

Etsy

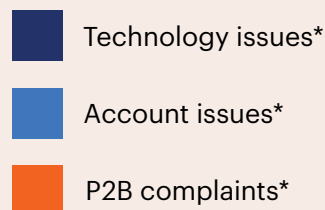
2024 European Union Platform-to- Business Report



European Union Platform-to-Business Report

1.37%
complaints reversed

From January to December 2024, Etsy received 10,491 complaints through its European Union Platform-to-Business (“P2B”) support channel. Based on the member reports, 6,131 were identified by the member as technology issues, 2,615 as account issues, and 1,745 as P2B complaints. Around 1.37% of the complaints resulted in the reversal of an account action decision, and we processed the complaints within 3.5 days on average.



*Percentages are rounded to the nearest tenth

