



Ministério da Justiça – MJ
Secretaria Nacional do Consumidor – Senacon
Departamento de Proteção e Defesa do Consumidor – DPDC
Coordenação Geral do Sindec – CG-Sindec

Indicadores Públicos de Defesa do Consumidor - 2013

Relatório Nacional



Brasília/DF, 14 de agosto de 2013.

Indicadores Públicos de Defesa do Consumidor - Sindec

RELATÓRIO NACIONAL

Setor	Fornecedor	Atendimentos		Resolutividade CIPs		Resolutividade Reclamações	
		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	1.258	1.552	67,46%	70,95%	25,97%	21,85%
	Tam	1.635	1.940	51,68%	68,63%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	2.893	3.492	58,38%	69,66%	36,64%	40,07%
Bancos	Banco do Brasil	14.014	13.787	73,72%	77,89%	48,80%	47,24%
	BMG	11.665	16.827	69,21%	65,55%	66,50%	76,79%
	Bradesco	34.676	42.042	79,66%	84,91%	58,88%	60,18%
	BV Financeira	11.967	16.707	61,70%	74,42%	57,06%	56,81%
	Caixa Econômica Federal	10.614	15.209	72,37%	68,65%	49,79%	47,99%
	Citibank	7.266	7.204	80,29%	79,98%	55,43%	60,96%
	HSBC	7.910	7.882	68,57%	73,46%	53,15%	48,05%
	Itaú	59.343	50.447	84,09%	83,27%	70,06%	56,05%
	Santander	17.701	20.878	77,02%	79,87%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	175.156	190.983	77,40%	78,90%	60,52%	57,71%
Indústria	CCE/Digibras	5.594	5.021	37,15%	51,98%	70,39%	73,25%
	Eletrolux	3.036	4.794	49,33%	56,82%	72,80%	78,27%
	LG	6.244	6.132	78,65%	74,98%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	2.659	5.069	71,76%	52,58%	79,27%	69,05%
	Motorola	3.541	5.328	46,79%	49,89%	59,14%	66,77%
	Nokia	3.972	5.593	71,26%	61,51%	53,20%	54,22%
	Samsung	5.913	10.872	89,83%	82,61%	73,80%	77,66%
	Sony	2.309	2.633	76,63%	56,70%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	3.357	5.389	65,76%	56,03%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	36.625	50.831	65,15%	63,02%	70,01%	69,39%
Saúde Suplementar	Amil	1.072	1.893	78,56%	70,30%	61,02%	44,87%
	Bradesco Saúde	224	244	71,43%	57,73%	11,11%	8,89%
	Golden Cross	239	307	72,41%	66,04%	55,56%	46,67%
	Hapvida	429	567	68,18%	57,71%	61,25%	62,16%
	Intermedica	367	241	87,25%	88,37%	60,00%	75,00%
	Sul América Saúde	538	666	74,68%	63,97%	37,04%	27,63%
	Unimed	2.324	2.094	72,62%	74,78%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	5.193	6.012	75,94%	70,05%	57,57%	45,85%

Telecom	Claro	47.170	49.207	77,96%	82,29%	72,47%	77,44%
	Embratel	13.744	12.618	79,33%	79,71%	76,28%	82,80%
	GVT	3.304	13.685	65,33%	53,19%	52,69%	58,23%
	Intelig	65	47	76,47%	75,00%	75,00%	44,44%
	Net	8.967	14.193	85,43%	86,88%	74,06%	72,63%
	Oi Celular	24.313	44.913	65,83%	73,16%	76,54%	75,89%
	Oi Fixo	37.342	72.404	72,55%	77,98%	76,46%	79,07%
	Sky	17.316	25.485	82,13%	86,57%	89,21%	84,65%
	Telefonica	6.218	12.063	86,10%	90,10%	77,06%	74,47%
	Tim	17.094	23.896	75,05%	82,78%	62,70%	67,76%
	Vivo	19.027	26.308	88,20%	85,38%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	194.560	294.819	78,56%	80,65%	74,61%	76,43%
Varejo	B2W	7.181	7.218	82,53%	86,13%	65,55%	63,02%
	Carrefour	4.411	3.132	70,67%	60,36%	48,18%	56,66%
	Casas Bahia	6.998	6.520	81,46%	84,22%	74,20%	70,71%
	City Lar	1.721	1.513	72,30%	74,33%	90,91%	85,37%
	Compra Fácil	2.559	2.744	85,38%	85,36%	90,93%	88,31%
	Eleto Shopping	1.654	2.117	74,62%	65,46%	60,50%	69,53%
	Groupon	3.961	1.915	71,31%	87,77%	42,25%	67,89%
	Lojas Americanas	2.213	2.979	68,58%	72,24%	65,28%	68,23%
	Lojas Insinuante	3.160	3.588	72,18%	79,34%	49,42%	59,10%
	Magazine Luiza	5.936	7.630	72,63%	75,26%	63,52%	66,92%
	Nova Ponto Com	1.735	3.956	81,49%	84,06%	65,90%	63,67%
	Novo Mundo	3.514	3.856	73,03%	69,94%	94,44%	89,67%
	Pão de Açúcar	2.153	2.411	64,68%	73,11%	61,69%	67,05%
	Ponto Frio	8.806	10.977	78,45%	81,72%	74,77%	73,40%
	Ricardo Eletro	10.045	9.516	66,24%	69,92%	62,95%	57,11%
	Walmart	3.657	4.914	80,00%	69,51%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	69.704	74.986	76,08%	78,21%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		484.131	621.123	76,03%	77,77%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		395.708	551.907	69,84%	68,42%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		879.839	1.173.030	73,11%	73,45%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	AC												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	31	27	1.258	1.552	75,00%	40,00%	67,46%	70,95%	S/R	S/R	25,97%	21,85%
	Tam	41	48	1.635	1.940	60,00%	50,00%	51,68%	68,63%	100,00%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	72	75	2.893	3.492	66,67%	46,15%	58,38%	69,66%	100,00%	50,00%	36,64%	40,07%
Bancos	Banco do Brasil	795	442	14.014	13.787	72,28%	79,41%	73,72%	77,89%	58,06%	70,27%	48,80%	47,24%
	BMG	200	274	11.665	16.827	66,67%	57,89%	69,21%	65,55%	68,97%	48,48%	66,50%	76,79%
	Bradesco	575	523	34.676	42.042	61,70%	66,67%	79,66%	84,91%	44,44%	53,33%	58,88%	60,18%
	BV Financeira	354	387	11.967	16.707	70,00%	75,00%	61,70%	74,42%	55,17%	40,85%	57,06%	56,81%
	Caixa Econômica Federal	128	229	10.614	15.209	57,14%	58,00%	72,37%	68,65%	66,67%	62,50%	49,79%	47,99%
	Citibank	143	171	7.266	7.204	S/R	75,00%	80,29%	79,98%	0,00%	0,00%	55,43%	60,96%
	HSBC	435	480	7.910	7.882	42,86%	50,00%	68,57%	73,46%	33,33%	50,00%	53,15%	48,05%
	Itaú	968	730	59.343	50.447	60,00%	73,53%	84,09%	83,27%	76,47%	81,25%	70,06%	56,05%
	Santander	199	217	17.701	20.878	63,64%	73,68%	77,02%	79,87%	77,78%	57,14%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	3.797	3.453	175.156	190.983	66,07%	68,52%	77,40%	78,90%	58,86%	54,01%	60,52%	57,71%
Indústria	CCE/Digibras	34	35	5.594	5.021	19,05%	17,65%	37,15%	51,98%	22,22%	76,92%	70,39%	73,25%
	Eletrolux	11	37	3.036	4.794	66,67%	40,00%	49,33%	56,82%	100,00%	50,00%	72,80%	78,27%
	LG	111	69	6.244	6.132	80,77%	69,23%	78,65%	74,98%	67,92%	85,00%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	25	49	2.659	5.069	60,00%	41,38%	71,76%	52,58%	33,33%	100,00%	79,27%	69,05%
	Motorola	81	55	3.541	5.328	S/R	0,00%	46,79%	49,89%	40,00%	43,48%	59,14%	66,77%
	Nokia	99	85	3.972	5.593	33,33%	100,00%	71,26%	61,51%	46,15%	53,33%	53,20%	54,22%
	Samsung	64	121	5.913	10.872	16,67%	66,67%	89,83%	82,61%	75,00%	90,63%	73,80%	77,66%
	Sony	34	35	2.309	2.633	60,00%	55,56%	76,63%	56,70%	62,50%	66,67%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	13	16	3.357	5.389	25,00%	33,33%	65,76%	56,03%	0,00%	33,33%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	472	502	36.625	50.831	51,16%	45,00%	65,15%	63,02%	59,71%	71,09%	70,01%	69,39%
Saúde Suplementar	Amil	0	0	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	1	224	244	S/R	100,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	1	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	1	3	2.324	2.094	S/R	S/R	72,62%	74,78%	S/R	S/R	62,50%	49,80%
	Total Geral do Setor (Acumulado)	1	5	5.193	6.012	S/R	100,00%	75,94%	70,05%	S/R	S/R	57,57%	45,85%

Telecom	Claro	596	551	47.170	49.207	50,00%	42,86%	77,96%	82,29%	52,17%	53,85%	72,47%	77,44%
	Embratel	312	203	13.744	12.618	66,67%	38,46%	79,33%	79,71%	100,00%	66,67%	76,28%	82,80%
	GVT	10	12	3.304	13.685	0,00%	S/R	65,33%	53,19%	0,00%	S/R	52,69%	58,23%
	Intelig	0	1	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	11	11	8.967	14.193	100,00%	S/R	85,43%	86,88%	S/R	S/R	74,06%	72,63%
	Oi Celular	484	964	24.313	44.913	72,00%	77,70%	65,83%	73,16%	55,56%	100,00%	76,54%	75,89%
	Oi Fixo	549	590	37.342	72.404	43,75%	76,92%	72,55%	77,98%	45,45%	80,00%	76,46%	79,07%
	Sky	194	281	17.316	25.485	60,00%	33,33%	82,13%	86,57%	100,00%	S/R	89,21%	84,65%
	Telefonica	7	12	6.218	12.063	100,00%	S/R	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	136	128	17.094	23.896	25,00%	41,67%	75,05%	82,78%	50,00%	100,00%	62,70%	67,76%
	Vivo	396	578	19.027	26.308	80,00%	63,33%	88,20%	85,38%	69,23%	71,43%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.695	3.331	194.560	294.819	59,26%	67,81%	78,56%	80,65%	56,06%	68,75%	74,61%	76,43%
Varejo	B2W	72	100	7.181	7.218	66,67%	65,00%	82,53%	86,13%	45,45%	42,86%	65,55%	63,02%
	Carrefour	2	4	4.411	3.132	0,00%	S/R	70,67%	60,36%	60,00%	S/R	48,18%	56,66%
	Casas Bahia	4	9	6.998	6.520	S/R	50,00%	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	234	217	1.721	1.513	43,33%	52,08%	72,30%	74,33%	58,06%	73,68%	90,91%	85,37%
	Compra Fácil	6	2	2.559	2.744	100,00%	S/R	85,38%	85,36%	S/R	S/R	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	4	0	3.961	1.915	100,00%	50,00%	71,31%	87,77%	S/R	S/R	42,25%	67,89%
	Lojas Americanas	12	28	2.213	2.979	66,67%	28,57%	68,58%	72,24%	0,00%	100,00%	65,28%	68,23%
	Lojas Insinuante	2	0	3.160	3.588	0,00%	S/R	72,18%	79,34%	0,00%	100,00%	49,42%	59,10%
	Magazine Luiza	7	6	5.936	7.630	100,00%	S/R	72,63%	75,26%	S/R	S/R	63,52%	66,92%
	Nova Ponto Com	1	13	1.735	3.956	0,00%	75,00%	81,49%	84,06%	50,00%	S/R	65,90%	63,67%
	Novo Mundo	2	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	0	2.153	2.411	S/R	100,00%	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	6	8	8.806	10.977	50,00%	0,00%	78,45%	81,72%	S/R	0,00%	74,77%	73,40%
	Ricardo Eletro	15	7	10.045	9.516	60,00%	25,00%	66,24%	69,92%	0,00%	33,33%	62,95%	57,11%
	Walmart	1	16	3.657	4.914	S/R	80,00%	80,00%	69,51%	S/R	S/R	60,05%	61,63%
	Total Geral do Setor (Acumulado)	368	410	69.704	74.986	50,85%	53,68%	76,08%	78,21%	50,00%	66,04%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		7.405	7.776	484.131	621.123	60,13%	62,80%	76,03%	77,77%	57,91%	60,11%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		5.561	7.036	395.708	551.907	55,57%	49,09%	69,84%	68,42%	59,11%	67,85%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		12.966	14.812	879.839	1.173.030	57,01%	53,98%	73,11%	73,45%	58,54%	65,30%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	AL												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	16	20	1.258	1.552	S/R	0,00%	67,46%	70,95%	10,00%	38,46%	25,97%	21,85%
	Tam	28	40	1.635	1.940	S/R	S/R	51,68%	68,63%	23,81%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	44	60	2.893	3.492	S/R	0,00%	58,38%	69,66%	19,35%	45,71%	36,64%	40,07%
Bancos	Banco do Brasil	221	264	14.014	13.787	S/R	70,15%	73,72%	77,89%	53,42%	62,71%	48,80%	47,24%
	BMG	138	306	11.665	16.827	S/R	54,64%	69,21%	65,55%	52,50%	60,00%	66,50%	76,79%
	Bradesco	389	707	34.676	42.042	S/R	0,00%	79,66%	84,91%	60,87%	65,70%	58,88%	60,18%
	BV Financeira	37	38	11.967	16.707	S/R	S/R	61,70%	74,42%	7,69%	42,11%	57,06%	56,81%
	Caixa Econômica Federal	225	445	10.614	15.209	S/R	42,17%	72,37%	68,65%	58,90%	57,14%	49,79%	47,99%
	Citibank	197	282	7.266	7.204	S/R	70,53%	80,29%	79,98%	48,94%	72,00%	55,43%	60,96%
	HSBC	78	97	7.910	7.882	S/R	S/R	68,57%	73,46%	45,45%	60,00%	53,15%	48,05%
	Itaú	1.323	1.599	59.343	50.447	S/R	74,94%	84,09%	83,27%	74,82%	83,62%	70,06%	56,05%
	Santander	130	234	17.701	20.878	S/R	86,11%	77,02%	79,87%	50,00%	43,75%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	2.738	3.972	175.156	190.983	S/R	66,23%	77,40%	78,90%	61,07%	66,91%	60,52%	57,71%
Indústria	CCE/Digibras	363	308	5.594	5.021	S/R	33,78%	37,15%	51,98%	47,54%	63,75%	70,39%	73,25%
	Eletrolux	59	120	3.036	4.794	S/R	0,00%	49,33%	56,82%	52,08%	77,78%	72,80%	78,27%
	LG	207	169	6.244	6.132	S/R	73,53%	78,65%	74,98%	82,33%	81,13%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	122	266	2.659	5.069	S/R	0,00%	71,76%	52,58%	88,12%	78,51%	79,27%	69,05%
	Motorola	53	133	3.541	5.328	S/R	0,00%	46,79%	49,89%	74,42%	85,71%	59,14%	66,77%
	Nokia	106	216	3.972	5.593	S/R	24,00%	71,26%	61,51%	75,49%	70,10%	53,20%	54,22%
	Samsung	132	152	5.913	10.872	S/R	0,00%	89,83%	82,61%	82,46%	80,58%	73,80%	77,66%
	Sony	53	47	2.309	2.633	S/R	S/R	76,63%	56,70%	79,63%	55,56%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	85	128	3.357	5.389	S/R	0,00%	65,76%	56,03%	69,74%	76,47%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	1.180	1.539	36.625	50.831	S/R	35,22%	65,15%	63,02%	70,81%	74,85%	70,01%	69,39%
Saúde Suplementar	Amil	3	8	1.072	1.893	S/R	S/R	78,56%	70,30%	0,00%	S/R	61,02%	44,87%
	Bradesco Saúde	8	16	224	244	S/R	S/R	71,43%	57,73%	33,33%	0,00%	11,11%	8,89%
	Golden Cross	3	6	239	307	S/R	S/R	72,41%	66,04%	100,00%	50,00%	55,56%	46,67%
	Hapvida	50	74	429	567	S/R	S/R	68,18%	57,71%	63,64%	44,44%	61,25%	62,16%
	Intermedica	1	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	2	2	538	666	S/R	S/R	74,68%	63,97%	50,00%	0,00%	37,04%	27,63%
	Unimed	44	66	2.324	2.094	S/R	S/R	72,62%	74,78%	80,00%	65,38%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	111	172	5.193	6.012	S/R	S/R	75,94%	70,05%	69,57%	52,27%	57,57%	45,85%

