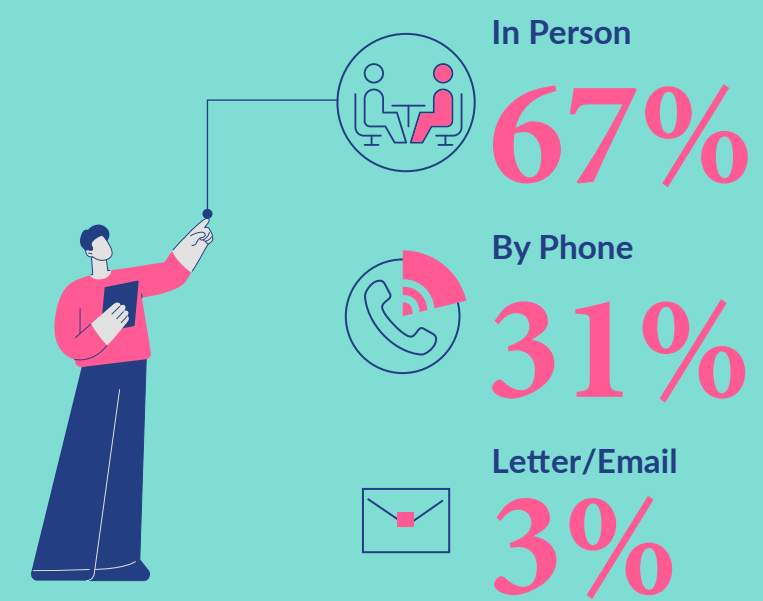


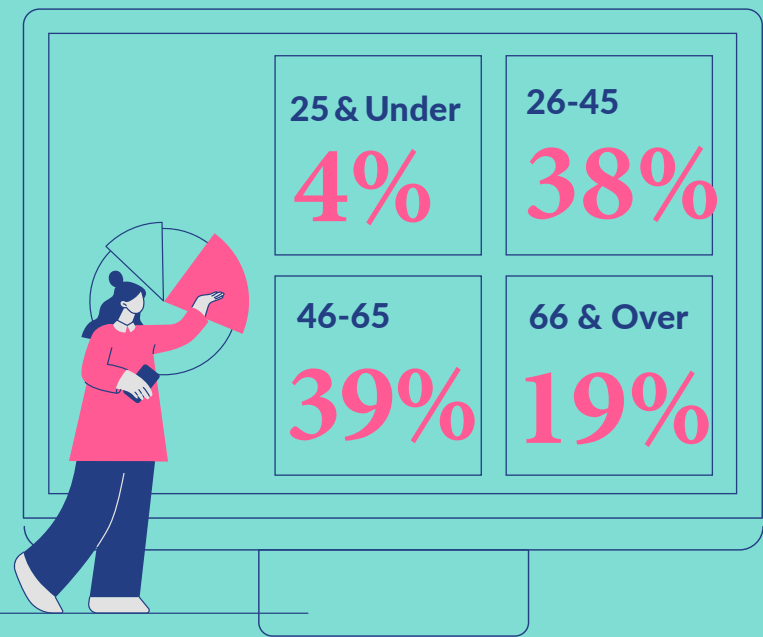
Citizens Information Services Statistical Highlights 2024

