

From 3 October there has been significant changes to the goods and services codes, some of which have been, merged, split or deleted as well as new codes added.

To assist with the compilation of trends pre and post 3 October we have taken the National top 20 most complained about goods and services codes pre 3 October and their comparable codes post 3 October.

| Pre codes changes (up to 2 October 2016)  | Post code changes (From 3 October 2016)  |
|---|--|
| (EE02) Purchased from independent dealer  | <b>Goods/services:</b> (EE04) Used car<br><b>Purchase method:</b> (29) Independent garage/dealer (for vehicles)  |
| (CZ99) Other (personal goods/services)    | No change  |
| (AB99) Other general building work        | No change  |
| (BM02) Mobile Phones (hardware)           | ID07) Mobile phone handsets and accessories  |
| (EF02) Independent Garage                 | <b>Goods/services:</b> (EH05) Car MOT service and repairs and/or (EH06) Other vehicle MOT service and repairs<br><b>Purchase method:</b> (29) Independent garage/dealer (for vehicles) |
| (EE01) Purchased from franchise dealer    | <b>Goods/services:</b> (EE04) Used car<br><b>Purchase method:</b> (28) Franchise or chain garage/dealer (for vehicles)   |
| (BM03) Mobile Phones (service agreements) | IA03 Mobile phone (service agreements)   |
| (AD05) Upholstered furniture (e.g. sofas) | (AD05) Upholstered furniture (e.g. sofas)  |
| (EZ04) Car Parking and clamping           | (EZ11) Parking and parking penalties (private)<br>(EZ12) Parking and parking penalties (public)  |
| (CA02) Women's clothing                   | No change  |
| (DY99) Other (professional services)      | No Change  |
| (AB01) Roofing                            | (AB25) Roofing, roof sealing and chimney repairs   |

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| (AC01) Double Glazing                    | (AC04) Double/triple glazing   |
| (AD07) Beds and Mattresses               | No change  |
| (AB10) Fitted Kitchens                   | No change  |
| (BM01) Telephone services (land line)    | (IA04) Telephone services (land line)  |
| (AM08) Laptops, notebooks and tablet PCs | (ID03) Computers (e.g. PC's, laptops, tablets)   |
| (EE03) Purchased privately               | <b>Goods/services:</b> (EE04) Used car<br><b>Purchase method:</b> (25) Private purchases/sales |
| (FJ01) Internet Service Providers        | (IA02) Internet service (e.g. broadband, WiFi, MiFi, dial-up)                                  |
| (FG04) Package Holidays overseas         | (FG10) Package holidays overseas (excluding all-inclusive or activity packages)                |