Telecom	Claro	527	936	47.170	49.207	S/R	65,88%	77,96%	82,29%	47,78%	43,59%	72,47%	77,44%
	Embratel	152	83	13.744	12.618	S/R	S/R	79,33%	79,71%	73,68%	91,49%	76,28%	82,80%
	GVT	5	112	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	33,33%	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	85	254	8.967	14.193	S/R	S/R	85,43%	86,88%	91,18%	73,02%	74,06%	72,63%
	Oi Celular	523	615	24.313	44.913	S/R	62,44%	65,83%	73,16%	78,82%	86,15%	76,54%	75,89%
	Oi Fixo	669	1.294	37.342	72.404	S/R	66,30%	72,55%	77,98%	78,91%	92,19%	76,46%	79,07%
	Sky	225	342	17.316	25.485	S/R	S/R	82,13%	86,57%	82,46%	91,03%	89,21%	84,65%
	Telefonica	8	6	6.218	12.063	S/R	S/R	86,10%	90,10%	0,00%	100,00%	77,06%	74,47%
	Tim	299	382	17.094	23.896	S/R	84,11%	75,05%	82,78%	43,94%	63,08%	62,70%	67,76%
	Vivo	102	111	19.027	26.308	S/R	50,00%	88,20%	85,38%	95,65%	93,02%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.595	4.135	194.560	294.819	S/R	67,16%	78,56%	80,65%	65,18%	79,02%	74,61%	76,43%
Varejo	B2W	148	251	7.181	7.218	S/R	90,73%	82,53%	86,13%	62,79%	68,49%	65,55%	63,02%
	Carrefour	2	5	4.411	3.132	S/R	S/R	70,67%	60,36%	50,00%	66,67%	48,18%	56,66%
	Casas Bahia	9	22	6.998	6.520	S/R	0,00%	81,46%	84,22%	75,00%	75,00%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	100,00%	90,91%	85,37%
	Compra Fácil	33	70	2.559	2.744	S/R	S/R	85,38%	85,36%	100,00%	95,83%	90,93%	88,31%
	Eleto Shopping	217	282	1.654	2.117	S/R	0,00%	74,62%	65,46%	72,33%	77,06%	60,50%	69,53%
	Groupon	79	59	3.961	1.915	S/R	S/R	71,31%	87,77%	23,21%	74,07%	42,25%	67,89%
	Lojas Americanas	101	122	2.213	2.979	S/R	0,00%	68,58%	72,24%	73,79%	83,33%	65,28%	68,23%
	Lojas Insinuante	316	665	3.160	3.588	S/R	68,46%	72,18%	79,34%	71,61%	82,24%	49,42%	59,10%
	Magazine Luiza	236	395	5.936	7.630	S/R	0,00%	72,63%	75,26%	67,53%	68,57%	63,52%	66,92%
	Nova Ponto Com	34	80	1.735	3.956	S/R	42,86%	81,49%	84,06%	55,56%	66,67%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	139	112	2.153	2.411	S/R	0,00%	64,68%	73,11%	70,83%	76,92%	61,69%	67,05%
	Ponto Frio	4	7	8.806	10.977	S/R	S/R	78,45%	81,72%	50,00%	100,00%	74,77%	73,40%
	Ricardo Eletro	237	144	10.045	9.516	S/R	0,00%	66,24%	69,92%	53,59%	71,43%	62,95%	57,11%
	Walmart	308	335	3.657	4.914	S/R	17,39%	80,00%	69,51%	58,79%	66,67%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.863	2.549	69.704	74.986	S/R	69,91%	76,08%	78,21%	64,20%	74,73%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		8.531	12.427	484.131	621.123	S/R	65,29%	76,03%	77,77%	65,15%	73,58%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		6.533	8.892	395.708	551.907	S/R	16,18%	69,84%	68,42%	72,06%	71,28%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		15.064	21.319	879.839	1.173.030	S/R	62,13%	73,11%	73,45%	68,82%	72,27%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	AM												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	16	24	1.258	1.552	S/R	S/R	67,46%	70,95%	0,00%	0,00%	25,97%	21,85%
	Tam	32	35	1.635	1.940	0,00%	0,00%	51,68%	68,63%	50,00%	52,94%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	48	59	2.893	3.492	0,00%	0,00%	58,38%	69,66%	42,86%	45,00%	36,64%	40,07%
Bancos	Banco do Brasil	98	131	14.014	13.787	14,29%	33,33%	73,72%	77,89%	28,57%	68,75%	48,80%	47,24%
	BMG	113	108	11.665	16.827	0,00%	0,00%	69,21%	65,55%	60,00%	70,00%	66,50%	76,79%
	Bradesco	450	600	34.676	42.042	15,79%	10,00%	79,66%	84,91%	46,55%	62,07%	58,88%	60,18%
	BV Financeira	13	35	11.967	16.707	0,00%	S/R	61,70%	74,42%	S/R	0,00%	57,06%	56,81%
	Caixa Econômica Federal	55	81	10.614	15.209	50,00%	33,33%	72,37%	68,65%	33,33%	25,00%	49,79%	47,99%
	Citibank	119	115	7.266	7.204	S/R	S/R	80,29%	79,98%	63,64%	71,43%	55,43%	60,96%
	HSBC	40	57	7.910	7.882	0,00%	0,00%	68,57%	73,46%	75,00%	40,00%	53,15%	48,05%
	Itaú	354	276	59.343	50.447	0,00%	0,00%	84,09%	83,27%	72,22%	74,19%	70,06%	56,05%
	Santander	115	152	17.701	20.878	0,00%	100,00%	77,02%	79,87%	60,00%	50,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	1.357	1.555	175.156	190.983	13,51%	13,89%	77,40%	78,90%	55,17%	63,06%	60,52%	57,71%
Indústria	CCE/Digibras	6	15	5.594	5.021	S/R	0,00%	37,15%	51,98%	100,00%	75,00%	70,39%	73,25%
	Eletrolux	71	46	3.036	4.794	0,00%	0,00%	49,33%	56,82%	93,75%	96,00%	72,80%	78,27%
	LG	35	26	6.244	6.132	S/R	S/R	78,65%	74,98%	75,00%	75,00%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	14	24	2.659	5.069	S/R	S/R	71,76%	52,58%	80,00%	55,56%	79,27%	69,05%
	Motorola	54	34	3.541	5.328	0,00%	S/R	46,79%	49,89%	70,59%	83,33%	59,14%	66,77%
	Nokia	43	59	3.972	5.593	S/R	0,00%	71,26%	61,51%	50,00%	22,58%	53,20%	54,22%
	Samsung	40	223	5.913	10.872	0,00%	0,00%	89,83%	82,61%	88,89%	84,78%	73,80%	77,66%
	Sony	16	17	2.309	2.633	S/R	S/R	76,63%	56,70%	100,00%	66,67%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	46	60	3.357	5.389	S/R	0,00%	65,76%	56,03%	85,71%	84,21%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	325	504	36.625	50.831	0,00%	0,00%	65,15%	63,02%	82,65%	73,02%	70,01%	69,39%
Saúde Suplementar	Amil	0	1	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	1	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	1	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	16	23	429	567	33,33%	33,33%	68,18%	57,71%	0,00%	50,00%	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	1	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	32	16	2.324	2.094	25,00%	0,00%	72,62%	74,78%	66,67%	66,67%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	50	41	5.193	6.012	28,57%	25,00%	75,94%	70,05%	50,00%	60,00%	57,57%	45,85%

Telecom	Claro	308	339	47.170	49.207	0,00%	20,00%	77,96%	82,29%	100,00%	78,95%	72,47%	77,44%
	Embratel	186	90	13.744	12.618	0,00%	S/R	79,33%	79,71%	50,00%	76,92%	76,28%	82,80%
	GVT	0	0	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	141	398	8.967	14.193	0,00%	25,00%	85,43%	86,88%	75,00%	68,42%	74,06%	72,63%
	Oi Celular	226	752	24.313	44.913	50,00%	66,67%	65,83%	73,16%	68,75%	91,18%	76,54%	75,89%
	Oi Fixo	861	1.076	37.342	72.404	15,00%	78,57%	72,55%	77,98%	90,70%	88,24%	76,46%	79,07%
	Sky	177	349	17.316	25.485	S/R	S/R	82,13%	86,57%	91,67%	95,00%	89,21%	84,65%
	Telefonica	1	0	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	101	133	17.094	23.896	0,00%	50,00%	75,05%	82,78%	66,67%	80,00%	62,70%	67,76%
	Vivo	268	381	19.027	26.308	33,33%	100,00%	88,20%	85,38%	76,92%	93,75%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.269	3.518	194.560	294.819	18,92%	66,36%	78,56%	80,65%	80,56%	84,54%	74,61%	76,43%
Varejo	B2W	27	19	7.181	7.218	S/R	S/R	82,53%	86,13%	100,00%	50,00%	65,55%	63,02%
	Carrefour	121	135	4.411	3.132	0,00%	0,00%	70,67%	60,36%	52,17%	63,64%	48,18%	56,66%
	Casas Bahia	0	1	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	111	127	1.721	1.513	0,00%	50,00%	72,30%	74,33%	81,82%	65,00%	90,91%	85,37%
	Compra Fácil	5	8	2.559	2.744	S/R	S/R	85,38%	85,36%	50,00%	50,00%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	10	3	3.961	1.915	S/R	S/R	71,31%	87,77%	50,00%	71,43%	42,25%	67,89%
	Lojas Americanas	24	19	2.213	2.979	0,00%	0,00%	68,58%	72,24%	87,50%	50,00%	65,28%	68,23%
	Lojas Insinuante	1	1	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	2	1	5.936	7.630	S/R	S/R	72,63%	75,26%	0,00%	S/R	63,52%	66,92%
	Nova Ponto Com	4	2	1.735	3.956	S/R	S/R	81,49%	84,06%	S/R	S/R	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	0	2.153	2.411	S/R	S/R	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	0	0	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	S/R	74,77%	73,40%
	Ricardo Eletro	1	1	10.045	9.516	S/R	S/R	66,24%	69,92%	100,00%	S/R	62,95%	57,11%
	Walmart	3	2	3.657	4.914	S/R	S/R	80,00%	69,51%	S/R	50,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	309	319	69.704	74.986	0,00%	25,00%	76,08%	78,21%	66,67%	62,50%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		4.358	5.996	484.131	621.123	13,46%	48,19%	76,03%	77,77%	70,35%	71,90%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		5.512	5.423	395.708	551.907	9,33%	13,38%	69,84%	68,42%	74,69%	64,97%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		9.870	11.419	879.839	1.173.030	10,29%	31,27%	73,11%	73,45%	73,04%	67,87%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	AP												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	10	15	1.258	1.552	S/R	S/R	67,46%	70,95%	0,00%	33,33%	25,97%	21,85%
	Tam	12	19	1.635	1.940	S/R	S/R	51,68%	68,63%	0,00%	20,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	22	34	2.893	3.492	S/R	S/R	58,38%	69,66%	0,00%	25,00%	36,64%	40,07%
Bancos	Banco do Brasil	144	95	14.014	13.787	S/R	S/R	73,72%	77,89%	42,11%	52,83%	48,80%	47,24%
	BMG	232	234	11.665	16.827	S/R	S/R	69,21%	65,55%	68,42%	89,80%	66,50%	76,79%
	Bradesco	199	234	34.676	42.042	S/R	S/R	79,66%	84,91%	27,27%	41,67%	58,88%	60,18%
	BV Financeira	49	60	11.967	16.707	S/R	S/R	61,70%	74,42%	60,00%	40,00%	57,06%	56,81%
	Caixa Econômica Federal	50	50	10.614	15.209	S/R	S/R	72,37%	68,65%	60,00%	33,33%	49,79%	47,99%
	Citibank	54	73	7.266	7.204	S/R	S/R	80,29%	79,98%	20,00%	37,50%	55,43%	60,96%
	HSBC	24	37	7.910	7.882	S/R	S/R	68,57%	73,46%	66,67%	0,00%	53,15%	48,05%
	Itaú	277	221	59.343	50.447	S/R	S/R	84,09%	83,27%	25,00%	37,50%	70,06%	56,05%
	Santander	71	62	17.701	20.878	S/R	S/R	77,02%	79,87%	0,00%	20,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	1.100	1.066	175.156	190.983	S/R	S/R	77,40%	78,90%	40,45%	51,61%	60,52%	57,71%
Indústria	CCE/Digibras	5	0	5.594	5.021	S/R	S/R	37,15%	51,98%	0,00%	80,00%	70,39%	73,25%
	Eletrolux	26	18	3.036	4.794	S/R	S/R	49,33%	56,82%	100,00%	50,00%	72,80%	78,27%
	LG	16	16	6.244	6.132	S/R	S/R	78,65%	74,98%	63,64%	78,57%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	4	5	2.659	5.069	S/R	S/R	71,76%	52,58%	0,00%	50,00%	79,27%	69,05%
	Motorola	25	19	3.541	5.328	S/R	S/R	46,79%	49,89%	66,67%	30,00%	59,14%	66,77%
	Nokia	27	27	3.972	5.593	S/R	S/R	71,26%	61,51%	50,00%	75,00%	53,20%	54,22%
	Samsung	57	70	5.913	10.872	S/R	S/R	89,83%	82,61%	87,50%	72,73%	73,80%	77,66%
	Sony	39	18	2.309	2.633	S/R	S/R	76,63%	56,70%	64,71%	90,91%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	7	10	3.357	5.389	S/R	S/R	65,76%	56,03%	60,00%	75,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	206	183	36.625	50.831	S/R	S/R	65,15%	63,02%	62,50%	73,58%	70,01%	69,39%
Saúde Suplementar	Amil	0	0	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	9	4	538	666	S/R	S/R	74,68%	63,97%	100,00%	0,00%	37,04%	27,63%
	Unimed	14	21	2.324	2.094	S/R	S/R	72,62%	74,78%	33,33%	25,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	23	25	5.193	6.012	S/R	S/R	75,94%	70,05%	50,00%	14,29%	57,57%	45,85%

Telecom	Claro	42	169	47.170	49.207	S/R	S/R	77,96%	82,29%	100,00%	50,00%	72,47%	77,44%
	Embratel	64	25	13.744	12.618	S/R	S/R	79,33%	79,71%	33,33%	37,50%	76,28%	82,80%
	GVT	0	2	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	0	1	8.967	14.193	S/R	S/R	85,43%	86,88%	S/R	S/R	74,06%	72,63%
	Oi Celular	16	47	24.313	44.913	S/R	S/R	65,83%	73,16%	0,00%	S/R	76,54%	75,89%
	Oi Fixo	117	343	37.342	72.404	S/R	S/R	72,55%	77,98%	20,00%	88,89%	76,46%	79,07%
	Sky	67	80	17.316	25.485	S/R	S/R	82,13%	86,57%	50,00%	100,00%	89,21%	84,65%
	Telefonica	0	0	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	57	99	17.094	23.896	S/R	S/R	75,05%	82,78%	71,43%	37,50%	62,70%	67,76%
	Vivo	120	185	19.027	26.308	S/R	S/R	88,20%	85,38%	64,71%	80,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	483	951	194.560	294.819	S/R	S/R	78,56%	80,65%	54,05%	65,31%	74,61%	76,43%
Varejo	B2W	33	26	7.181	7.218	S/R	S/R	82,53%	86,13%	40,00%	36,36%	65,55%	63,02%
	Carrefour	1	2	4.411	3.132	S/R	S/R	70,67%	60,36%	S/R	S/R	48,18%	56,66%
	Casas Bahia	0	0	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	2	3	2.559	2.744	S/R	S/R	85,38%	85,36%	66,67%	66,67%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	4	0	3.961	1.915	S/R	S/R	71,31%	87,77%	S/R	S/R	42,25%	67,89%
	Lojas Americanas	12	12	2.213	2.979	S/R	S/R	68,58%	72,24%	0,00%	0,00%	65,28%	68,23%
	Lojas Insinuante	0	1	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	2	2	5.936	7.630	S/R	S/R	72,63%	75,26%	0,00%	100,00%	63,52%	66,92%
	Nova Ponto Com	0	0	1.735	3.956	S/R	S/R	81,49%	84,06%	S/R	S/R	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	1	2.153	2.411	S/R	S/R	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	1	1	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	100,00%	74,77%	73,40%
	Ricardo Eletro	2	4	10.045	9.516	S/R	S/R	66,24%	69,92%	S/R	S/R	62,95%	57,11%
	Walmart	1	7	3.657	4.914	S/R	S/R	80,00%	69,51%	S/R	0,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	58	59	69.704	74.986	S/R	S/R	76,08%	78,21%	36,36%	40,00%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		1.892	2.318	484.131	621.123	S/R	S/R	76,03%	77,77%	47,78%	56,63%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		2.858	2.738	395.708	551.907	S/R	S/R	69,84%	68,42%	54,60%	65,44%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		4.750	5.056	879.839	1.173.030	S/R	S/R	73,11%	73,45%	52,09%	62,18%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	BA												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	43	74	1.258	1.552	S/R	S/R	67,46%	70,95%	54,55%	24,14%	25,97%	21,85%
	Tam	37	103	1.635	1.940	S/R	80,95%	51,68%	68,63%	33,33%	39,13%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	80	177	2.893	3.492	S/R	80,95%	58,38%	69,66%	50,00%	30,77%	36,64%	40,07%
Bancos	Banco do Brasil	371	441	14.014	13.787	87,89%	90,41%	73,72%	77,89%	36,84%	39,53%	48,80%	47,24%
	BMG	91	166	11.665	16.827	S/R	S/R	69,21%	65,55%	25,00%	40,91%	66,50%	76,79%
	Bradesco	1.146	1.600	34.676	42.042	92,15%	93,20%	79,66%	84,91%	38,24%	23,08%	58,88%	60,18%
	BV Financeira	78	97	11.967	16.707	S/R	S/R	61,70%	74,42%	10,00%	27,78%	57,06%	56,81%
	Caixa Econômica Federal	99	339	10.614	15.209	S/R	80,77%	72,37%	68,65%	71,43%	51,61%	49,79%	47,99%
	Citibank	345	381	7.266	7.204	89,17%	89,50%	80,29%	79,98%	25,00%	42,50%	55,43%	60,96%
	HSBC	112	118	7.910	7.882	0,00%	0,00%	68,57%	73,46%	60,00%	44,44%	53,15%	48,05%
	Itaú	2.348	2.171	59.343	50.447	93,70%	93,38%	84,09%	83,27%	59,26%	44,35%	70,06%	56,05%
	Santander	344	527	17.701	20.878	S/R	91,01%	77,02%	79,87%	38,89%	33,33%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	4.934	5.840	175.156	190.983	91,62%	90,56%	77,40%	78,90%	44,20%	37,15%	60,52%	57,71%
Indústria	CCE/Digibras	335	193	5.594	5.021	0,00%	0,00%	37,15%	51,98%	38,00%	44,44%	70,39%	73,25%
	Eletrolux	108	155	3.036	4.794	0,00%	0,00%	49,33%	56,82%	47,37%	58,49%	72,80%	78,27%
	LG	198	146	6.244	6.132	0,00%	80,56%	78,65%	74,98%	8,00%	20,24%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	122	323	2.659	5.069	0,00%	0,00%	71,76%	52,58%	81,40%	78,76%	79,27%	69,05%
	Motorola	114	160	3.541	5.328	S/R	0,00%	46,79%	49,89%	1,25%	18,05%	59,14%	66,77%
	Nokia	179	435	3.972	5.593	0,00%	73,33%	71,26%	61,51%	3,36%	10,48%	53,20%	54,22%
	Samsung	240	463	5.913	10.872	16,67%	88,94%	89,83%	82,61%	14,40%	24,01%	73,80%	77,66%
	Sony	104	103	2.309	2.633	0,00%	0,00%	76,63%	56,70%	18,75%	20,39%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	259	277	3.357	5.389	4,76%	0,00%	65,76%	56,03%	66,36%	69,79%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	1.659	2.255	36.625	50.831	2,82%	65,95%	65,15%	63,02%	20,57%	35,11%	70,01%	69,39%
Saúde Suplementar	Amil	20	8	1.072	1.893	S/R	S/R	78,56%	70,30%	0,00%	25,00%	61,02%	44,87%
	Bradesco Saúde	5	9	224	244	S/R	S/R	71,43%	57,73%	0,00%	0,00%	11,11%	8,89%
	Golden Cross	2	10	239	307	S/R	S/R	72,41%	66,04%	0,00%	0,00%	55,56%	46,67%
	Hapvida	48	53	429	567	S/R	S/R	68,18%	57,71%	25,00%	26,67%	61,25%	62,16%
	Intermedica	6	2	367	241	S/R	S/R	87,25%	88,37%	S/R	0,00%	60,00%	75,00%
	Sul América Saúde	27	50	538	666	0,00%	55,56%	74,68%	63,97%	0,00%	25,00%	37,04%	27,63%
	Unimed	14	24	2.324	2.094	S/R	S/R	72,62%	74,78%	S/R	25,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	122	156	5.193	6.012	0,00%	55,56%	75,94%	70,05%	5,88%	21,28%	57,57%	45,85%