Caller Profile

Mode of Contact

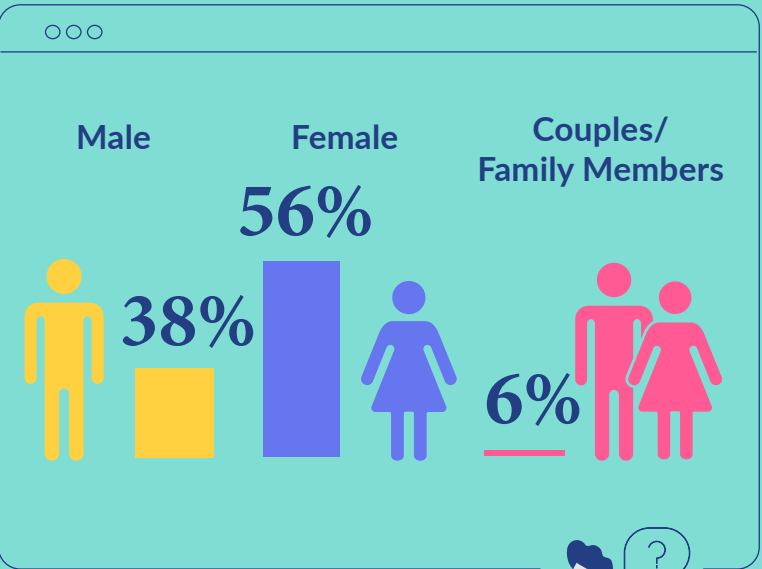


Age



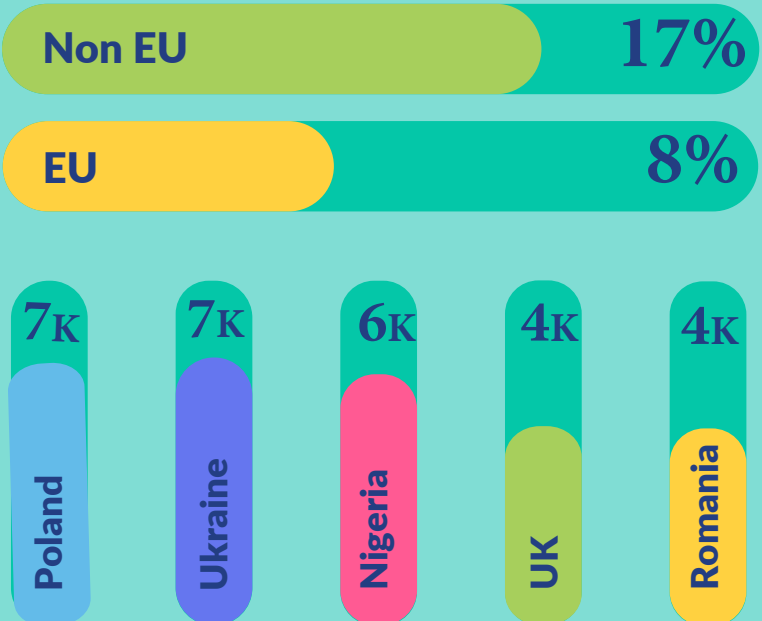
395,017 Callers

Gender



Callers' Country of Origin (excluding Ireland)*

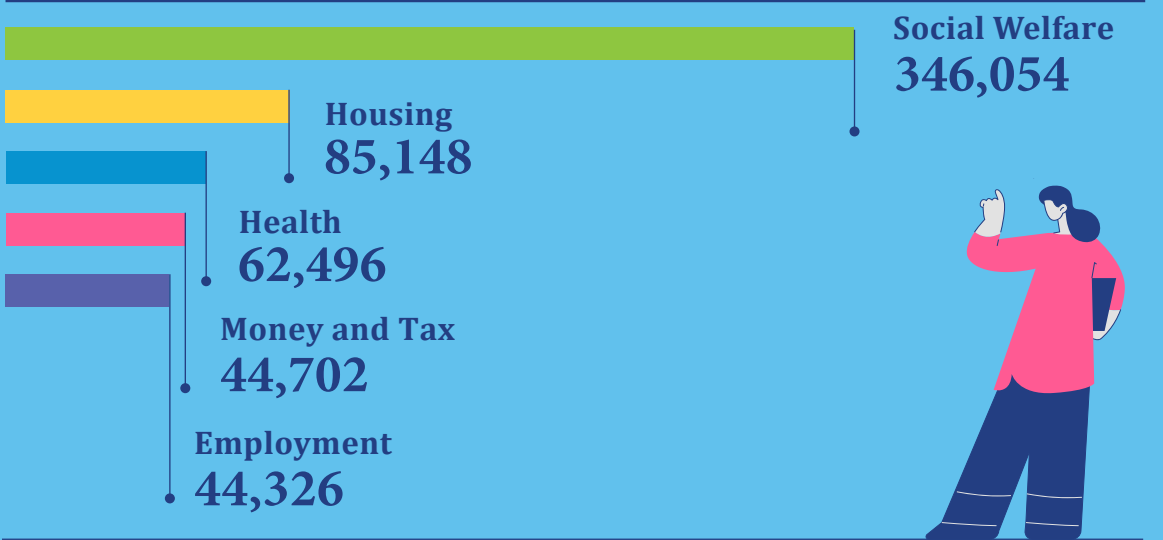
*Recorded for over 62% of callers



Query Type

767,168 Queries

Top 5 Query Categories



Top 5 Payments/Schemes

These payments/schemes accounted for 18% of all queries

