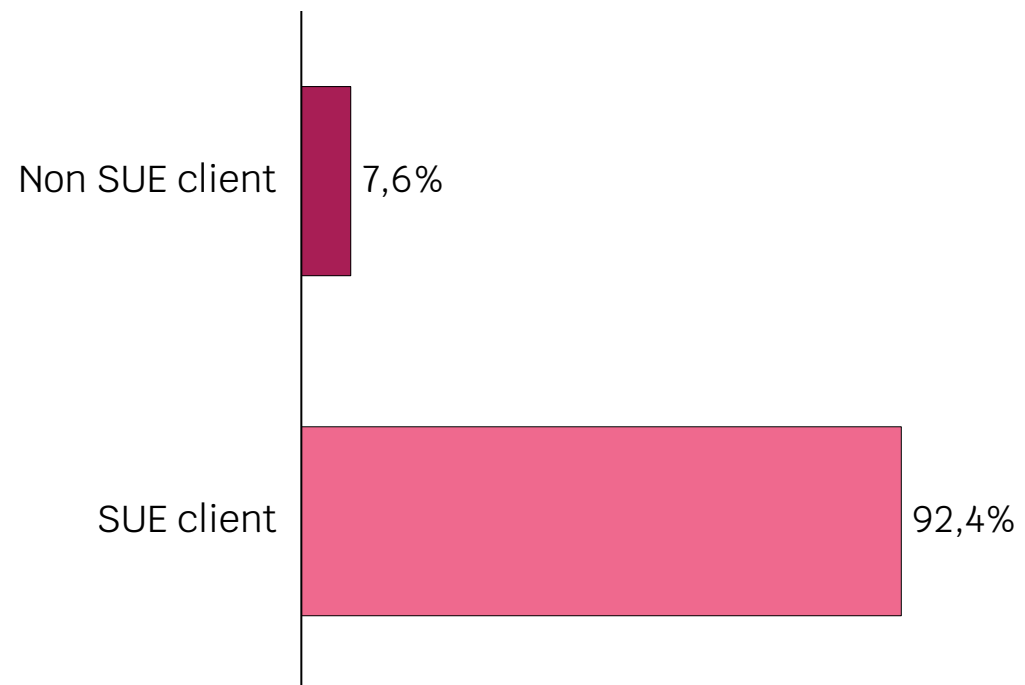


- Information deficit
- Non resolution
- Transfer of responsibility
- Delay in communications