Telecom	Claro	997	1.476	47.170	49.207	94,60%	92,57%	77,96%	82,29%	37,18%	49,48%	72,47%	77,44%
	Embratel	658	522	13.744	12.618	87,97%	92,64%	79,33%	79,71%	40,63%	55,84%	76,28%	82,80%
	GVT	98	422	3.304	13.685	S/R	S/R	65,33%	53,19%	33,33%	23,53%	52,69%	58,23%
	Intelig	6	0	65	47	S/R	S/R	76,47%	75,00%	0,00%	50,00%	75,00%	44,44%
	Net	99	294	8.967	14.193	S/R	84,78%	85,43%	86,88%	71,43%	88,52%	74,06%	72,63%
	Oi Celular	689	1.967	24.313	44.913	100,00%	90,58%	65,83%	73,16%	13,98%	19,84%	76,54%	75,89%
	Oi Fixo	698	3.088	37.342	72.404	0,00%	89,93%	72,55%	77,98%	17,59%	21,48%	76,46%	79,07%
	Sky	596	1.018	17.316	25.485	S/R	96,03%	82,13%	86,57%	42,86%	76,32%	89,21%	84,65%
	Telefonica	6	3	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	33,33%	77,06%	74,47%
	Tim	553	671	17.094	23.896	S/R	93,79%	75,05%	82,78%	18,18%	24,69%	62,70%	67,76%
	Vivo	317	470	19.027	26.308	S/R	95,86%	88,20%	85,38%	11,63%	30,43%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	4.717	9.931	194.560	294.819	92,21%	91,77%	78,56%	80,65%	23,15%	30,87%	74,61%	76,43%
Varejo	B2W	226	285	7.181	7.218	92,91%	91,30%	82,53%	86,13%	13,68%	29,01%	65,55%	63,02%
	Carrefour	6	5	4.411	3.132	S/R	S/R	70,67%	60,36%	33,33%	60,00%	48,18%	56,66%
	Casas Bahia	572	1.141	6.998	6.520	0,00%	92,79%	81,46%	84,22%	42,03%	57,82%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	54	81	2.559	2.744	S/R	S/R	85,38%	85,36%	86,49%	94,64%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	0,00%	60,50%	69,53%
	Groupon	191	91	3.961	1.915	S/R	96,83%	71,31%	87,77%	80,00%	37,38%	42,25%	67,89%
	Lojas Americanas	71	166	2.213	2.979	S/R	0,00%	68,58%	72,24%	12,33%	33,06%	65,28%	68,23%
	Lojas Insinuante	967	1.240	3.160	3.588	89,22%	88,21%	72,18%	79,34%	22,68%	34,48%	49,42%	59,10%
	Magazine Luiza	250	522	5.936	7.630	S/R	0,00%	72,63%	75,26%	35,16%	45,04%	63,52%	66,92%
	Nova Ponto Com	56	89	1.735	3.956	S/R	25,00%	81,49%	84,06%	48,28%	39,24%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	99	103	2.153	2.411	S/R	S/R	64,68%	73,11%	35,59%	55,68%	61,69%	67,05%
	Ponto Frio	7	287	8.806	10.977	S/R	94,71%	78,45%	81,72%	16,28%	35,56%	74,77%	73,40%
	Ricardo Eletro	849	1.195	10.045	9.516	85,96%	84,36%	66,24%	69,92%	21,68%	32,81%	62,95%	57,11%
	Walmart	282	347	3.657	4.914	58,33%	67,32%	80,00%	69,51%	45,36%	56,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	3.630	5.552	69.704	74.986	85,45%	87,23%	76,08%	78,21%	29,32%	42,63%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		15.142	23.911	484.131	621.123	87,17%	89,14%	76,03%	77,77%	26,05%	37,02%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		11.204	14.563	395.708	551.907	8,61%	56,94%	69,84%	68,42%	33,56%	42,75%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		26.346	38.474	879.839	1.173.030	83,48%	85,80%	73,11%	73,45%	29,83%	40,00%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	CE												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	38	75	1.258	1.552	56,25%	66,67%	67,46%	70,95%	66,67%	60,00%	25,97%	21,85%
	Tam	76	130	1.635	1.940	34,78%	61,54%	51,68%	68,63%	100,00%	52,94%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	114	205	2.893	3.492	43,59%	63,16%	58,38%	69,66%	92,31%	55,56%	36,64%	40,07%
Bancos	Banco do Brasil	477	505	14.014	13.787	54,73%	65,06%	73,72%	77,89%	83,72%	80,77%	48,80%	47,24%
	BMG	169	265	11.665	16.827	34,04%	68,54%	69,21%	65,55%	76,47%	68,97%	66,50%	76,79%
	Bradesco	1.068	1.175	34.676	42.042	52,33%	75,40%	79,66%	84,91%	88,61%	73,88%	58,88%	60,18%
	BV Financeira	457	545	11.967	16.707	37,14%	44,44%	61,70%	74,42%	66,67%	51,85%	57,06%	56,81%
	Caixa Econômica Federal	270	362	10.614	15.209	52,58%	63,05%	72,37%	68,65%	93,10%	67,74%	49,79%	47,99%
	Citibank	313	398	7.266	7.204	66,32%	65,85%	80,29%	79,98%	93,10%	83,33%	55,43%	60,96%
	HSBC	161	195	7.910	7.882	43,48%	55,43%	68,57%	73,46%	91,30%	76,32%	53,15%	48,05%
	Itaú	1.474	1.339	59.343	50.447	61,93%	69,76%	84,09%	83,27%	90,10%	67,48%	70,06%	56,05%
	Santander	558	683	17.701	20.878	45,38%	65,68%	77,02%	79,87%	77,78%	84,38%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	4.947	5.467	175.156	190.983	54,22%	67,08%	77,40%	78,90%	86,83%	73,60%	60,52%	57,71%
Indústria	CCE/Digibras	230	167	5.594	5.021	14,94%	30,60%	37,15%	51,98%	95,00%	97,62%	70,39%	73,25%
	Eletrolux	101	100	3.036	4.794	12,31%	59,15%	49,33%	56,82%	75,00%	88,57%	72,80%	78,27%
	LG	182	102	6.244	6.132	36,84%	77,46%	78,65%	74,98%	91,36%	75,00%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	79	107	2.659	5.069	26,32%	32,61%	71,76%	52,58%	93,33%	91,18%	79,27%	69,05%
	Motorola	57	89	3.541	5.328	29,03%	31,25%	46,79%	49,89%	81,25%	97,14%	59,14%	66,77%
	Nokia	103	138	3.972	5.593	44,44%	56,44%	71,26%	61,51%	80,00%	82,86%	53,20%	54,22%
	Samsung	71	101	5.913	10.872	68,89%	64,94%	89,83%	82,61%	81,25%	76,47%	73,80%	77,66%
	Sony	86	63	2.309	2.633	42,86%	44,74%	76,63%	56,70%	82,61%	63,16%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	182	253	3.357	5.389	34,15%	39,88%	65,76%	56,03%	90,00%	90,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	1.091	1.120	36.625	50.831	29,81%	47,32%	65,15%	63,02%	89,12%	89,07%	70,01%	69,39%
Saúde Suplementar	Amil	9	18	1.072	1.893	33,33%	88,89%	78,56%	70,30%	100,00%	100,00%	61,02%	44,87%
	Bradesco Saúde	0	4	224	244	S/R	0,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	1	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	85	145	429	567	52,38%	47,37%	68,18%	57,71%	78,57%	93,10%	61,25%	62,16%
	Intermedica	0	1	367	241	S/R	S/R	87,25%	88,37%	S/R	100,00%	60,00%	75,00%
	Sul América Saúde	0	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	83	76	2.324	2.094	35,29%	60,87%	72,62%	74,78%	81,25%	85,71%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	178	244	5.193	6.012	43,90%	53,21%	75,94%	70,05%	81,82%	91,11%	57,57%	45,85%

Telecom	Claro	287	494	47.170	49.207	63,41%	75,76%	77,96%	82,29%	88,37%	86,24%	72,47%	77,44%
	Embratel	182	156	13.744	12.618	38,96%	68,13%	79,33%	79,71%	89,58%	95,12%	76,28%	82,80%
	GVT	71	167	3.304	13.685	40,00%	52,54%	65,33%	53,19%	33,33%	66,67%	52,69%	58,23%
	Intelig	1	1	65	47	0,00%	100,00%	76,47%	75,00%	100,00%	S/R	75,00%	44,44%
	Net	34	33	8.967	14.193	35,71%	55,56%	85,43%	86,88%	66,67%	71,43%	74,06%	72,63%
	Oi Celular	711	1.191	24.313	44.913	34,88%	64,82%	65,83%	73,16%	96,32%	96,00%	76,54%	75,89%
	Oi Fixo	706	952	37.342	72.404	50,78%	62,15%	72,55%	77,98%	99,14%	94,47%	76,46%	79,07%
	Sky	373	474	17.316	25.485	62,14%	84,36%	82,13%	86,57%	100,00%	97,01%	89,21%	84,65%
	Telefonica	37	29	6.218	12.063	33,33%	96,67%	86,10%	90,10%	100,00%	100,00%	77,06%	74,47%
	Tim	259	284	17.094	23.896	60,63%	79,78%	75,05%	82,78%	78,72%	87,65%	62,70%	67,76%
	Vivo	49	42	19.027	26.308	92,86%	100,00%	88,20%	85,38%	100,00%	100,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.710	3.823	194.560	294.819	49,44%	68,32%	78,56%	80,65%	93,33%	92,27%	74,61%	76,43%
Varejo	B2W	123	156	7.181	7.218	48,89%	69,53%	82,53%	86,13%	96,30%	89,74%	65,55%	63,02%
	Carrefour	53	106	4.411	3.132	25,00%	57,14%	70,67%	60,36%	72,73%	100,00%	48,18%	56,66%
	Casas Bahia	60	91	6.998	6.520	50,00%	71,88%	81,46%	84,22%	100,00%	100,00%	74,20%	70,71%
	City Lar	1	0	1.721	1.513	100,00%	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	46	29	2.559	2.744	47,62%	69,57%	85,38%	85,36%	100,00%	87,50%	90,93%	88,31%
	Eleto Shopping	96	113	1.654	2.117	26,42%	52,24%	74,62%	65,46%	90,32%	85,19%	60,50%	69,53%
	Groupon	50	23	3.961	1.915	50,00%	73,91%	71,31%	87,77%	16,67%	100,00%	42,25%	67,89%
	Lojas Americanas	101	165	2.213	2.979	38,46%	79,34%	68,58%	72,24%	84,62%	80,00%	65,28%	68,23%
	Lojas Insinuante	251	213	3.160	3.588	46,67%	66,45%	72,18%	79,34%	92,00%	87,50%	49,42%	59,10%
	Magazine Luiza	124	188	5.936	7.630	24,14%	45,24%	72,63%	75,26%	100,00%	83,33%	63,52%	66,92%
	Nova Ponto Com	5	31	1.735	3.956	100,00%	70,00%	81,49%	84,06%	100,00%	75,00%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	123	153	2.153	2.411	18,46%	63,11%	64,68%	73,11%	93,33%	87,18%	61,69%	67,05%
	Ponto Frio	23	49	8.806	10.977	33,33%	63,33%	78,45%	81,72%	92,31%	100,00%	74,77%	73,40%
	Ricardo Eletro	28	13	10.045	9.516	15,38%	44,44%	66,24%	69,92%	66,67%	66,67%	62,95%	57,11%
	Walmart	110	125	3.657	4.914	33,33%	47,78%	80,00%	69,51%	81,25%	91,18%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.194	1.455	69.704	74.986	36,04%	62,70%	76,08%	78,21%	89,37%	87,68%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		10.234	12.314	484.131	621.123	45,80%	64,29%	76,03%	77,77%	89,68%	85,81%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		9.878	12.295	395.708	551.907	34,55%	54,71%	69,84%	68,42%	83,41%	79,56%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		20.112	24.609	879.839	1.173.030	39,88%	59,22%	73,11%	73,45%	86,53%	82,39%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	DF												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	180	159	1.258	1.552	55,56%	62,64%	67,46%	70,95%	11,76%	7,50%	25,97%	21,85%
	Tam	232	221	1.635	1.940	25,00%	42,11%	51,68%	68,63%	26,67%	29,63%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	412	380	2.893	3.492	32,43%	52,15%	58,38%	69,66%	18,75%	20,21%	36,64%	40,07%
Bancos	Banco do Brasil	1.048	982	14.014	13.787	39,76%	50,56%	73,72%	77,89%	7,69%	35,35%	48,80%	47,24%
	BMG	643	502	11.665	16.827	43,75%	41,01%	69,21%	65,55%	50,00%	54,55%	66,50%	76,79%
	Bradesco	2.236	2.234	34.676	42.042	56,00%	52,59%	79,66%	84,91%	42,11%	53,91%	58,88%	60,18%
	BV Financeira	457	356	11.967	16.707	53,85%	48,11%	61,70%	74,42%	14,29%	46,88%	57,06%	56,81%
	Caixa Econômica Federal	740	1.008	10.614	15.209	66,67%	36,59%	72,37%	68,65%	0,00%	17,78%	49,79%	47,99%
	Citibank	252	212	7.266	7.204	42,86%	53,49%	80,29%	79,98%	50,00%	64,29%	55,43%	60,96%
	HSBC	475	378	7.910	7.882	59,09%	52,70%	68,57%	73,46%	33,33%	38,89%	53,15%	48,05%
	Itaú	3.101	2.042	59.343	50.447	60,68%	56,74%	84,09%	83,27%	48,28%	58,82%	70,06%	56,05%
	Santander	1.044	991	17.701	20.878	84,09%	48,72%	77,02%	79,87%	25,00%	50,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	9.996	8.705	175.156	190.983	56,45%	49,41%	77,40%	78,90%	32,39%	46,47%	60,52%	57,71%
Indústria	CCE/Digibras	216	224	5.594	5.021	37,84%	20,45%	37,15%	51,98%	33,33%	76,00%	70,39%	73,25%
	Eletrolux	146	287	3.036	4.794	69,23%	30,21%	49,33%	56,82%	40,00%	56,25%	72,80%	78,27%
	LG	351	419	6.244	6.132	64,18%	26,43%	78,65%	74,98%	14,29%	39,13%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	120	137	2.659	5.069	73,08%	32,69%	71,76%	52,58%	16,67%	87,50%	79,27%	69,05%
	Motorola	233	229	3.541	5.328	60,00%	36,00%	46,79%	49,89%	15,79%	27,59%	59,14%	66,77%
	Nokia	115	103	3.972	5.593	85,71%	39,58%	71,26%	61,51%	66,67%	57,89%	53,20%	54,22%
	Samsung	293	631	5.913	10.872	78,57%	31,10%	89,83%	82,61%	14,29%	62,26%	73,80%	77,66%
	Sony	114	147	2.309	2.633	77,27%	35,14%	76,63%	56,70%	71,43%	57,69%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	115	204	3.357	5.389	85,71%	33,77%	65,76%	56,03%	75,00%	50,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	1.703	2.381	36.625	50.831	66,91%	31,02%	65,15%	63,02%	33,75%	51,46%	70,01%	69,39%
Saúde Suplementar	Amil	172	392	1.072	1.893	72,73%	40,22%	78,56%	70,30%	33,33%	57,14%	61,02%	44,87%
	Bradesco Saúde	18	24	224	244	33,33%	20,00%	71,43%	57,73%	S/R	0,00%	11,11%	8,89%
	Golden Cross	46	68	239	307	75,00%	45,83%	72,41%	66,04%	S/R	100,00%	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	21	5	367	241	S/R	83,33%	87,25%	88,37%	S/R	0,00%	60,00%	75,00%
	Sul América Saúde	128	195	538	666	50,00%	32,61%	74,68%	63,97%	50,00%	33,33%	37,04%	27,63%
	Unimed	11	27	2.324	2.094	100,00%	44,44%	72,62%	74,78%	S/R	S/R	62,50%	49,80%
	Total Geral do Setor (Acumulado)	396	711	5.193	6.012	62,07%	40,11%	75,94%	70,05%	40,00%	47,83%	57,57%	45,85%

