

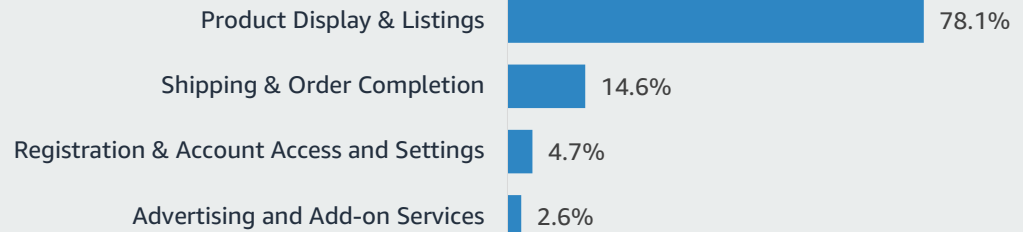
EU Platform-to-Business (P2B) Report 2023

For the period 1 January 2023 to 31 December 2023

5.3%

of all EU Selling Partner engagements were complaints

Selling Partner Complaints by Topic



Resolution and Mediation

- We received **265,978 complaints** in the EU.
- On average, we resolved complaints in **4 days** in the EU.
- **75%** of Selling Partner complaints in the EU were resolved to the Selling Partner's satisfaction.
- In the EU, Amazon received **484** requests for mediation from Selling Partners, with only **5** requests proceeding to mediation. Of those 5 requests, the mediator issued a recommendation in Amazon's favour in 4 of these, and partially in favour of the seller in **1**.