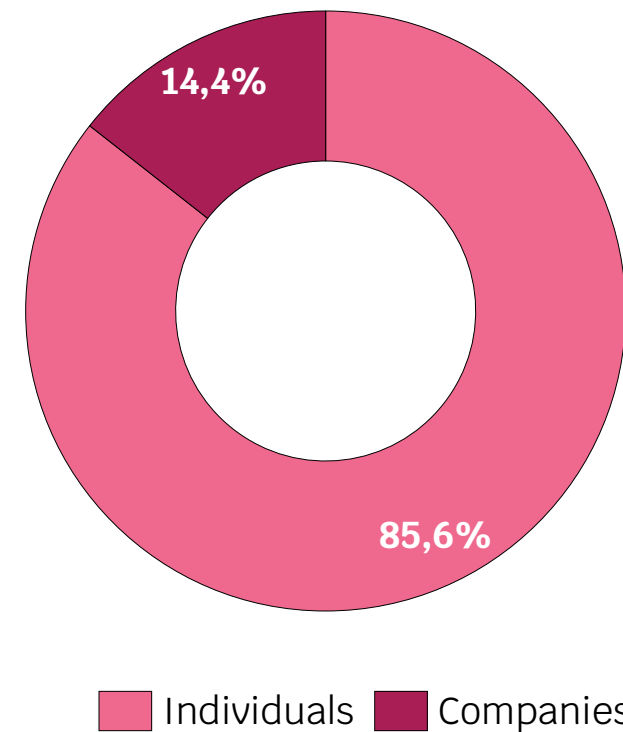
Taxonomy of claims



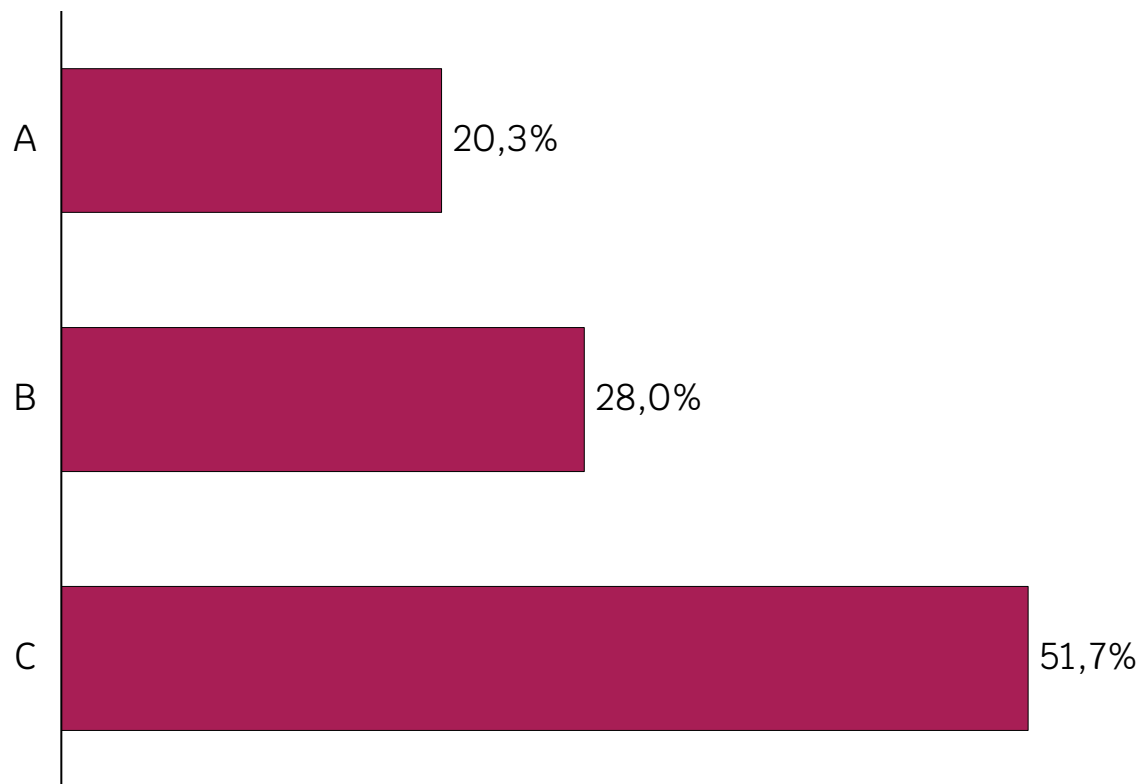
Percentage of claims made by clients



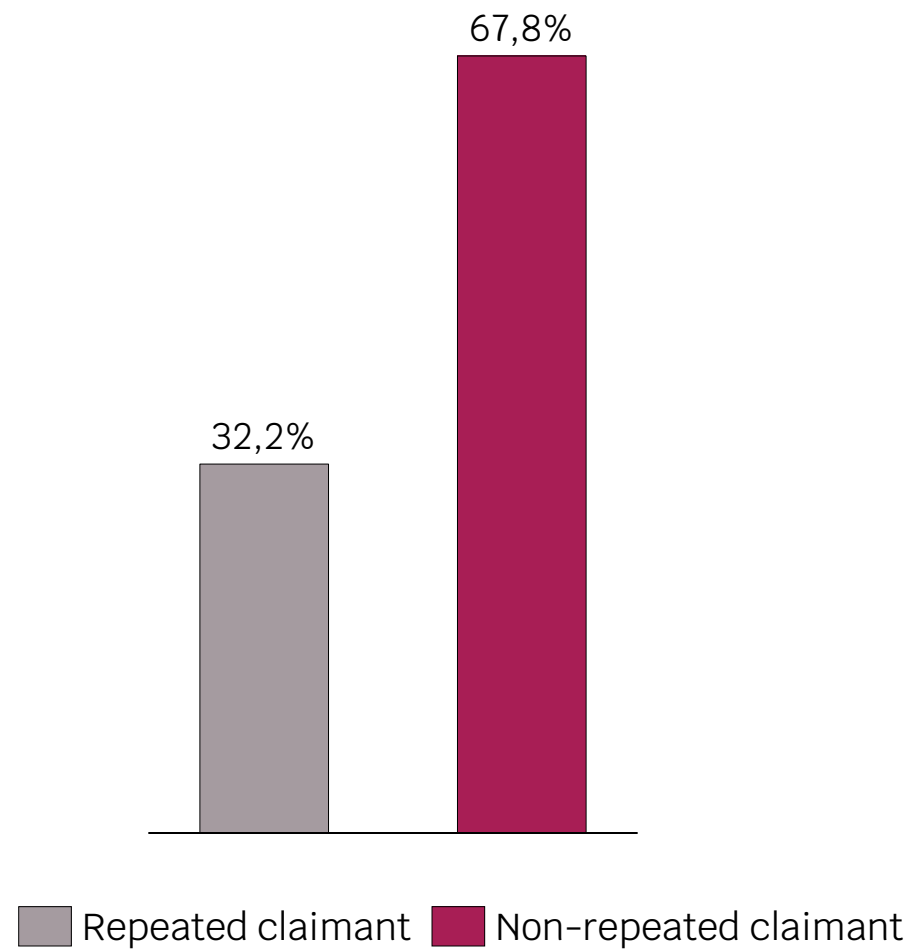
Type of client



Percentage of claims by Quality Service zones

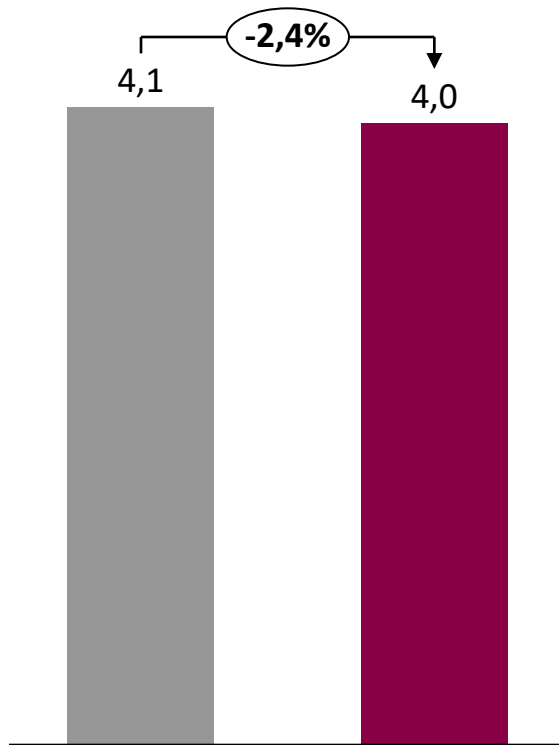


Percentage of repeated claims