Telecom	Claro	4.757	4.725	47.170	49.207	60,42%	64,36%	77,96%	82,29%	26,09%	24,19%	72,47%	77,44%
	Embratel	475	448	13.744	12.618	66,67%	36,84%	79,33%	79,71%	0,00%	20,00%	76,28%	82,80%
	GVT	560	2.837	3.304	13.685	40,00%	22,36%	65,33%	53,19%	100,00%	20,00%	52,69%	58,23%
	Intelig	14	8	65	47	S/R	75,00%	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	1.379	1.377	8.967	14.193	75,86%	59,16%	85,43%	86,88%	33,33%	71,43%	74,06%	72,63%
	Oi Celular	3.505	5.740	24.313	44.913	61,29%	23,90%	65,83%	73,16%	42,11%	65,12%	76,54%	75,89%
	Oi Fixo	647	2.100	37.342	72.404	90,32%	46,88%	72,55%	77,98%	56,00%	42,86%	76,46%	79,07%
	Sky	2.295	3.121	17.316	25.485	60,00%	52,23%	82,13%	86,57%	100,00%	55,56%	89,21%	84,65%
	Telefonica	24	10	6.218	12.063	50,00%	72,73%	86,10%	90,10%	S/R	100,00%	77,06%	74,47%
	Tim	1.807	1.437	17.094	23.896	88,68%	69,76%	75,05%	82,78%	77,66%	52,63%	62,70%	67,76%
	Vivo	1.073	1.224	19.027	26.308	87,50%	69,19%	88,20%	85,38%	75,00%	25,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	16.536	23.027	194.560	294.819	75,09%	48,82%	78,56%	80,65%	62,23%	47,50%	74,61%	76,43%
Varejo	B2W	408	409	7.181	7.218	70,69%	61,93%	82,53%	86,13%	22,22%	70,00%	65,55%	63,02%
	Carrefour	624	455	4.411	3.132	67,69%	39,31%	70,67%	60,36%	44,44%	35,85%	48,18%	56,66%
	Casas Bahia	940	1.395	6.998	6.520	73,33%	37,63%	81,46%	84,22%	36,36%	28,57%	74,20%	70,71%
	City Lar	0	1	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	154	129	2.559	2.744	92,00%	61,02%	85,38%	85,36%	75,00%	50,00%	90,93%	88,31%
	Eleto Shopping	0	1	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	569	249	3.961	1.915	59,46%	68,51%	71,31%	87,77%	0,00%	90,00%	42,25%	67,89%
	Lojas Americanas	170	288	2.213	2.979	84,21%	32,20%	68,58%	72,24%	27,27%	68,18%	65,28%	68,23%
	Lojas Insinuante	3	0	3.160	3.588	100,00%	S/R	72,18%	79,34%	0,00%	S/R	49,42%	59,10%
	Magazine Luiza	22	37	5.936	7.630	60,00%	46,67%	72,63%	75,26%	S/R	100,00%	63,52%	66,92%
	Nova Ponto Com	58	159	1.735	3.956	66,67%	41,54%	81,49%	84,06%	50,00%	64,29%	65,90%	63,67%
	Novo Mundo	451	816	3.514	3.856	63,16%	32,63%	73,03%	69,94%	57,14%	95,00%	94,44%	89,67%
	Pão de Açúcar	402	574	2.153	2.411	68,63%	45,99%	64,68%	73,11%	36,36%	67,35%	61,69%	67,05%
	Ponto Frio	587	1.048	8.806	10.977	74,65%	42,29%	78,45%	81,72%	21,21%	51,16%	74,77%	73,40%
	Ricardo Eletro	1.168	1.888	10.045	9.516	53,21%	30,11%	66,24%	69,92%	13,95%	45,81%	62,95%	57,11%
	Walmart	215	282	3.657	4.914	61,54%	47,15%	80,00%	69,51%	0,00%	44,44%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	5.771	7.731	69.704	74.986	67,55%	43,31%	76,08%	78,21%	26,35%	52,06%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		34.814	42.935	484.131	621.123	65,53%	45,44%	76,03%	77,77%	39,41%	47,84%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		21.614	30.957	395.708	551.907	59,22%	39,58%	69,84%	68,42%	18,45%	45,65%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		56.428	73.892	879.839	1.173.030	62,67%	42,52%	73,11%	73,45%	29,58%	46,81%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	ES												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	64	78	1.258	1.552	66,67%	40,00%	67,46%	70,95%	25,00%	8,33%	25,97%	21,85%
	Tam	115	109	1.635	1.940	29,17%	60,00%	51,68%	68,63%	45,83%	75,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	179	187	2.893	3.492	41,67%	50,00%	58,38%	69,66%	37,50%	46,43%	36,64%	40,07%
Bancos	Banco do Brasil	708	795	14.014	13.787	69,23%	66,99%	73,72%	77,89%	53,19%	58,49%	48,80%	47,24%
	BMG	606	1.506	11.665	16.827	62,09%	78,45%	69,21%	65,55%	44,64%	48,10%	66,50%	76,79%
	Bradesco	2.058	2.294	34.676	42.042	74,89%	80,76%	79,66%	84,91%	56,52%	69,47%	58,88%	60,18%
	BV Financeira	1.249	1.838	11.967	16.707	54,67%	55,56%	61,70%	74,42%	52,94%	44,61%	57,06%	56,81%
	Caixa Econômica Federal	936	1.188	10.614	15.209	65,92%	50,63%	72,37%	68,65%	63,46%	63,86%	49,79%	47,99%
	Citibank	631	656	7.266	7.204	73,44%	67,24%	80,29%	79,98%	38,71%	70,00%	55,43%	60,96%
	HSBC	665	601	7.910	7.882	70,29%	57,26%	68,57%	73,46%	40,63%	57,81%	53,15%	48,05%
	Itaú	3.478	2.736	59.343	50.447	74,33%	77,70%	84,09%	83,27%	58,90%	65,24%	70,06%	56,05%
	Santander	1.450	1.407	17.701	20.878	76,04%	72,89%	77,02%	79,87%	50,00%	51,90%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	11.781	13.021	175.156	190.983	71,57%	71,64%	77,40%	78,90%	53,47%	56,95%	60,52%	57,71%
Indústria	CCE/Digibras	280	201	5.594	5.021	42,62%	50,00%	37,15%	51,98%	44,93%	60,87%	70,39%	73,25%
	Eletrolux	202	332	3.036	4.794	50,00%	45,26%	49,33%	56,82%	64,44%	73,00%	72,80%	78,27%
	LG	558	352	6.244	6.132	64,96%	75,94%	78,65%	74,98%	78,73%	79,05%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	197	382	2.659	5.069	58,18%	38,98%	71,76%	52,58%	77,78%	57,47%	79,27%	69,05%
	Motorola	262	346	3.541	5.328	51,72%	48,46%	46,79%	49,89%	36,36%	66,97%	59,14%	66,77%
	Nokia	260	373	3.972	5.593	69,57%	51,43%	71,26%	61,51%	52,94%	62,63%	53,20%	54,22%
	Samsung	489	700	5.913	10.872	82,05%	81,59%	89,83%	82,61%	69,40%	83,33%	73,80%	77,66%
	Sony	173	144	2.309	2.633	80,00%	52,94%	76,63%	56,70%	61,67%	70,37%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	157	205	3.357	5.389	46,51%	49,06%	65,76%	56,03%	74,51%	53,85%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	2.578	3.035	36.625	50.831	61,37%	58,09%	65,15%	63,02%	66,94%	69,12%	70,01%	69,39%
Saúde Suplementar	Amil	5	6	1.072	1.893	S/R	S/R	78,56%	70,30%	0,00%	50,00%	61,02%	44,87%
	Bradesco Saúde	2	11	224	244	S/R	S/R	71,43%	57,73%	0,00%	S/R	11,11%	8,89%
	Golden Cross	15	32	239	307	33,33%	33,33%	72,41%	66,04%	25,00%	33,33%	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	3	2	538	666	0,00%	S/R	74,68%	63,97%	0,00%	S/R	37,04%	27,63%
	Unimed	476	392	2.324	2.094	77,21%	76,47%	72,62%	74,78%	80,30%	43,75%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	501	443	5.193	6.012	74,83%	74,07%	75,94%	70,05%	73,97%	41,67%	57,57%	45,85%

Telecom	Claro	1.673	1.677	47.170	49.207	66,37%	73,40%	77,96%	82,29%	64,58%	74,81%	72,47%	77,44%
	Embratel	1.006	724	13.744	12.618	80,57%	70,37%	79,33%	79,71%	58,51%	80,65%	76,28%	82,80%
	GVT	466	1.595	3.304	13.685	76,70%	42,15%	65,33%	53,19%	11,76%	54,37%	52,69%	58,23%
	Intelig	1	3	65	47	100,00%	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	427	644	8.967	14.193	86,60%	76,06%	85,43%	86,88%	76,47%	60,00%	74,06%	72,63%
	Oi Celular	263	367	24.313	44.913	56,30%	52,57%	65,83%	73,16%	78,79%	90,91%	76,54%	75,89%
	Oi Fixo	3.405	4.168	37.342	72.404	67,11%	59,98%	72,55%	77,98%	76,71%	92,51%	76,46%	79,07%
	Sky	1.018	1.167	17.316	25.485	79,43%	79,15%	82,13%	86,57%	66,67%	75,86%	89,21%	84,65%
	Telefonica	11	10	6.218	12.063	100,00%	S/R	86,10%	90,10%	100,00%	100,00%	77,06%	74,47%
	Tim	569	479	17.094	23.896	69,60%	61,18%	75,05%	82,78%	55,17%	57,45%	62,70%	67,76%
	Vivo	2.582	2.915	19.027	26.308	85,55%	77,22%	88,20%	85,38%	83,78%	90,73%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	11.421	13.749	194.560	294.819	73,83%	64,86%	78,56%	80,65%	70,70%	82,46%	74,61%	76,43%
Varejo	B2W	331	442	7.181	7.218	70,00%	66,42%	82,53%	86,13%	62,69%	66,67%	65,55%	63,02%
	Carrefour	148	53	4.411	3.132	44,00%	50,00%	70,67%	60,36%	50,00%	35,29%	48,18%	56,66%
	Casas Bahia	775	406	6.998	6.520	70,85%	80,61%	81,46%	84,22%	63,29%	77,33%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	100,00%	S/R	90,91%	85,37%
	Compra Fácil	94	116	2.559	2.744	79,17%	78,26%	85,38%	85,36%	90,24%	72,00%	90,93%	88,31%
	Eleto Shopping	1	1	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	0,00%	60,50%	69,53%
	Groupon	214	99	3.961	1.915	44,64%	88,00%	71,31%	87,77%	39,29%	63,33%	42,25%	67,89%
	Lojas Americanas	135	94	2.213	2.979	50,00%	58,82%	68,58%	72,24%	75,00%	81,25%	65,28%	68,23%
	Lojas Insinuante	8	11	3.160	3.588	0,00%	50,00%	72,18%	79,34%	0,00%	100,00%	49,42%	59,10%
	Magazine Luiza	23	45	5.936	7.630	50,00%	25,00%	72,63%	75,26%	60,00%	77,78%	63,52%	66,92%
	Nova Ponto Com	58	138	1.735	3.956	53,85%	51,72%	81,49%	84,06%	60,00%	73,33%	65,90%	63,67%
	Novo Mundo	0	1	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	16	6	2.153	2.411	66,67%	100,00%	64,68%	73,11%	0,00%	0,00%	61,69%	67,05%
	Ponto Frio	429	679	8.806	10.977	58,06%	70,48%	78,45%	81,72%	55,14%	77,53%	74,77%	73,40%
	Ricardo Eletro	744	678	10.045	9.516	57,14%	60,00%	66,24%	69,92%	57,33%	62,16%	62,95%	57,11%
	Walmart	149	163	3.657	4.914	78,95%	50,00%	80,00%	69,51%	66,67%	61,11%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	3.125	2.932	69.704	74.986	62,43%	66,63%	76,08%	78,21%	60,44%	68,74%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		29.585	33.367	484.131	621.123	70,14%	66,47%	76,03%	77,77%	63,23%	69,30%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		23.296	28.367	395.708	551.907	61,04%	60,78%	69,84%	68,42%	59,91%	60,66%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		52.881	61.734	879.839	1.173.030	66,40%	64,01%	73,11%	73,45%	61,38%	64,08%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	GO												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	98	109	1.258	1.552	70,00%	72,97%	67,46%	70,95%	66,67%	27,27%	25,97%	21,85%
	Tam	122	97	1.635	1.940	92,86%	76,92%	51,68%	68,63%	76,92%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	220	206	2.893	3.492	83,33%	75,00%	58,38%	69,66%	72,73%	38,10%	36,64%	40,07%
Bancos	Banco do Brasil	2.107	1.714	14.014	13.787	75,81%	86,57%	73,72%	77,89%	72,41%	64,41%	48,80%	47,24%
	BMG	1.554	1.285	11.665	16.827	68,42%	69,35%	69,21%	65,55%	93,23%	81,98%	66,50%	76,79%
	Bradesco	3.634	3.575	34.676	42.042	81,43%	88,10%	79,66%	84,91%	89,36%	60,50%	58,88%	60,18%
	BV Financeira	1.201	1.183	11.967	16.707	65,96%	66,06%	61,70%	74,42%	87,10%	71,24%	57,06%	56,81%
	Caixa Econômica Federal	1.884	1.855	10.614	15.209	81,82%	76,35%	72,37%	68,65%	86,00%	47,56%	49,79%	47,99%
	Citibank	725	534	7.266	7.204	66,67%	86,96%	80,29%	79,98%	38,10%	52,17%	55,43%	60,96%
	HSBC	1.653	1.380	7.910	7.882	80,77%	87,10%	68,57%	73,46%	80,00%	65,00%	53,15%	48,05%
	Itaú	8.224	5.266	59.343	50.447	82,31%	86,17%	84,09%	83,27%	86,22%	60,77%	70,06%	56,05%
	Santander	1.902	1.696	17.701	20.878	70,00%	80,97%	77,02%	79,87%	64,71%	48,86%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	22.884	18.488	175.156	190.983	77,41%	81,16%	77,40%	78,90%	85,32%	66,25%	60,52%	57,71%
Indústria	CCE/Digibras	760	304	5.594	5.021	29,34%	68,46%	37,15%	51,98%	45,76%	60,17%	70,39%	73,25%
	Eletrolux	256	341	3.036	4.794	61,40%	79,23%	49,33%	56,82%	78,43%	77,59%	72,80%	78,27%
	LG	884	663	6.244	6.132	87,64%	90,68%	78,65%	74,98%	95,78%	81,32%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	218	249	2.659	5.069	87,50%	77,46%	71,76%	52,58%	84,21%	80,95%	79,27%	69,05%
	Motorola	425	278	3.541	5.328	51,14%	65,77%	46,79%	49,89%	67,74%	70,54%	59,14%	66,77%
	Nokia	461	399	3.972	5.593	82,35%	79,84%	71,26%	61,51%	89,29%	75,68%	53,20%	54,22%
	Samsung	655	729	5.913	10.872	96,83%	92,57%	89,83%	82,61%	93,14%	91,71%	73,80%	77,66%
	Sony	282	200	2.309	2.633	83,33%	88,24%	76,63%	56,70%	83,02%	59,55%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	149	268	3.357	5.389	79,41%	80,65%	65,76%	56,03%	76,92%	71,15%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	4.090	3.431	36.625	50.831	62,90%	82,24%	65,15%	63,02%	83,41%	76,27%	70,01%	69,39%
Saúde Suplementar	Amil	23	48	1.072	1.893	100,00%	36,36%	78,56%	70,30%	33,33%	50,00%	61,02%	44,87%
	Bradesco Saúde	13	13	224	244	S/R	83,33%	71,43%	57,73%	S/R	100,00%	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	100,00%	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	1	2	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	2	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	419	293	2.324	2.094	83,33%	69,57%	72,62%	74,78%	80,00%	90,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	458	356	5.193	6.012	87,50%	63,41%	75,94%	70,05%	62,50%	84,62%	57,57%	45,85%

Telecom	Claro	9.154	7.003	47.170	49.207	71,74%	89,74%	77,96%	82,29%	60,00%	67,33%	72,47%	77,44%
	Embratel	955	736	13.744	12.618	66,67%	81,25%	79,33%	79,71%	75,00%	71,43%	76,28%	82,80%
	GVT	794	2.082	3.304	13.685	50,00%	66,44%	65,33%	53,19%	55,56%	43,59%	52,69%	58,23%
	Intelig	6	7	65	47	S/R	S/R	76,47%	75,00%	S/R	100,00%	75,00%	44,44%
	Net	1.176	908	8.967	14.193	90,91%	96,10%	85,43%	86,88%	90,91%	68,75%	74,06%	72,63%
	Oi Celular	3.358	5.457	24.313	44.913	69,64%	79,33%	65,83%	73,16%	75,51%	53,80%	76,54%	75,89%
	Oi Fixo	5.459	9.006	37.342	72.404	70,97%	83,27%	72,55%	77,98%	75,27%	57,92%	76,46%	79,07%
	Sky	1.992	1.631	17.316	25.485	92,78%	94,90%	82,13%	86,57%	93,75%	85,19%	89,21%	84,65%
	Telefonica	41	25	6.218	12.063	66,67%	71,43%	86,10%	90,10%	100,00%	100,00%	77,06%	74,47%
	Tim	2.092	1.878	17.094	23.896	73,17%	81,18%	75,05%	82,78%	63,83%	74,67%	62,70%	67,76%
	Vivo	1.896	1.788	19.027	26.308	78,79%	87,84%	88,20%	85,38%	96,67%	62,26%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	26.923	30.521	194.560	294.819	77,34%	83,40%	78,56%	80,65%	73,52%	61,79%	74,61%	76,43%
Varejo	B2W	484	385	7.181	7.218	82,98%	86,89%	82,53%	86,13%	79,84%	52,34%	65,55%	63,02%
	Carrefour	666	399	4.411	3.132	53,66%	65,05%	70,67%	60,36%	73,47%	56,10%	48,18%	56,66%
	Casas Bahia	1.082	638	6.998	6.520	62,96%	91,89%	81,46%	84,22%	91,30%	84,34%	74,20%	70,71%
	City Lar	4	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	162	180	2.559	2.744	84,21%	86,08%	85,38%	85,36%	85,71%	96,00%	90,93%	88,31%
	Eleto Shopping	1	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	312	114	3.961	1.915	74,00%	93,85%	71,31%	87,77%	42,86%	66,67%	42,25%	67,89%
	Lojas Americanas	207	211	2.213	2.979	50,00%	88,89%	68,58%	72,24%	92,31%	74,51%	65,28%	68,23%
	Lojas Insinuante	6	0	3.160	3.588	0,00%	S/R	72,18%	79,34%	S/R	100,00%	49,42%	59,10%
	Magazine Luiza	293	233	5.936	7.630	71,43%	86,84%	72,63%	75,26%	92,00%	97,30%	63,52%	66,92%
	Nova Ponto Com	134	127	1.735	3.956	47,22%	82,56%	81,49%	84,06%	73,91%	62,50%	65,90%	63,67%
	Novo Mundo	2.209	1.728	3.514	3.856	69,39%	84,60%	73,03%	69,94%	95,51%	85,03%	94,44%	89,67%
	Pão de Açúcar	132	124	2.153	2.411	16,67%	94,87%	64,68%	73,11%	77,78%	46,67%	61,69%	67,05%
	Ponto Frio	419	782	8.806	10.977	51,35%	92,54%	78,45%	81,72%	91,18%	74,19%	74,77%	73,40%
	Ricardo Eletro	1.836	1.478	10.045	9.516	44,88%	80,67%	66,24%	69,92%	88,11%	67,96%	62,95%	57,11%
	Walmart	208	215	3.657	4.914	44,00%	80,70%	80,00%	69,51%	70,00%	53,13%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	8.155	6.614	69.704	74.986	59,48%	85,03%	76,08%	78,21%	85,52%	71,36%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		62.730	59.616	484.131	621.123	67,58%	82,90%	76,03%	77,77%	83,31%	69,20%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		39.261	36.971	395.708	551.907	71,81%	77,81%	69,84%	68,42%	83,60%	70,22%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		101.991	96.587	879.839	1.173.030	69,88%	80,86%	73,11%	73,45%	83,46%	69,73%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	MA												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	17	40	1.258	1.552	100,00%	70,00%	67,46%	70,95%	0,00%	33,33%	25,97%	21,85%
	Tam	43	44	1.635	1.940	84,21%	87,50%	51,68%	68,63%	64,29%	36,36%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	60	84	2.893	3.492	88,46%	80,77%	58,38%	69,66%	56,25%	35,71%	36,64%	40,07%
Bancos	Banco do Brasil	344	507	14.014	13.787	89,15%	89,39%	73,72%	77,89%	81,82%	46,91%	48,80%	47,24%
	BMG	160	154	11.665	16.827	79,59%	79,78%	69,21%	65,55%	58,33%	57,14%	66,50%	76,79%
	Bradesco	764	1.091	34.676	42.042	95,12%	85,60%	79,66%	84,91%	69,23%	53,06%	58,88%	60,18%
	BV Financeira	101	92	11.967	16.707	90,63%	81,54%	61,70%	74,42%	25,00%	50,00%	57,06%	56,81%
	Caixa Econômica Federal	211	291	10.614	15.209	90,91%	82,95%	72,37%	68,65%	57,14%	41,38%	49,79%	47,99%
	Citibank	231	200	7.266	7.204	95,00%	87,10%	80,29%	79,98%	25,00%	66,67%	55,43%	60,96%
	HSBC	105	136	7.910	7.882	92,00%	83,58%	68,57%	73,46%	50,00%	54,55%	53,15%	48,05%
	Itaú	1.099	906	59.343	50.447	91,10%	90,61%	84,09%	83,27%	69,09%	68,42%	70,06%	56,05%
	Santander	178	213	17.701	20.878	92,00%	81,25%	77,02%	79,87%	84,62%	60,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	3.193	3.590	175.156	190.983	91,05%	85,80%	77,40%	78,90%	66,85%	53,33%	60,52%	57,71%
Indústria	CCE/Digibras	111	176	5.594	5.021	41,67%	59,04%	37,15%	51,98%	76,47%	91,84%	70,39%	73,25%
	Eletrolux	58	83	3.036	4.794	47,37%	46,34%	49,33%	56,82%	78,95%	88,46%	72,80%	78,27%
	LG	79	99	6.244	6.132	90,67%	83,64%	78,65%	74,98%	85,71%	90,48%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	37	91	2.659	5.069	86,67%	43,75%	71,76%	52,58%	80,00%	81,82%	79,27%	69,05%
	Motorola	58	71	3.541	5.328	74,07%	47,06%	46,79%	49,89%	60,00%	92,00%	59,14%	66,77%
	Nokia	74	156	3.972	5.593	73,08%	66,67%	71,26%	61,51%	90,48%	73,91%	53,20%	54,22%
	Samsung	188	257	5.913	10.872	99,03%	86,86%	89,83%	82,61%	86,96%	91,18%	73,80%	77,66%
	Sony	67	33	2.309	2.633	81,82%	75,00%	76,63%	56,70%	86,67%	66,67%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	87	183	3.357	5.389	84,21%	59,04%	65,76%	56,03%	50,00%	92,31%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	759	1.149	36.625	50.831	81,10%	67,91%	65,15%	63,02%	78,57%	88,74%	70,01%	69,39%
Saúde Suplementar	Amil	2	6	1.072	1.893	S/R	100,00%	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	2	4	239	307	100,00%	100,00%	72,41%	66,04%	S/R	0,00%	55,56%	46,67%
	Hapvida	49	67	429	567	100,00%	90,91%	68,18%	57,71%	100,00%	66,67%	61,25%	62,16%
	Intermedica	6	1	367	241	S/R	100,00%	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	5	2	538	666	S/R	100,00%	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	5	14	2.324	2.094	S/R	100,00%	72,62%	74,78%	0,00%	0,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	69	94	5.193	6.012	100,00%	95,83%	75,94%	70,05%	66,67%	50,00%	57,57%	45,85%

