



EUROPE DIRECT CONTACT CENTRE

Europe's single
phone number for citizens

December 2020

The Europe Direct Contact Centre (EDCC) is **Europe's single phone number** for citizens who have questions about the European Union.

For example, the Contact Centre answers citizens' questions about the [European response](#) to the **coronavirus crisis**.

It also continues acting as a **Brexit help line**.

The Contact Centre provides answers **by phone or e-mail** in any of the **24 official EU languages**. It has been established in the year 2000.

Freephone from all EU Member States and the UK (2020): **00 800 6 7 8 9 10 11**

Online form: https://europa.eu/european-union/contact_en



140 000 questions answered **in 2020**
(expected)

123 000 questions answered **in 2019**



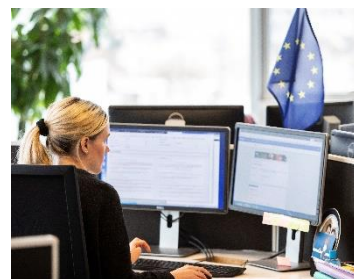
86% of questions directly answered

85% of clients satisfied

16% of questions from outside the EU

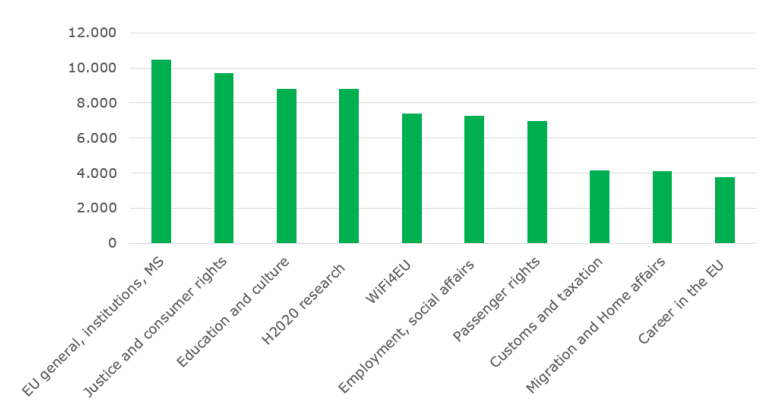
40 EDCC staff approximately

14 seconds in average to pick up the phone

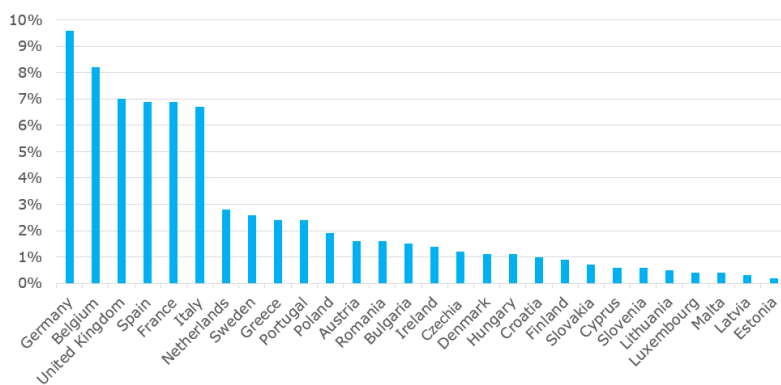


Citizens' questions

- Most people ask questions about the **EU's impact on their daily lives**, e.g. their **rights** as citizens, consumers, passengers, etc. and about **opportunities** offered by the EU (mobility, funding, jobs, etc.).
- In 2020 about **20 000** questions related to **coronavirus crisis**, for example border crossing and consumer rights.
- The Europe Direct Contact Centre replied to **3500** questions about **Brexit** in 2020.



From where?



Coronavirus crisis – examples of questions

- Can I travel to visit my family in another EU country?
- How do I get my cancelled flight reimbursed?
- I do not like the confinement measures that my government has made. Can you do something?
- How do I get economic compensation?
- Are the deadline and procedures changed for my EU grant programme?
- How does the EU show solidarity?

Photos and videos:

<https://audiovisual.ec.europa.eu/en/topnews/M-004627>