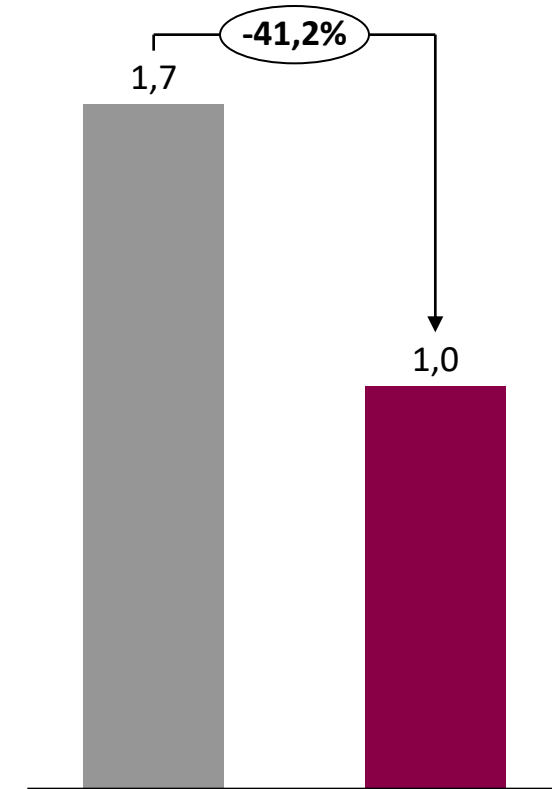


The average resolution time for customer claims and reception of the Ombudsman decision

Average duration of the information process in working days



Average duration of execution of the decision in working days



■ 2024 ■ 2025



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End