Telecom	Claro	508	541	47.170	49.207	83,70%	87,20%	77,96%	82,29%	89,19%	91,67%	72,47%	77,44%
	Embratel	263	180	13.744	12.618	85,29%	95,71%	79,33%	79,71%	64,00%	100,00%	76,28%	82,80%
	GVT	0	2	3.304	13.685	S/R	50,00%	65,33%	53,19%	S/R	100,00%	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	30	206	8.967	14.193	100,00%	79,41%	85,43%	86,88%	100,00%	100,00%	74,06%	72,63%
	Oi Celular	2.223	1.729	24.313	44.913	86,23%	73,37%	65,83%	73,16%	89,22%	95,33%	76,54%	75,89%
	Oi Fixo	1.257	1.726	37.342	72.404	84,21%	79,10%	72,55%	77,98%	87,80%	94,02%	76,46%	79,07%
	Sky	195	482	17.316	25.485	83,53%	91,00%	82,13%	86,57%	88,89%	82,05%	89,21%	84,65%
	Telefonica	2	4	6.218	12.063	100,00%	S/R	86,10%	90,10%	S/R	100,00%	77,06%	74,47%
	Tim	180	454	17.094	23.896	86,96%	84,82%	75,05%	82,78%	46,15%	59,09%	62,70%	67,76%
	Vivo	110	160	19.027	26.308	90,91%	88,89%	88,20%	85,38%	100,00%	100,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	4.768	5.484	194.560	294.819	85,69%	80,90%	78,56%	80,65%	84,58%	91,71%	74,61%	76,43%
Varejo	B2W	149	168	7.181	7.218	93,01%	91,80%	82,53%	86,13%	60,38%	71,79%	65,55%	63,02%
	Carrefour	5	2	4.411	3.132	100,00%	100,00%	70,67%	60,36%	50,00%	0,00%	48,18%	56,66%
	Casas Bahia	0	0	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	2	6	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	20	22	2.559	2.744	90,00%	94,74%	85,38%	85,36%	100,00%	100,00%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	11	11	3.961	1.915	100,00%	100,00%	71,31%	87,77%	0,00%	100,00%	42,25%	67,89%
	Lojas Americanas	23	55	2.213	2.979	78,57%	88,89%	68,58%	72,24%	75,00%	85,71%	65,28%	68,23%
	Lojas Insinuante	153	123	3.160	3.588	48,28%	82,35%	72,18%	79,34%	72,00%	88,89%	49,42%	59,10%
	Magazine Luiza	4	8	5.936	7.630	66,67%	75,00%	72,63%	75,26%	0,00%	66,67%	63,52%	66,92%
	Nova Ponto Com	0	14	1.735	3.956	S/R	85,71%	81,49%	84,06%	S/R	100,00%	65,90%	63,67%
	Novo Mundo	3	3	3.514	3.856	100,00%	100,00%	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	0	2.153	2.411	100,00%	S/R	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	14	20	8.806	10.977	100,00%	80,95%	78,45%	81,72%	S/R	100,00%	74,77%	73,40%
	Ricardo Eletro	19	8	10.045	9.516	72,73%	66,67%	66,24%	69,92%	83,33%	33,33%	62,95%	57,11%
	Walmart	24	36	3.657	4.914	86,67%	85,71%	80,00%	69,51%	33,33%	66,67%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	427	476	69.704	74.986	85,49%	88,66%	76,08%	78,21%	65,91%	76,74%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		9.276	10.877	484.131	621.123	86,60%	80,79%	76,03%	77,77%	75,25%	77,63%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		8.990	8.249	395.708	551.907	83,91%	81,74%	69,84%	68,42%	64,47%	34,36%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		18.266	19.126	879.839	1.173.030	85,16%	81,27%	73,11%	73,45%	69,44%	46,51%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	MG												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	122	71	1.258	1.552	60,00%	66,67%	67,46%	70,95%	21,74%	8,33%	25,97%	21,85%
	Tam	83	90	1.635	1.940	53,85%	56,25%	51,68%	68,63%	33,33%	74,07%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	205	161	2.893	3.492	57,14%	63,04%	58,38%	69,66%	27,27%	53,85%	36,64%	40,07%
Bancos	Banco do Brasil	1.562	1.260	14.014	13.787	76,43%	78,01%	73,72%	77,89%	56,70%	51,85%	48,80%	47,24%
	BMG	3.134	3.033	11.665	16.827	75,88%	59,42%	69,21%	65,55%	76,13%	91,85%	66,50%	76,79%
	Bradesco	4.960	4.707	34.676	42.042	75,10%	78,48%	79,66%	84,91%	66,39%	79,38%	58,88%	60,18%
	BV Financeira	3.153	2.680	11.967	16.707	72,21%	80,65%	61,70%	74,42%	75,06%	90,83%	57,06%	56,81%
	Caixa Econômica Federal	1.521	1.863	10.614	15.209	63,72%	62,55%	72,37%	68,65%	65,22%	68,46%	49,79%	47,99%
	Citibank	1.115	936	7.266	7.204	80,22%	78,72%	80,29%	79,98%	57,63%	76,92%	55,43%	60,96%
	HSBC	1.354	1.104	7.910	7.882	63,74%	74,70%	68,57%	73,46%	68,33%	68,75%	53,15%	48,05%
	Itaú	7.961	5.638	59.343	50.447	82,26%	81,05%	84,09%	83,27%	77,68%	81,04%	70,06%	56,05%
	Santander	2.649	2.467	17.701	20.878	72,41%	82,48%	77,02%	79,87%	54,81%	71,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	27.409	23.688	175.156	190.983	75,08%	75,44%	77,40%	78,90%	69,94%	85,00%	60,52%	57,71%
Indústria	CCE/Digibras	534	373	5.594	5.021	38,07%	42,61%	37,15%	51,98%	72,06%	88,00%	70,39%	73,25%
	Eletrolux	254	310	3.036	4.794	57,38%	61,39%	49,33%	56,82%	72,31%	87,50%	72,80%	78,27%
	LG	812	756	6.244	6.132	66,67%	79,01%	78,65%	74,98%	81,48%	95,54%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	221	350	2.659	5.069	74,14%	56,14%	71,76%	52,58%	95,24%	78,57%	79,27%	69,05%
	Motorola	328	407	3.541	5.328	44,21%	37,98%	46,79%	49,89%	59,65%	84,11%	59,14%	66,77%
	Nokia	706	824	3.972	5.593	73,27%	61,66%	71,26%	61,51%	78,07%	81,48%	53,20%	54,22%
	Samsung	704	861	5.913	10.872	86,50%	85,77%	89,83%	82,61%	75,53%	85,19%	73,80%	77,66%
	Sony	305	282	2.309	2.633	75,00%	52,87%	76,63%	56,70%	63,89%	76,19%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	231	387	3.357	5.389	66,15%	58,93%	65,76%	56,03%	79,41%	77,19%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	4.095	4.550	36.625	50.831	65,53%	64,25%	65,15%	63,02%	75,81%	84,92%	70,01%	69,39%
Saúde Suplementar	Amil	18	27	1.072	1.893	66,67%	50,00%	78,56%	70,30%	S/R	0,00%	61,02%	44,87%
	Bradesco Saúde	8	13	224	244	S/R	50,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	31	51	239	307	0,00%	57,14%	72,41%	66,04%	66,67%	50,00%	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	100,00%	S/R	61,25%	62,16%
	Intermedica	15	1	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	8	538	666	S/R	S/R	74,68%	63,97%	S/R	50,00%	37,04%	27,63%
	Unimed	286	224	2.324	2.094	65,63%	54,29%	72,62%	74,78%	64,71%	70,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	358	324	5.193	6.012	62,16%	54,35%	75,94%	70,05%	66,67%	61,54%	57,57%	45,85%

Telecom	Claro	5.461	5.644	47.170	49.207	63,55%	68,88%	77,96%	82,29%	76,86%	86,40%	72,47%	77,44%
	Embratel	2.290	1.621	13.744	12.618	66,00%	72,69%	79,33%	79,71%	73,08%	76,15%	76,28%	82,80%
	GVT	211	618	3.304	13.685	75,86%	43,96%	65,33%	53,19%	40,00%	35,48%	52,69%	58,23%
	Intelig	7	4	65	47	0,00%	0,00%	76,47%	75,00%	100,00%	100,00%	75,00%	44,44%
	Net	892	1.037	8.967	14.193	76,44%	82,40%	85,43%	86,88%	69,70%	69,64%	74,06%	72,63%
	Oi Celular	4.502	6.502	24.313	44.913	64,81%	54,56%	65,83%	73,16%	80,46%	91,30%	76,54%	75,89%
	Oi Fixo	6.850	10.759	37.342	72.404	51,02%	48,54%	72,55%	77,98%	84,26%	88,48%	76,46%	79,07%
	Sky	2.428	2.864	17.316	25.485	72,73%	78,38%	82,13%	86,57%	90,32%	79,19%	89,21%	84,65%
	Telefonica	46	39	6.218	12.063	66,67%	50,00%	86,10%	90,10%	33,33%	100,00%	77,06%	74,47%
	Tim	3.023	3.175	17.094	23.896	50,64%	77,16%	75,05%	82,78%	54,73%	77,89%	62,70%	67,76%
	Vivo	3.385	3.248	19.027	26.308	87,67%	83,12%	88,20%	85,38%	73,97%	85,42%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	29.095	35.511	194.560	294.819	62,24%	61,17%	78,56%	80,65%	76,84%	85,58%	74,61%	76,43%
Varejo	B2W	997	696	7.181	7.218	74,62%	79,13%	82,53%	86,13%	57,78%	89,80%	65,55%	63,02%
	Carrefour	488	329	4.411	3.132	47,32%	42,11%	70,67%	60,36%	44,93%	76,56%	48,18%	56,66%
	Casas Bahia	1.326	976	6.998	6.520	71,73%	78,16%	81,46%	84,22%	77,38%	91,18%	74,20%	70,71%
	City Lar	2	2	1.721	1.513	S/R	100,00%	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	420	359	2.559	2.744	76,30%	75,00%	85,38%	85,36%	86,84%	92,59%	90,93%	88,31%
	Eleto Shopping	1	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	613	236	3.961	1.915	69,95%	73,53%	71,31%	87,77%	36,36%	90,48%	42,25%	67,89%
	Lojas Americanas	219	228	2.213	2.979	50,00%	60,32%	68,58%	72,24%	75,86%	85,71%	65,28%	68,23%
	Lojas Insinuante	7	9	3.160	3.588	100,00%	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	1.671	1.609	5.936	7.630	61,49%	61,92%	72,63%	75,26%	82,49%	85,56%	63,52%	66,92%
	Nova Ponto Com	251	314	1.735	3.956	62,50%	59,72%	81,49%	84,06%	56,25%	82,05%	65,90%	63,67%
	Novo Mundo	6	7	3.514	3.856	S/R	66,67%	73,03%	69,94%	S/R	0,00%	94,44%	89,67%
	Pão de Açúcar	142	119	2.153	2.411	70,59%	92,31%	64,68%	73,11%	38,46%	93,75%	61,69%	67,05%
	Ponto Frio	2.596	2.178	8.806	10.977	66,57%	76,81%	78,45%	81,72%	58,14%	90,64%	74,77%	73,40%
	Ricardo Eletro	2.590	1.887	10.045	9.516	49,07%	60,45%	66,24%	69,92%	64,78%	85,71%	62,95%	57,11%
	Walmart	169	240	3.657	4.914	80,95%	57,89%	80,00%	69,51%	46,67%	88,24%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	11.498	9.189	69.704	74.986	63,73%	69,43%	76,08%	78,21%	63,11%	87,32%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		72.660	73.423	484.131	621.123	67,67%	67,35%	76,03%	77,77%	70,41%	85,29%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		48.177	51.490	395.708	551.907	65,79%	66,91%	69,84%	68,42%	67,53%	74,70%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		120.837	124.913	879.839	1.173.030	66,85%	67,14%	73,11%	73,45%	69,06%	80,33%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	MS												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	36	48	1.258	1.552	100,00%	50,00%	67,46%	70,95%	14,29%	9,52%	25,97%	21,85%
	Tam	42	52	1.635	1.940	S/R	75,00%	51,68%	68,63%	52,63%	40,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	78	100	2.893	3.492	100,00%	62,50%	58,38%	69,66%	42,31%	26,09%	36,64%	40,07%
Bancos	Banco do Brasil	663	504	14.014	13.787	84,55%	87,58%	73,72%	77,89%	69,05%	29,56%	48,80%	47,24%
	BMG	497	445	11.665	16.827	86,27%	78,17%	69,21%	65,55%	85,48%	73,73%	66,50%	76,79%
	Bradesco	1.654	1.614	34.676	42.042	91,07%	89,02%	79,66%	84,91%	69,66%	57,84%	58,88%	60,18%
	BV Financeira	648	1.128	11.967	16.707	84,85%	96,36%	61,70%	74,42%	76,74%	69,01%	57,06%	56,81%
	Caixa Econômica Federal	338	456	10.614	15.209	93,42%	83,95%	72,37%	68,65%	63,46%	40,27%	49,79%	47,99%
	Citibank	118	87	7.266	7.204	96,55%	89,58%	80,29%	79,98%	62,96%	48,39%	55,43%	60,96%
	HSBC	418	368	7.910	7.882	81,08%	89,86%	68,57%	73,46%	53,97%	37,86%	53,15%	48,05%
	Itaú	1.860	1.210	59.343	50.447	94,04%	92,29%	84,09%	83,27%	79,73%	52,94%	70,06%	56,05%
	Santander	620	536	17.701	20.878	81,82%	91,18%	77,02%	79,87%	73,48%	43,51%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	6.816	6.348	175.156	190.983	89,70%	90,43%	77,40%	78,90%	73,53%	54,33%	60,52%	57,71%
Indústria	CCE/Digibras	68	47	5.594	5.021	80,00%	0,00%	37,15%	51,98%	65,96%	72,22%	70,39%	73,25%
	Eletrolux	109	109	3.036	4.794	100,00%	100,00%	49,33%	56,82%	52,94%	68,42%	72,80%	78,27%
	LG	86	93	6.244	6.132	84,38%	94,12%	78,65%	74,98%	73,33%	71,96%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	39	74	2.659	5.069	100,00%	53,33%	71,76%	52,58%	96,55%	61,29%	79,27%	69,05%
	Motorola	101	128	3.541	5.328	100,00%	75,00%	46,79%	49,89%	59,46%	71,72%	59,14%	66,77%
	Nokia	51	70	3.972	5.593	94,44%	68,75%	71,26%	61,51%	71,88%	47,73%	53,20%	54,22%
	Samsung	120	162	5.913	10.872	88,89%	73,33%	89,83%	82,61%	88,06%	75,56%	73,80%	77,66%
	Sony	57	55	2.309	2.633	100,00%	50,00%	76,63%	56,70%	66,00%	57,14%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	41	77	3.357	5.389	50,00%	0,00%	65,76%	56,03%	74,29%	77,14%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	672	815	36.625	50.831	89,53%	70,83%	65,15%	63,02%	71,87%	68,85%	70,01%	69,39%
Saúde Suplementar	Amil	3	5	1.072	1.893	S/R	S/R	78,56%	70,30%	0,00%	0,00%	61,02%	44,87%
	Bradesco Saúde	6	3	224	244	S/R	100,00%	71,43%	57,73%	0,00%	0,00%	11,11%	8,89%
	Golden Cross	0	1	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	6	0	367	241	S/R	S/R	87,25%	88,37%	100,00%	100,00%	60,00%	75,00%
	Sul América Saúde	0	2	538	666	S/R	S/R	74,68%	63,97%	S/R	100,00%	37,04%	27,63%
	Unimed	77	65	2.324	2.094	100,00%	88,46%	72,62%	74,78%	50,00%	18,18%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	92	76	5.193	6.012	100,00%	88,89%	75,94%	70,05%	44,44%	23,81%	57,57%	45,85%

