



EUROPE DIRECT CONTACT CENTRE

Europe's single
phone number for citizens

April 2019

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

The Contact Centre is able to answer **by phone or email** in any of the **24 official EU languages**.

Freephone from all EU Member States: **00 800 6 7 8 9 10 11**.

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

In the context of the EU's **Brexit preparedness**, it answers to questions of citizens who want to know more about how to prepare for a "no-deal" scenario. To this end, it remains open over some weekends.



109,000 questions in 2018
27,000 questions between January-March 2019



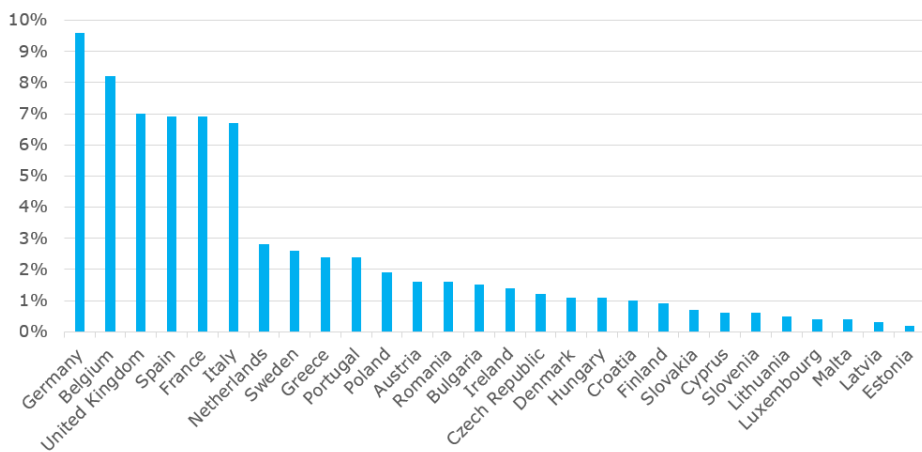
Approximately **1,300 questions on Brexit** between January-March 2019.
This is the same amount of Brexit-questions of the entire year 2018.



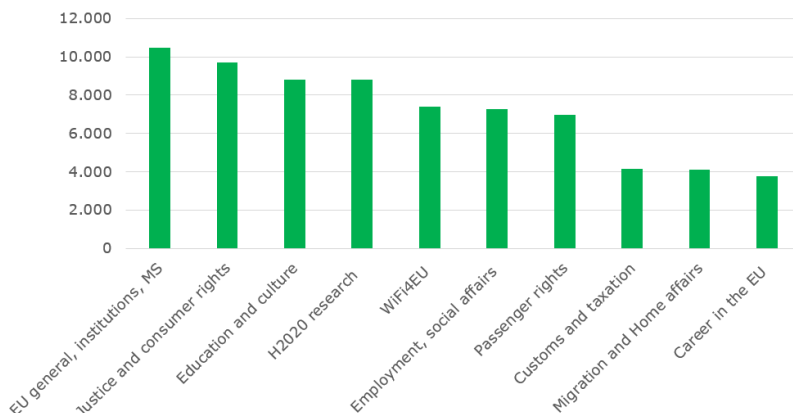
86% of questions directly answered
85% of clients satisfied
16% of questions from outside the EU
40 EDCC staff approximately
14 seconds in average to pick up the phone



Countries



Topics



Examples of Brexit-related questions

- A UK citizen living in France since 2010 is wondering what she must do to be able to stay in France after Brexit.
- A football team planning to travel to Sheffield on 17-19 May wants to know whether they need a visa.
- A citizen wants to know if she could still go to the UK with her ID card in case of a no-deal Brexit.
- Do I have access to the European Court of Justice if my rights under the Good Friday Agreement are violated after Brexit?
- What would be the rights of UK nationals living in Spain in the event of a no-deal Brexit?
- How can I bring food, medicine and a pet into the UK after Brexit?
- How will the pension coordination between the UK pension authority and the one in Germany look like after Brexit (according to the different possible scenarios).
- Can you please do everything to keep the UK in the EU?
- Why don't you just let us go?
- Will the EU operating licence of my helicopter firm become obsolete after Brexit?