Telecom	Claro	2.984	2.322	47.170	49.207	83,50%	91,22%	77,96%	82,29%	84,70%	70,73%	72,47%	77,44%
	Embratel	293	351	13.744	12.618	77,78%	76,19%	79,33%	79,71%	96,67%	88,60%	76,28%	82,80%
	GVT	208	310	3.304	13.685	S/R	42,86%	65,33%	53,19%	78,00%	59,06%	52,69%	58,23%
	Intelig	2	1	65	47	S/R	S/R	76,47%	75,00%	100,00%	0,00%	75,00%	44,44%
	Net	356	412	8.967	14.193	75,61%	91,79%	85,43%	86,88%	81,94%	64,56%	74,06%	72,63%
	Oi Celular	839	1.596	24.313	44.913	95,00%	83,12%	65,83%	73,16%	83,33%	63,43%	76,54%	75,89%
	Oi Fixo	1.401	2.809	37.342	72.404	79,12%	77,66%	72,55%	77,98%	73,06%	61,88%	76,46%	79,07%
	Sky	503	801	17.316	25.485	84,21%	89,80%	82,13%	86,57%	89,19%	88,67%	89,21%	84,65%
	Telefonica	21	16	6.218	12.063	66,67%	100,00%	86,10%	90,10%	66,67%	36,36%	77,06%	74,47%
	Tim	430	439	17.094	23.896	50,00%	81,72%	75,05%	82,78%	62,22%	60,00%	62,70%	67,76%
	Vivo	1.206	1.626	19.027	26.308	91,15%	90,34%	88,20%	85,38%	87,94%	59,56%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	8.243	10.683	194.560	294.819	82,46%	85,89%	78,56%	80,65%	80,44%	68,17%	74,61%	76,43%
Varejo	B2W	177	88	7.181	7.218	86,49%	82,61%	82,53%	86,13%	63,53%	45,88%	65,55%	63,02%
	Carrefour	274	66	4.411	3.132	42,86%	100,00%	70,67%	60,36%	63,33%	31,88%	48,18%	56,66%
	Casas Bahia	469	456	6.998	6.520	88,14%	91,21%	81,46%	84,22%	89,56%	75,38%	74,20%	70,71%
	City Lar	208	144	1.721	1.513	79,49%	79,41%	72,30%	74,33%	91,40%	75,49%	90,91%	85,37%
	Compra Fácil	78	46	2.559	2.744	88,89%	100,00%	85,38%	85,36%	97,30%	81,58%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	80	39	3.961	1.915	100,00%	85,71%	71,31%	87,77%	32,50%	82,61%	42,25%	67,89%
	Lojas Americanas	100	54	2.213	2.979	100,00%	83,33%	68,58%	72,24%	78,79%	53,85%	65,28%	68,23%
	Lojas Insinuante	0	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	462	487	5.936	7.630	70,59%	89,55%	72,63%	75,26%	73,01%	56,67%	63,52%	66,92%
	Nova Ponto Com	47	54	1.735	3.956	0,00%	66,67%	81,49%	84,06%	65,00%	35,90%	65,90%	63,67%
	Novo Mundo	1	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	185	145	2.153	2.411	80,00%	85,71%	64,68%	73,11%	79,49%	45,83%	61,69%	67,05%
	Ponto Frio	14	54	8.806	10.977	0,00%	100,00%	78,45%	81,72%	60,00%	66,67%	74,77%	73,40%
	Ricardo Eletro	42	20	10.045	9.516	77,78%	66,67%	66,24%	69,92%	35,71%	45,83%	62,95%	57,11%
	Walmart	133	137	3.657	4.914	100,00%	100,00%	80,00%	69,51%	77,36%	35,48%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	2.270	1.790	69.704	74.986	81,82%	87,45%	76,08%	78,21%	76,09%	58,12%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		18.171	19.812	484.131	621.123	86,73%	87,88%	76,03%	77,77%	76,18%	60,63%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		16.878	19.581	395.708	551.907	89,91%	90,95%	69,84%	68,42%	73,37%	51,51%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		35.049	39.393	879.839	1.173.030	88,31%	89,16%	73,11%	73,45%	74,75%	55,40%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	MT												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	32	43	1.258	1.552	88,89%	78,26%	67,46%	70,95%	66,67%	75,00%	25,97%	21,85%
	Tam	39	46	1.635	1.940	52,17%	58,06%	51,68%	68,63%	75,00%	87,50%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	71	89	2.893	3.492	72,00%	66,67%	58,38%	69,66%	72,73%	83,33%	36,64%	40,07%
Bancos	Banco do Brasil	855	539	14.014	13.787	76,19%	78,98%	73,72%	77,89%	79,55%	84,44%	48,80%	47,24%
	BMG	289	339	11.665	16.827	60,00%	72,50%	69,21%	65,55%	68,75%	90,00%	66,50%	76,79%
	Bradesco	1.148	952	34.676	42.042	76,72%	80,28%	79,66%	84,91%	60,92%	81,58%	58,88%	60,18%
	BV Financeira	276	335	11.967	16.707	74,29%	71,63%	61,70%	74,42%	91,23%	85,19%	57,06%	56,81%
	Caixa Econômica Federal	325	330	10.614	15.209	80,19%	77,34%	72,37%	68,65%	94,74%	86,96%	49,79%	47,99%
	Citibank	104	84	7.266	7.204	76,74%	84,48%	80,29%	79,98%	100,00%	75,00%	55,43%	60,96%
	HSBC	427	317	7.910	7.882	88,00%	81,33%	68,57%	73,46%	92,59%	83,33%	53,15%	48,05%
	Itaú	892	575	59.343	50.447	78,33%	81,73%	84,09%	83,27%	82,09%	88,71%	70,06%	56,05%
	Santander	447	356	17.701	20.878	81,61%	72,00%	77,02%	79,87%	81,25%	84,62%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	4.763	3.827	175.156	190.983	77,41%	78,38%	77,40%	78,90%	79,15%	85,58%	60,52%	57,71%
Indústria	CCE/Digibras	107	103	5.594	5.021	40,63%	62,50%	37,15%	51,98%	77,19%	92,50%	70,39%	73,25%
	Eletrolux	103	148	3.036	4.794	47,73%	57,63%	49,33%	56,82%	100,00%	97,92%	72,80%	78,27%
	LG	220	194	6.244	6.132	67,86%	77,53%	78,65%	74,98%	94,38%	90,80%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	31	77	2.659	5.069	78,57%	58,06%	71,76%	52,58%	100,00%	100,00%	79,27%	69,05%
	Motorola	141	187	3.541	5.328	53,49%	50,72%	46,79%	49,89%	96,36%	95,38%	59,14%	66,77%
	Nokia	126	190	3.972	5.593	70,00%	66,67%	71,26%	61,51%	90,48%	100,00%	53,20%	54,22%
	Samsung	199	332	5.913	10.872	82,09%	78,03%	89,83%	82,61%	93,28%	98,88%	73,80%	77,66%
	Sony	90	148	2.309	2.633	70,83%	60,53%	76,63%	56,70%	88,00%	84,31%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	55	108	3.357	5.389	66,67%	68,18%	65,76%	56,03%	95,65%	90,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	1.072	1.487	36.625	50.831	64,55%	67,14%	65,15%	63,02%	92,27%	94,30%	70,01%	69,39%
Saúde Suplementar	Amil	0	0	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	3	224	244	S/R	0,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	1	0	239	307	100,00%	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	1	538	666	100,00%	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	58	104	2.324	2.094	61,54%	70,73%	72,62%	74,78%	66,67%	75,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	59	108	5.193	6.012	66,67%	69,05%	75,94%	70,05%	66,67%	75,00%	57,57%	45,85%

Telecom	Claro	986	1.267	47.170	49.207	72,81%	80,16%	77,96%	82,29%	90,09%	84,95%	72,47%	77,44%
	Embratel	363	268	13.744	12.618	73,33%	77,38%	79,33%	79,71%	100,00%	90,91%	76,28%	82,80%
	GVT	81	133	3.304	13.685	59,57%	63,55%	65,33%	53,19%	100,00%	100,00%	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	100,00%	S/R	75,00%	44,44%
	Net	57	287	8.967	14.193	80,00%	80,92%	85,43%	86,88%	100,00%	90,91%	74,06%	72,63%
	Oi Celular	834	1.615	24.313	44.913	67,94%	69,10%	65,83%	73,16%	95,92%	89,66%	76,54%	75,89%
	Oi Fixo	1.028	2.485	37.342	72.404	76,25%	77,63%	72,55%	77,98%	72,99%	93,65%	76,46%	79,07%
	Sky	295	560	17.316	25.485	76,43%	92,68%	82,13%	86,57%	100,00%	100,00%	89,21%	84,65%
	Telefonica	12	18	6.218	12.063	90,00%	80,00%	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	271	327	17.094	23.896	75,36%	79,14%	75,05%	82,78%	62,96%	90,32%	62,70%	67,76%
	Vivo	1.019	1.664	19.027	26.308	86,01%	86,11%	88,20%	85,38%	87,59%	96,05%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	4.946	8.624	194.560	294.819	75,08%	79,02%	78,56%	80,65%	86,05%	91,44%	74,61%	76,43%
Varejo	B2W	153	110	7.181	7.218	74,04%	85,57%	82,53%	86,13%	76,67%	90,48%	65,55%	63,02%
	Carrefour	24	9	4.411	3.132	50,00%	77,78%	70,67%	60,36%	100,00%	66,67%	48,18%	56,66%
	Casas Bahia	228	225	6.998	6.520	78,02%	79,11%	81,46%	84,22%	96,36%	97,73%	74,20%	70,71%
	City Lar	584	585	1.721	1.513	78,43%	77,30%	72,30%	74,33%	96,63%	97,64%	90,91%	85,37%
	Compra Fácil	49	87	2.559	2.744	80,95%	85,71%	85,38%	85,36%	100,00%	100,00%	90,93%	88,31%
	Eleto Shopping	2	0	1.654	2.117	0,00%	S/R	74,62%	65,46%	S/R	100,00%	60,50%	69,53%
	Groupon	60	29	3.961	1.915	68,00%	97,50%	71,31%	87,77%	100,00%	100,00%	42,25%	67,89%
	Lojas Americanas	101	146	2.213	2.979	71,70%	78,35%	68,58%	72,24%	78,38%	85,29%	65,28%	68,23%
	Lojas Insinuante	0	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	10	16	5.936	7.630	100,00%	85,71%	72,63%	75,26%	66,67%	0,00%	63,52%	66,92%
	Nova Ponto Com	19	44	1.735	3.956	62,50%	95,00%	81,49%	84,06%	89,47%	100,00%	65,90%	63,67%
	Novo Mundo	431	682	3.514	3.856	76,88%	69,97%	73,03%	69,94%	92,50%	92,45%	94,44%	89,67%
	Pão de Açúcar	28	40	2.153	2.411	50,00%	76,47%	64,68%	73,11%	80,00%	100,00%	61,69%	67,05%
	Ponto Frio	116	109	8.806	10.977	62,07%	69,44%	78,45%	81,72%	90,91%	83,78%	74,77%	73,40%
	Ricardo Eletro	51	22	10.045	9.516	68,18%	69,23%	66,24%	69,92%	81,25%	83,33%	62,95%	57,11%
	Walmart	11	26	3.657	4.914	77,78%	72,73%	80,00%	69,51%	100,00%	100,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.867	2.130	69.704	74.986	74,26%	76,79%	76,08%	78,21%	91,35%	92,89%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		12.778	16.265	484.131	621.123	74,98%	77,34%	76,03%	77,77%	87,98%	91,34%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		13.911	18.175	395.708	551.907	72,34%	70,26%	69,84%	68,42%	88,68%	90,45%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		26.689	34.440	879.839	1.173.030	73,51%	73,25%	73,11%	73,45%	88,31%	90,89%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	PA												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	18	43	1.258	1.552	83,33%	60,00%	67,46%	70,95%	0,00%	66,67%	25,97%	21,85%
	Tam	34	51	1.635	1.940	50,00%	55,56%	51,68%	68,63%	83,33%	60,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	52	94	2.893	3.492	60,00%	57,14%	58,38%	69,66%	71,43%	61,54%	36,64%	40,07%
Bancos	Banco do Brasil	277	300	14.014	13.787	71,43%	73,85%	73,72%	77,89%	54,55%	57,14%	48,80%	47,24%
	BMG	139	196	11.665	16.827	46,00%	38,24%	69,21%	65,55%	46,15%	41,67%	66,50%	76,79%
	Bradesco	607	693	34.676	42.042	75,19%	79,83%	79,66%	84,91%	72,55%	80,00%	58,88%	60,18%
	BV Financeira	74	88	11.967	16.707	52,63%	58,49%	61,70%	74,42%	25,00%	40,00%	57,06%	56,81%
	Caixa Econômica Federal	77	172	10.614	15.209	35,71%	55,06%	72,37%	68,65%	100,00%	61,54%	49,79%	47,99%
	Citibank	200	207	7.266	7.204	80,00%	78,38%	80,29%	79,98%	68,18%	84,62%	55,43%	60,96%
	HSBC	106	111	7.910	7.882	64,52%	57,14%	68,57%	73,46%	71,43%	81,82%	53,15%	48,05%
	Itaú	662	512	59.343	50.447	75,26%	75,19%	84,09%	83,27%	78,00%	64,29%	70,06%	56,05%
	Santander	173	189	17.701	20.878	70,97%	68,04%	77,02%	79,87%	85,71%	54,55%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	2.315	2.468	175.156	190.983	71,64%	70,18%	77,40%	78,90%	68,53%	66,88%	60,52%	57,71%
Indústria	CCE/Digibras	173	195	5.594	5.021	26,04%	39,64%	37,15%	51,98%	70,59%	100,00%	70,39%	73,25%
	Eletrolux	117	152	3.036	4.794	24,36%	29,41%	49,33%	56,82%	87,27%	88,68%	72,80%	78,27%
	LG	159	182	6.244	6.132	78,50%	67,78%	78,65%	74,98%	92,50%	94,44%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	81	187	2.659	5.069	67,31%	48,42%	71,76%	52,58%	91,67%	91,67%	79,27%	69,05%
	Motorola	62	104	3.541	5.328	37,04%	41,54%	46,79%	49,89%	55,56%	79,17%	59,14%	66,77%
	Nokia	81	180	3.972	5.593	88,89%	67,42%	71,26%	61,51%	62,50%	83,33%	53,20%	54,22%
	Samsung	106	267	5.913	10.872	92,86%	87,25%	89,83%	82,61%	66,67%	88,89%	73,80%	77,66%
	Sony	41	59	2.309	2.633	66,67%	54,84%	76,63%	56,70%	100,00%	20,00%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	41	59	3.357	5.389	73,33%	57,58%	65,76%	56,03%	75,00%	60,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	861	1.385	36.625	50.831	58,30%	57,35%	65,15%	63,02%	80,85%	86,75%	70,01%	69,39%
Saúde Suplementar	Amil	0	2	1.072	1.893	S/R	100,00%	78,56%	70,30%	S/R	0,00%	61,02%	44,87%
	Bradesco Saúde	2	1	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	2	0	239	307	0,00%	S/R	72,41%	66,04%	S/R	100,00%	55,56%	46,67%
	Hapvida	39	59	429	567	83,33%	64,71%	68,18%	57,71%	0,00%	50,00%	61,25%	62,16%
	Intermedica	0	0	367	241	100,00%	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	1	2	538	666	S/R	0,00%	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	50	53	2.324	2.094	80,00%	86,96%	72,62%	74,78%	0,00%	66,67%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	94	117	5.193	6.012	78,95%	76,19%	75,94%	70,05%	0,00%	55,56%	57,57%	45,85%

Telecom	Claro	361	579	47.170	49.207	50,67%	73,15%	77,96%	82,29%	97,14%	80,77%	72,47%	77,44%
	Embratel	395	223	13.744	12.618	77,11%	68,42%	79,33%	79,71%	54,29%	82,61%	76,28%	82,80%
	GVT	2	3	3.304	13.685	100,00%	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	0	0	65	47	100,00%	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	21	99	8.967	14.193	66,67%	78,95%	85,43%	86,88%	S/R	50,00%	74,06%	72,63%
	Oi Celular	323	581	24.313	44.913	54,55%	72,57%	65,83%	73,16%	86,96%	89,29%	76,54%	75,89%
	Oi Fixo	694	1.091	37.342	72.404	69,35%	76,92%	72,55%	77,98%	85,19%	95,77%	76,46%	79,07%
	Sky	176	339	17.316	25.485	81,03%	87,17%	82,13%	86,57%	100,00%	100,00%	89,21%	84,65%
	Telefonica	1	5	6.218	12.063	100,00%	50,00%	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	441	649	17.094	23.896	64,60%	85,45%	75,05%	82,78%	54,05%	77,78%	62,70%	67,76%
	Vivo	236	292	19.027	26.308	90,77%	86,05%	88,20%	85,38%	100,00%	100,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.650	3.861	194.560	294.819	70,22%	78,27%	78,56%	80,65%	75,60%	87,78%	74,61%	76,43%
Varejo	B2W	174	273	7.181	7.218	72,34%	84,32%	82,53%	86,13%	80,00%	83,33%	65,55%	63,02%
	Carrefour	15	3	4.411	3.132	87,50%	75,00%	70,67%	60,36%	S/R	S/R	48,18%	56,66%
	Casas Bahia	1	1	6.998	6.520	0,00%	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	151	129	1.721	1.513	65,00%	76,81%	72,30%	74,33%	94,74%	93,33%	90,91%	85,37%
	Compra Fácil	36	21	2.559	2.744	92,00%	71,43%	85,38%	85,36%	100,00%	100,00%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	19	18	3.961	1.915	70,00%	78,57%	71,31%	87,77%	0,00%	100,00%	42,25%	67,89%
	Lojas Americanas	147	295	2.213	2.979	76,92%	77,46%	68,58%	72,24%	80,95%	84,62%	65,28%	68,23%
	Lojas Insinuante	1	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	10	6	5.936	7.630	75,00%	100,00%	72,63%	75,26%	100,00%	S/R	63,52%	66,92%
	Nova Ponto Com	14	20	1.735	3.956	85,71%	63,64%	81,49%	84,06%	100,00%	100,00%	65,90%	63,67%
	Novo Mundo	1	3	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	1	7	2.153	2.411	100,00%	100,00%	64,68%	73,11%	100,00%	S/R	61,69%	67,05%
	Ponto Frio	14	6	8.806	10.977	57,14%	71,43%	78,45%	81,72%	100,00%	0,00%	74,77%	73,40%
	Ricardo Eletro	22	17	10.045	9.516	50,00%	68,75%	66,24%	69,92%	71,43%	100,00%	62,95%	57,11%
	Walmart	12	35	3.657	4.914	44,44%	73,91%	80,00%	69,51%	33,33%	100,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	618	834	69.704	74.986	71,65%	79,24%	76,08%	78,21%	81,63%	86,96%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		6.590	8.759	484.131	621.123	68,52%	71,73%	76,03%	77,77%	75,56%	81,26%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		8.963	10.473	395.708	551.907	61,10%	60,18%	69,84%	68,42%	80,00%	72,15%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		15.553	19.232	879.839	1.173.030	64,33%	65,21%	73,11%	73,45%	78,13%	75,79%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	PB												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	24	32	1.258	1.552	S/R	S/R	67,46%	70,95%	14,29%	50,00%	25,97%	21,85%
	Tam	37	46	1.635	1.940	S/R	S/R	51,68%	68,63%	14,29%	100,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	61	78	2.893	3.492	S/R	S/R	58,38%	69,66%	14,29%	75,00%	36,64%	40,07%
Bancos	Banco do Brasil	214	335	14.014	13.787	S/R	0,00%	73,72%	77,89%	39,74%	81,40%	48,80%	47,24%
	BMG	241	205	11.665	16.827	S/R	S/R	69,21%	65,55%	48,15%	97,83%	66,50%	76,79%
	Bradesco	798	823	34.676	42.042	100,00%	S/R	79,66%	84,91%	65,15%	89,47%	58,88%	60,18%
	BV Financeira	152	255	11.967	16.707	S/R	S/R	61,70%	74,42%	35,29%	90,20%	57,06%	56,81%
	Caixa Econômica Federal	153	323	10.614	15.209	S/R	S/R	72,37%	68,65%	60,87%	92,00%	49,79%	47,99%
	Citibank	239	149	7.266	7.204	S/R	S/R	80,29%	79,98%	42,31%	80,00%	55,43%	60,96%
	HSBC	86	101	7.910	7.882	S/R	S/R	68,57%	73,46%	53,33%	86,36%	53,15%	48,05%
	Itaú	1.406	1.076	59.343	50.447	0,00%	0,00%	84,09%	83,27%	74,42%	87,35%	70,06%	56,05%
	Santander	334	313	17.701	20.878	S/R	S/R	77,02%	79,87%	44,63%	78,26%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	3.623	3.580	175.156	190.983	50,00%	0,00%	77,40%	78,90%	59,30%	87,71%	60,52%	57,71%
Indústria	CCE/Digibras	35	22	5.594	5.021	S/R	S/R	37,15%	51,98%	87,50%	100,00%	70,39%	73,25%
	Eletrolux	48	53	3.036	4.794	S/R	S/R	49,33%	56,82%	85,71%	96,15%	72,80%	78,27%
	LG	58	40	6.244	6.132	S/R	S/R	78,65%	74,98%	100,00%	94,74%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	110	200	2.659	5.069	S/R	S/R	71,76%	52,58%	93,10%	98,31%	79,27%	69,05%
	Motorola	54	64	3.541	5.328	S/R	S/R	46,79%	49,89%	77,27%	95,24%	59,14%	66,77%
	Nokia	100	132	3.972	5.593	S/R	S/R	71,26%	61,51%	53,49%	85,71%	53,20%	54,22%
	Samsung	189	398	5.913	10.872	S/R	S/R	89,83%	82,61%	70,71%	98,94%	73,80%	77,66%
	Sony	41	49	2.309	2.633	S/R	S/R	76,63%	56,70%	55,17%	93,75%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	148	183	3.357	5.389	S/R	S/R	65,76%	56,03%	79,52%	100,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	783	1.141	36.625	50.831	S/R	S/R	65,15%	63,02%	73,84%	97,09%	70,01%	69,39%
Saúde Suplementar	Amil	3	9	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	100,00%	61,02%	44,87%
	Bradesco Saúde	4	2	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	2	2	239	307	S/R	S/R	72,41%	66,04%	100,00%	100,00%	55,56%	46,67%
	Hapvida	2	7	429	567	S/R	S/R	68,18%	57,71%	S/R	100,00%	61,25%	62,16%
	Intermedica	0	1	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	0	538	666	S/R	S/R	74,68%	63,97%	0,00%	S/R	37,04%	27,63%
	Unimed	46	73	2.324	2.094	S/R	S/R	72,62%	74,78%	13,64%	83,33%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	57	94	5.193	6.012	S/R	S/R	75,94%	70,05%	16,67%	90,00%	57,57%	45,85%

Telecom	Claro	615	576	47.170	49.207	S/R	S/R	77,96%	82,29%	72,79%	90,63%	72,47%	77,44%
	Embratel	294	352	13.744	12.618	S/R	S/R	79,33%	79,71%	85,14%	88,57%	76,28%	82,80%
	GVT	50	140	3.304	13.685	S/R	S/R	65,33%	53,19%	62,50%	72,22%	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	185	344	8.967	14.193	S/R	S/R	85,43%	86,88%	93,18%	98,85%	74,06%	72,63%
	Oi Celular	407	1.456	24.313	44.913	S/R	S/R	65,83%	73,16%	78,69%	84,48%	76,54%	75,89%
	Oi Fixo	220	1.042	37.342	72.404	S/R	S/R	72,55%	77,98%	75,68%	87,72%	76,46%	79,07%
	Sky	224	471	17.316	25.485	S/R	S/R	82,13%	86,57%	100,00%	100,00%	89,21%	84,65%
	Telefonica	4	5	6.218	12.063	S/R	S/R	86,10%	90,10%	0,00%	100,00%	77,06%	74,47%
	Tim	302	355	17.094	23.896	S/R	S/R	75,05%	82,78%	75,38%	77,03%	62,70%	67,76%
	Vivo	107	96	19.027	26.308	S/R	0,00%	88,20%	85,38%	81,82%	100,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	2.408	4.837	194.560	294.819	S/R	0,00%	78,56%	80,65%	80,16%	89,05%	74,61%	76,43%
Varejo	B2W	77	117	7.181	7.218	S/R	S/R	82,53%	86,13%	60,00%	90,91%	65,55%	63,02%
	Carrefour	279	253	4.411	3.132	S/R	S/R	70,67%	60,36%	26,15%	96,30%	48,18%	56,66%
	Casas Bahia	5	7	6.998	6.520	S/R	S/R	81,46%	84,22%	100,00%	S/R	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	17	44	2.559	2.744	S/R	S/R	85,38%	85,36%	88,89%	95,00%	90,93%	88,31%
	Eleto Shopping	131	144	1.654	2.117	S/R	S/R	74,62%	65,46%	46,67%	93,75%	60,50%	69,53%
	Groupon	23	4	3.961	1.915	S/R	S/R	71,31%	87,77%	100,00%	S/R	42,25%	67,89%
	Lojas Americanas	112	126	2.213	2.979	S/R	S/R	68,58%	72,24%	60,00%	93,75%	65,28%	68,23%
	Lojas Insinuante	175	166	3.160	3.588	S/R	S/R	72,18%	79,34%	75,00%	92,31%	49,42%	59,10%
	Magazine Luiza	328	370	5.936	7.630	S/R	S/R	72,63%	75,26%	64,10%	94,05%	63,52%	66,92%
	Nova Ponto Com	47	64	1.735	3.956	S/R	S/R	81,49%	84,06%	80,00%	85,00%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	82	72	2.153	2.411	S/R	S/R	64,68%	73,11%	93,33%	85,71%	61,69%	67,05%
	Ponto Frio	3	24	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	100,00%	74,77%	73,40%
	Ricardo Eletro	17	22	10.045	9.516	S/R	S/R	66,24%	69,92%	100,00%	62,50%	62,95%	57,11%
	Walmart	245	246	3.657	4.914	S/R	S/R	80,00%	69,51%	71,60%	86,79%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.541	1.659	69.704	74.986	S/R	S/R	76,08%	78,21%	60,77%	91,26%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		8.473	11.389	484.131	621.123	50,00%	0,00%	76,03%	77,77%	65,73%	90,71%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		8.934	10.889	395.708	551.907	100,00%	85,71%	69,84%	68,42%	74,28%	93,23%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		17.407	22.278	879.839	1.173.030	97,67%	42,86%	73,11%	73,45%	70,33%	92,10%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	PE												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	46	49	1.258	1.552	55,56%	100,00%	67,46%	70,95%	23,08%	12,00%	25,97%	21,85%
	Tam	61	72	1.635	1.940	66,67%	66,67%	51,68%	68,63%	57,14%	74,29%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	107	121	2.893	3.492	62,50%	68,00%	58,38%	69,66%	44,12%	48,33%	36,64%	40,07%
Bancos	Banco do Brasil	664	619	14.014	13.787	82,71%	77,02%	73,72%	77,89%	42,11%	53,21%	48,80%	47,24%
	BMG	321	338	11.665	16.827	55,45%	61,54%	69,21%	65,55%	37,29%	47,76%	66,50%	76,79%
	Bradesco	1.904	1.847	34.676	42.042	81,75%	76,92%	79,66%	84,91%	65,07%	69,46%	58,88%	60,18%
	BV Financeira	261	160	11.967	16.707	57,58%	73,33%	61,70%	74,42%	29,67%	34,78%	57,06%	56,81%
	Caixa Econômica Federal	327	541	10.614	15.209	78,50%	64,50%	72,37%	68,65%	62,16%	65,17%	49,79%	47,99%
	Citibank	688	550	7.266	7.204	69,23%	69,44%	80,29%	79,98%	81,25%	61,18%	55,43%	60,96%
	HSBC	392	289	7.910	7.882	71,95%	72,27%	68,57%	73,46%	45,21%	54,55%	53,15%	48,05%
	Itaú	4.085	3.055	59.343	50.447	81,82%	77,16%	84,09%	83,27%	62,84%	60,39%	70,06%	56,05%
	Santander	1.044	1.112	17.701	20.878	67,67%	75,19%	77,02%	79,87%	71,57%	64,32%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	9.686	8.511	175.156	190.983	75,52%	73,62%	77,40%	78,90%	60,43%	60,07%	60,52%	57,71%
Indústria	CCE/Digibras	606	461	5.594	5.021	62,24%	45,35%	37,15%	51,98%	90,91%	83,26%	70,39%	73,25%
	Eletrolux	134	180	3.036	4.794	54,84%	43,14%	49,33%	56,82%	61,29%	84,47%	72,80%	78,27%
	LG	463	494	6.244	6.132	76,47%	63,75%	78,65%	74,98%	83,79%	82,78%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	123	184	2.659	5.069	70,27%	35,48%	71,76%	52,58%	79,59%	69,44%	79,27%	69,05%
	Motorola	130	181	3.541	5.328	38,89%	23,81%	46,79%	49,89%	65,67%	82,52%	59,14%	66,77%
	Nokia	357	537	3.972	5.593	61,76%	52,90%	71,26%	61,51%	49,00%	51,74%	53,20%	54,22%
	Samsung	533	731	5.913	10.872	80,39%	56,14%	89,83%	82,61%	89,06%	88,85%	73,80%	77,66%
	Sony	133	158	2.309	2.633	76,47%	25,00%	76,63%	56,70%	66,15%	66,67%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	428	561	3.357	5.389	71,95%	48,94%	65,76%	56,03%	79,26%	73,47%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	2.907	3.487	36.625	50.831	69,03%	49,41%	65,15%	63,02%	79,79%	77,04%	70,01%	69,39%
Saúde Suplementar	Amil	14	40	1.072	1.893	0,00%	33,33%	78,56%	70,30%	100,00%	76,47%	61,02%	44,87%
	Bradesco Saúde	6	6	224	244	100,00%	S/R	71,43%	57,73%	S/R	0,00%	11,11%	8,89%
	Golden Cross	12	13	239	307	33,33%	100,00%	72,41%	66,04%	85,71%	50,00%	55,56%	46,67%
	Hapvida	79	93	429	567	47,06%	59,57%	68,18%	57,71%	51,85%	59,38%	61,25%	62,16%
	Intermedica	5	1	367	241	S/R	S/R	87,25%	88,37%	0,00%	S/R	60,00%	75,00%
	Sul América Saúde	21	25	538	666	S/R	50,00%	74,68%	63,97%	40,00%	42,86%	37,04%	27,63%
	Unimed	28	42	2.324	2.094	80,00%	100,00%	72,62%	74,78%	61,54%	52,94%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	165	220	5.193	6.012	51,85%	60,71%	75,94%	70,05%	55,74%	57,30%	57,57%	45,85%

Telecom	Claro	1.851	2.126	47.170	49.207	79,01%	80,03%	77,96%	82,29%	77,97%	75,76%	72,47%	77,44%
	Embratel	453	329	13.744	12.618	86,00%	72,22%	79,33%	79,71%	80,58%	87,50%	76,28%	82,80%
	GVT	95	366	3.304	13.685	75,00%	35,48%	65,33%	53,19%	56,00%	56,52%	52,69%	58,23%
	Intelig	3	2	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	85	107	8.967	14.193	87,50%	91,30%	85,43%	86,88%	82,61%	78,57%	74,06%	72,63%
	Oi Celular	991	1.526	24.313	44.913	54,84%	62,17%	65,83%	73,16%	73,48%	87,09%	76,54%	75,89%
	Oi Fixo	1.575	2.099	37.342	72.404	71,01%	63,32%	72,55%	77,98%	82,03%	90,05%	76,46%	79,07%
	Sky	464	790	17.316	25.485	83,33%	83,05%	82,13%	86,57%	95,19%	87,02%	89,21%	84,65%
	Telefonica	25	15	6.218	12.063	100,00%	0,00%	86,10%	90,10%	100,00%	80,00%	77,06%	74,47%
	Tim	763	1.330	17.094	23.896	88,33%	85,96%	75,05%	82,78%	74,30%	85,78%	62,70%	67,76%
	Vivo	290	291	19.027	26.308	83,33%	80,23%	88,20%	85,38%	88,24%	86,11%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	6.595	8.981	194.560	294.819	78,54%	73,63%	78,56%	80,65%	79,53%	83,91%	74,61%	76,43%
Varejo	B2W	311	314	7.181	7.218	69,72%	75,22%	82,53%	86,13%	54,12%	82,54%	65,55%	63,02%
	Carrefour	205	195	4.411	3.132	83,33%	61,19%	70,67%	60,36%	41,56%	44,90%	48,18%	56,66%
	Casas Bahia	1	6	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	100,00%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	100,00%	90,91%	85,37%
	Compra Fácil	111	151	2.559	2.744	77,78%	63,16%	85,38%	85,36%	95,00%	92,65%	90,93%	88,31%
	Eleto Shopping	1.160	1.555	1.654	2.117	80,69%	67,82%	74,62%	65,46%	56,16%	61,86%	60,50%	69,53%
	Groupon	21	10	3.961	1.915	0,00%	S/R	71,31%	87,77%	100,00%	57,14%	42,25%	67,89%
	Lojas Americanas	182	227	2.213	2.979	77,27%	60,71%	68,58%	72,24%	64,71%	67,12%	65,28%	68,23%
	Lojas Insinuante	797	774	3.160	3.588	68,23%	75,55%	72,18%	79,34%	48,65%	62,04%	49,42%	59,10%
	Magazine Luiza	259	368	5.936	7.630	72,22%	54,55%	72,63%	75,26%	52,63%	53,85%	63,52%	66,92%
	Nova Ponto Com	46	86	1.735	3.956	66,67%	50,00%	81,49%	84,06%	33,33%	66,67%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	85	98	2.153	2.411	81,82%	50,00%	64,68%	73,11%	60,87%	70,37%	61,69%	67,05%
	Ponto Frio	21	111	8.806	10.977	100,00%	66,67%	78,45%	81,72%	66,67%	90,63%	74,77%	73,40%
	Ricardo Eletro	55	14	10.045	9.516	17,39%	0,00%	66,24%	69,92%	58,82%	20,00%	62,95%	57,11%
	Walmart	454	360	3.657	4.914	64,71%	48,84%	80,00%	69,51%	57,32%	51,06%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	3.708	4.269	69.704	74.986	73,40%	67,87%	76,08%	78,21%	55,41%	64,80%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		23.168	25.589	484.131	621.123	74,40%	70,02%	76,03%	77,77%	69,74%	71,61%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		24.489	28.541	395.708	551.907	69,77%	63,18%	69,84%	68,42%	64,20%	64,61%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		47.657	54.130	879.839	1.173.030	72,27%	67,55%	73,11%	73,45%	66,84%	67,56%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	PI												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	9	10	1.258	1.552	100,00%	100,00%	67,46%	70,95%	0,00%	0,00%	25,97%	21,85%
	Tam	16	17	1.635	1.940	66,67%	66,67%	51,68%	68,63%	14,29%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	25	27	2.893	3.492	80,00%	75,00%	58,38%	69,66%	11,11%	28,57%	36,64%	40,07%
Bancos	Banco do Brasil	174	77	14.014	13.787	87,34%	89,55%	73,72%	77,89%	83,33%	10,00%	48,80%	47,24%
	BMG	58	66	11.665	16.827	54,55%	64,29%	69,21%	65,55%	75,00%	56,25%	66,50%	76,79%
	Bradesco	202	245	34.676	42.042	85,00%	80,92%	79,66%	84,91%	39,29%	65,63%	58,88%	60,18%
	BV Financeira	71	80	11.967	16.707	42,86%	84,09%	61,70%	74,42%	16,67%	48,00%	57,06%	56,81%
	Caixa Econômica Federal	100	92	10.614	15.209	79,07%	72,73%	72,37%	68,65%	16,67%	59,09%	49,79%	47,99%
	Citibank	82	86	7.266	7.204	87,18%	70,45%	80,29%	79,98%	69,23%	69,23%	55,43%	60,96%
	HSBC	87	93	7.910	7.882	88,89%	81,58%	68,57%	73,46%	33,33%	62,50%	53,15%	48,05%
	Itaú	592	446	59.343	50.447	81,58%	58,33%	84,09%	83,27%	72,50%	71,43%	70,06%	56,05%
	Santander	66	79	17.701	20.878	84,21%	71,70%	77,02%	79,87%	50,00%	60,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	1.432	1.264	175.156	190.983	82,25%	77,59%	77,40%	78,90%	54,24%	60,19%	60,52%	57,71%
Indústria	CCE/Digibras	102	55	5.594	5.021	0,00%	0,00%	37,15%	51,98%	23,53%	45,00%	70,39%	73,25%
	Eletrolux	32	21	3.036	4.794	0,00%	33,33%	49,33%	56,82%	50,00%	88,89%	72,80%	78,27%
	LG	61	35	6.244	6.132	50,00%	0,00%	78,65%	74,98%	36,36%	40,91%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	24	18	2.659	5.069	0,00%	75,00%	71,76%	52,58%	80,00%	77,78%	79,27%	69,05%
	Motorola	27	30	3.541	5.328	0,00%	60,00%	46,79%	49,89%	75,00%	42,86%	59,14%	66,77%
	Nokia	49	61	3.972	5.593	S/R	28,57%	71,26%	61,51%	33,33%	61,54%	53,20%	54,22%
	Samsung	36	54	5.913	10.872	100,00%	100,00%	89,83%	82,61%	100,00%	84,62%	73,80%	77,66%
	Sony	33	12	2.309	2.633	S/R	0,00%	76,63%	56,70%	60,00%	55,56%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	43	44	3.357	5.389	100,00%	100,00%	65,76%	56,03%	42,86%	61,11%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	407	330	36.625	50.831	36,36%	53,57%	65,15%	63,02%	41,25%	59,17%	70,01%	69,39%
Saúde Suplementar	Amil	1	5	1.072	1.893	S/R	100,00%	78,56%	70,30%	100,00%	0,00%	61,02%	44,87%
	Bradesco Saúde	2	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	19	20	429	567	81,82%	60,00%	68,18%	57,71%	70,00%	57,14%	61,25%	62,16%
	Intermedica	0	1	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	23	12	2.324	2.094	100,00%	100,00%	72,62%	74,78%	S/R	66,67%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	45	38	5.193	6.012	87,50%	73,33%	75,94%	70,05%	72,73%	54,55%	57,57%	45,85%

Telecom	Claro	362	269	47.170	49.207	73,98%	82,04%	77,96%	82,29%	45,59%	69,12%	72,47%	77,44%
	Embratel	108	85	13.744	12.618	74,60%	61,11%	79,33%	79,71%	81,82%	83,33%	76,28%	82,80%
	GVT	0	0	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	1	0	65	47	100,00%	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	34	44	8.967	14.193	70,00%	68,00%	85,43%	86,88%	100,00%	50,00%	74,06%	72,63%
	Oi Celular	104	223	24.313	44.913	81,25%	67,97%	65,83%	73,16%	73,33%	93,18%	76,54%	75,89%
	Oi Fixo	364	680	37.342	72.404	87,73%	74,74%	72,55%	77,98%	80,95%	94,17%	76,46%	79,07%
	Sky	107	144	17.316	25.485	83,67%	83,96%	82,13%	86,57%	87,50%	85,00%	89,21%	84,65%
	Telefonica	0	1	6.218	12.063	100,00%	S/R	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	139	147	17.094	23.896	76,92%	47,30%	75,05%	82,78%	78,85%	76,09%	62,70%	67,76%
	Vivo	49	43	19.027	26.308	97,14%	87,88%	88,20%	85,38%	66,67%	87,50%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	1.268	1.636	194.560	294.819	80,84%	73,63%	78,56%	80,65%	67,37%	83,71%	74,61%	76,43%
Varejo	B2W	49	56	7.181	7.218	75,00%	75,00%	82,53%	86,13%	62,50%	77,78%	65,55%	63,02%
	Carrefour	1	0	4.411	3.132	100,00%	S/R	70,67%	60,36%	0,00%	0,00%	48,18%	56,66%
	Casas Bahia	2	1	6.998	6.520	100,00%	100,00%	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	24	19	1.721	1.513	80,00%	75,00%	72,30%	74,33%	50,00%	66,67%	90,91%	85,37%
	Compra Fácil	13	8	2.559	2.744	75,00%	100,00%	85,38%	85,36%	50,00%	100,00%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	6	3	3.961	1.915	66,67%	100,00%	71,31%	87,77%	S/R	S/R	42,25%	67,89%
	Lojas Americanas	20	21	2.213	2.979	75,00%	100,00%	68,58%	72,24%	25,00%	50,00%	65,28%	68,23%
	Lojas Insinuante	118	105	3.160	3.588	51,52%	46,51%	72,18%	79,34%	53,33%	68,00%	49,42%	59,10%
	Magazine Luiza	41	51	5.936	7.630	80,00%	21,43%	72,63%	75,26%	33,33%	16,67%	63,52%	66,92%
	Nova Ponto Com	15	21	1.735	3.956	50,00%	87,50%	81,49%	84,06%	0,00%	33,33%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	29	14	2.153	2.411	50,00%	100,00%	64,68%	73,11%	33,33%	50,00%	61,69%	67,05%
	Ponto Frio	2	3	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	0,00%	74,77%	73,40%
	Ricardo Eletro	9	12	10.045	9.516	100,00%	60,00%	66,24%	69,92%	0,00%	50,00%	62,95%	57,11%
	Walmart	63	68	3.657	4.914	60,00%	75,00%	80,00%	69,51%	42,86%	25,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	392	382	69.704	74.986	64,13%	63,43%	76,08%	78,21%	43,90%	48,94%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		3.569	3.677	484.131	621.123	79,73%	73,59%	76,03%	77,77%	55,10%	67,58%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		3.987	4.045	395.708	551.907	82,17%	72,44%	69,84%	68,42%	46,36%	58,34%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		7.556	7.722	879.839	1.173.030	80,79%	73,10%	73,11%	73,45%	50,71%	62,41%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	PR												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	116	1.258	1.552	S/R	15,38%	67,46%	70,95%	S/R	12,50%	25,97%	21,85%
	Tam	0	23	1.635	1.940	S/R	S/R	51,68%	68,63%	S/R	100,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	0	139	2.893	3.492	S/R	15,38%	58,38%	69,66%	S/R	17,65%	36,64%	40,07%
Bancos	Banco do Brasil	0	541	14.014	13.787	S/R	90,77%	73,72%	77,89%	S/R	68,42%	48,80%	47,24%
	BMG	0	253	11.665	16.827	S/R	93,19%	69,21%	65,55%	S/R	57,14%	66,50%	76,79%
	Bradesco	0	1.071	34.676	42.042	S/R	91,83%	79,66%	84,91%	S/R	55,00%	58,88%	60,18%
	BV Financeira	0	349	11.967	16.707	S/R	72,64%	61,70%	74,42%	S/R	37,74%	57,06%	56,81%
	Caixa Econômica Federal	0	741	10.614	15.209	S/R	60,75%	72,37%	68,65%	S/R	57,58%	49,79%	47,99%
	Citibank	0	136	7.266	7.204	S/R	68,85%	80,29%	79,98%	S/R	64,00%	55,43%	60,96%
	HSBC	0	373	7.910	7.882	S/R	63,64%	68,57%	73,46%	S/R	52,08%	53,15%	48,05%
	Itaú	0	1.719	59.343	50.447	S/R	94,90%	84,09%	83,27%	S/R	65,00%	70,06%	56,05%
	Santander	0	880	17.701	20.878	S/R	92,16%	77,02%	79,87%	S/R	60,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	0	6.063	175.156	190.983	S/R	88,06%	77,40%	78,90%	S/R	56,65%	60,52%	57,71%
Indústria	CCE/Digibras	0	118	5.594	5.021	S/R	0,00%	37,15%	51,98%	S/R	91,30%	70,39%	73,25%
	Eletrolux	0	208	3.036	4.794	S/R	18,18%	49,33%	56,82%	S/R	90,20%	72,80%	78,27%
	LG	0	161	6.244	6.132	S/R	0,00%	78,65%	74,98%	S/R	82,98%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	0	97	2.659	5.069	S/R	5,26%	71,76%	52,58%	S/R	72,73%	79,27%	69,05%
	Motorola	0	166	3.541	5.328	S/R	0,00%	46,79%	49,89%	S/R	65,00%	59,14%	66,77%
	Nokia	0	133	3.972	5.593	S/R	22,22%	71,26%	61,51%	S/R	55,56%	53,20%	54,22%
	Samsung	0	219	5.913	10.872	S/R	0,00%	89,83%	82,61%	S/R	85,19%	73,80%	77,66%
	Sony	0	90	2.309	2.633	S/R	0,00%	76,63%	56,70%	S/R	57,14%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	0	164	3.357	5.389	S/R	0,00%	65,76%	56,03%	S/R	58,33%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	0	1.356	36.625	50.831	S/R	5,38%	65,15%	63,02%	S/R	75,45%	70,01%	69,39%
Saúde Suplementar	Amil	0	194	1.072	1.893	S/R	41,67%	78,56%	70,30%	S/R	64,29%	61,02%	44,87%
	Bradesco Saúde	0	14	224	244	S/R	50,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	5	239	307	S/R	100,00%	72,41%	66,04%	S/R	100,00%	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	8	538	666	S/R	0,00%	74,68%	63,97%	S/R	0,00%	37,04%	27,63%
	Unimed	0	11	2.324	2.094	S/R	S/R	72,62%	74,78%	S/R	33,33%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	0	232	5.193	6.012	S/R	40,00%	75,94%	70,05%	S/R	55,00%	57,57%	45,85%

Telecom	Claro	0	895	47.170	49.207	S/R	59,38%	77,96%	82,29%	S/R	92,68%	72,47%	77,44%
	Embratel	0	583	13.744	12.618	S/R	55,13%	79,33%	79,71%	S/R	95,29%	76,28%	82,80%
	GVT	0	1.453	3.304	13.685	S/R	57,18%	65,33%	53,19%	S/R	94,25%	52,69%	58,23%
	Intelig	0	4	65	47	S/R	S/R	76,47%	75,00%	S/R	100,00%	75,00%	44,44%
	Net	0	711	8.967	14.193	S/R	94,53%	85,43%	86,88%	S/R	61,90%	74,06%	72,63%
	Oi Celular	0	1.663	24.313	44.913	S/R	97,15%	65,83%	73,16%	S/R	72,22%	76,54%	75,89%
	Oi Fixo	0	4.140	37.342	72.404	S/R	95,83%	72,55%	77,98%	S/R	69,44%	76,46%	79,07%
	Sky	0	622	17.316	25.485	S/R	56,41%	82,13%	86,57%	S/R	76,67%	89,21%	84,65%
	Telefonica	0	23	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	0,00%	77,06%	74,47%
	Tim	0	1.327	17.094	23.896	S/R	85,04%	75,05%	82,78%	S/R	49,46%	62,70%	67,76%
	Vivo	0	554	19.027	26.308	S/R	64,61%	88,20%	85,38%	S/R	71,25%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	0	11.975	194.560	294.819	S/R	87,61%	78,56%	80,65%	S/R	79,46%	74,61%	76,43%
Varejo	B2W	0	270	7.181	7.218	S/R	28,57%	82,53%	86,13%	S/R	58,97%	65,55%	63,02%
	Carrefour	0	130	4.411	3.132	S/R	0,00%	70,67%	60,36%	S/R	57,14%	48,18%	56,66%
	Casas Bahia	0	0	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	0	112	2.559	2.744	S/R	33,33%	85,38%	85,36%	S/R	93,75%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	0	97	3.961	1.915	S/R	0,00%	71,31%	87,77%	S/R	86,49%	42,25%	67,89%
	Lojas Americanas	0	95	2.213	2.979	S/R	16,67%	68,58%	72,24%	S/R	62,50%	65,28%	68,23%
	Lojas Insinuante	0	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	0	311	5.936	7.630	S/R	24,00%	72,63%	75,26%	S/R	76,60%	63,52%	66,92%
	Nova Ponto Com	0	189	1.735	3.956	S/R	30,77%	81,49%	84,06%	S/R	73,08%	65,90%	63,67%
	Novo Mundo	0	1	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	88	2.153	2.411	S/R	33,33%	64,68%	73,11%	S/R	62,50%	61,69%	67,05%
	Ponto Frio	0	554	8.806	10.977	S/R	21,43%	78,45%	81,72%	S/R	73,68%	74,77%	73,40%
	Ricardo Eletro	0	61	10.045	9.516	S/R	10,00%	66,24%	69,92%	S/R	71,43%	62,95%	57,11%
	Walmart	0	482	3.657	4.914	S/R	12,50%	80,00%	69,51%	S/R	72,73%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	0	2.390	69.704	74.986	S/R	20,36%	76,08%	78,21%	S/R	72,63%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		0	22.155	484.131	621.123	S/R	84,31%	76,03%	77,77%	S/R	72,39%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		0	21.727	395.708	551.907	S/R	27,14%	69,84%	68,42%	S/R	63,41%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		0	43.882	879.839	1.173.030	S/R	69,46%	73,11%	73,45%	S/R	67,18%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	RJ												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	77	72	1.258	1.552	67,50%	73,33%	67,46%	70,95%	100,00%	11,11%	25,97%	21,85%
	Tam	65	79	1.635	1.940	64,44%	74,07%	51,68%	68,63%	100,00%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	142	151	2.893	3.492	65,88%	73,74%	58,38%	69,66%	100,00%	31,58%	36,64%	40,07%
Bancos	Banco do Brasil	545	511	14.014	13.787	79,76%	81,40%	73,72%	77,89%	100,00%	29,73%	48,80%	47,24%
	BMG	780	964	11.665	16.827	67,35%	65,45%	69,21%	65,55%	96,55%	77,56%	66,50%	76,79%
	Bradesco	2.636	2.188	34.676	42.042	90,00%	90,21%	79,66%	84,91%	100,00%	38,89%	58,88%	60,18%
	BV Financeira	460	728	11.967	16.707	59,43%	68,07%	61,70%	74,42%	100,00%	61,11%	57,06%	56,81%
	Caixa Econômica Federal	535	669	10.614	15.209	79,45%	75,78%	72,37%	68,65%	100,00%	59,42%	49,79%	47,99%
	Citibank	545	436	7.266	7.204	80,12%	83,63%	80,29%	79,98%	96,15%	38,46%	55,43%	60,96%
	HSBC	324	302	7.910	7.882	68,48%	80,37%	68,57%	73,46%	93,75%	21,43%	53,15%	48,05%
	Itaú	5.851	4.030	59.343	50.447	84,08%	91,82%	84,09%	83,27%	100,00%	51,05%	70,06%	56,05%
	Santander	1.544	1.458	17.701	20.878	80,88%	86,53%	77,02%	79,87%	100,00%	38,38%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	13.220	11.286	175.156	190.983	80,05%	83,43%	77,40%	78,90%	99,08%	52,40%	60,52%	57,71%
Indústria	CCE/Digibras	394	279	5.594	5.021	55,45%	64,23%	37,15%	51,98%	94,34%	62,39%	70,39%	73,25%
	Eletrolux	305	298	3.036	4.794	56,18%	57,52%	49,33%	56,82%	98,18%	57,41%	72,80%	78,27%
	LG	396	319	6.244	6.132	78,77%	70,80%	78,65%	74,98%	100,00%	75,24%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	255	514	2.659	5.069	80,82%	57,37%	71,76%	52,58%	100,00%	37,41%	79,27%	69,05%
	Motorola	371	366	3.541	5.328	44,75%	60,14%	46,79%	49,89%	100,00%	63,24%	59,14%	66,77%
	Nokia	263	240	3.972	5.593	72,90%	65,00%	71,26%	61,51%	100,00%	47,46%	53,20%	54,22%
	Samsung	404	616	5.913	10.872	90,43%	84,90%	89,83%	82,61%	100,00%	73,58%	73,80%	77,66%
	Sony	154	121	2.309	2.633	79,76%	55,36%	76,63%	56,70%	100,00%	26,83%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	469	561	3.357	5.389	73,53%	62,36%	65,76%	56,03%	98,61%	64,35%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	3.011	3.314	36.625	50.831	69,25%	64,97%	65,15%	63,02%	98,73%	59,72%	70,01%	69,39%
Saúde Suplementar	Amil	128	190	1.072	1.893	75,47%	69,07%	78,56%	70,30%	100,00%	31,58%	61,02%	44,87%
	Bradesco Saúde	87	47	224	244	71,43%	57,14%	71,43%	57,73%	S/R	14,29%	11,11%	8,89%
	Golden Cross	45	38	239	307	78,26%	77,78%	72,41%	66,04%	100,00%	25,00%	55,56%	46,67%
	Hapvida	0	1	429	567	S/R	100,00%	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	11	6	367	241	69,23%	85,71%	87,25%	88,37%	100,00%	S/R	60,00%	75,00%
	Sul América Saúde	12	17	538	666	60,00%	63,64%	74,68%	63,97%	S/R	0,00%	37,04%	27,63%
	Unimed	197	95	2.324	2.094	66,67%	75,51%	72,62%	74,78%	100,00%	22,22%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	480	394	5.193	6.012	70,97%	70,59%	75,94%	70,05%	100,00%	23,26%	57,57%	45,85%

Telecom	Claro	5.391	4.532	47.170	49.207	82,15%	86,74%	77,96%	82,29%	99,20%	85,84%	72,47%	77,44%
	Embratel	1.571	240	13.744	12.618	83,33%	74,29%	79,33%	79,71%	98,85%	47,83%	76,28%	82,80%
	GVT	54	162	3.304	13.685	50,00%	67,44%	65,33%	53,19%	100,00%	29,73%	52,69%	58,23%
	Intelig	10	7	65	47	80,00%	83,33%	76,47%	75,00%	S/R	0,00%	75,00%	44,44%
	Net	715	792	8.967	14.193	87,50%	82,40%	85,43%	86,88%	100,00%	67,44%	74,06%	72,63%
	Oi Celular	792	920	24.313	44.913	87,34%	87,41%	65,83%	73,16%	95,24%	78,31%	76,54%	75,89%
	Oi Fixo	6.392	9.469	37.342	72.404	89,73%	89,64%	72,55%	77,98%	99,08%	74,15%	76,46%	79,07%
	Sky	1.643	1.880	17.316	25.485	85,61%	89,08%	82,13%	86,57%	98,55%	64,13%	89,21%	84,65%
	Telefonica	44	19	6.218	12.063	85,71%	88,89%	86,10%	90,10%	100,00%	0,00%	77,06%	74,47%
	Tim	1.135	974	17.094	23.896	78,92%	86,60%	75,05%	82,78%	100,00%	71,62%	62,70%	67,76%
	Vivo	2.055	1.999	19.027	26.308	86,31%	87,26%	88,20%	85,38%	98,61%	75,26%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	19.802	20.994	194.560	294.819	84,81%	87,64%	78,56%	80,65%	99,00%	74,47%	74,61%	76,43%
Varejo	B2W	765	657	7.181	7.218	87,92%	95,46%	82,53%	86,13%	100,00%	36,78%	65,55%	63,02%
	Carrefour	152	48	4.411	3.132	76,58%	77,08%	70,67%	60,36%	100,00%	15,00%	48,18%	56,66%
	Casas Bahia	58	290	6.998	6.520	20,00%	63,64%	81,46%	84,22%	S/R	34,48%	74,20%	70,71%
	City Lar	0	2	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	452	374	2.559	2.744	86,67%	90,16%	85,38%	85,36%	100,00%	68,42%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	238	70	3.961	1.915	82,72%	90,57%	71,31%	87,77%	100,00%	10,00%	42,25%	67,89%
	Lojas Americanas	71	66	2.213	2.979	80,00%	88,46%	68,58%	72,24%	100,00%	11,11%	65,28%	68,23%
	Lojas Insinuante	5	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	100,00%	49,42%	59,10%
	Magazine Luiza	62	31	5.936	7.630	87,88%	70,37%	72,63%	75,26%	S/R	30,00%	63,52%	66,92%
	Nova Ponto Com	129	407	1.735	3.956	78,18%	92,64%	81,49%	84,06%	88,89%	60,00%	65,90%	63,67%
	Novo Mundo	1	2	3.514	3.856	100,00%	100,00%	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	137	70	2.153	2.411	79,76%	88,57%	64,68%	73,11%	100,00%	42,86%	61,69%	67,05%
	Ponto Frio	3.418	1.913	8.806	10.977	88,22%	87,77%	78,45%	81,72%	98,57%	68,10%	74,77%	73,40%
	Ricardo Eletro	1.773	1.158	10.045	9.516	73,76%	91,51%	66,24%	69,92%	99,00%	40,19%	62,95%	57,11%
	Walmart	134	167	3.657	4.914	91,51%	92,74%	80,00%	69,51%	100,00%	50,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	7.395	5.255	69.704	74.986	83,78%	90,54%	76,08%	78,21%	98,80%	53,89%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		44.050	41.394	484.131	621.123	81,91%	85,08%	76,03%	77,77%	98,89%	60,58%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		28.333	31.613	395.708	551.907	75,97%	78,73%	69,84%	68,42%	98,30%	44,89%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		72.383	73.007	879.839	1.173.030	79,38%	82,39%	73,11%	73,45%	98,70%	53,41%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	RN												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	7	2	1.258	1.552	S/R	S/R	67,46%	70,95%	22,22%	0,00%	25,97%	21,85%
	Tam	17	14	1.635	1.940	S/R	S/R	51,68%	68,63%	7,69%	37,50%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	24	16	2.893	3.492	S/R	S/R	58,38%	69,66%	13,64%	30,00%	36,64%	40,07%
Bancos	Banco do Brasil	132	52	14.014	13.787	S/R	100,00%	73,72%	77,89%	17,78%	21,43%	48,80%	47,24%
	BMG	56	60	11.665	16.827	S/R	S/R	69,21%	65,55%	46,94%	75,00%	66,50%	76,79%
	Bradesco	162	210	34.676	42.042	S/R	S/R	79,66%	84,91%	42,65%	56,76%	58,88%	60,18%
	BV Financeira	22	21	11.967	16.707	S/R	S/R	61,70%	74,42%	18,75%	0,00%	57,06%	56,81%
	Caixa Econômica Federal	200	130	10.614	15.209	S/R	S/R	72,37%	68,65%	15,00%	41,67%	49,79%	47,99%
	Citibank	85	51	7.266	7.204	S/R	S/R	80,29%	79,98%	47,67%	64,71%	55,43%	60,96%
	HSBC	27	43	7.910	7.882	S/R	S/R	68,57%	73,46%	15,38%	50,00%	53,15%	48,05%
	Itaú	508	356	59.343	50.447	S/R	100,00%	84,09%	83,27%	53,51%	73,63%	70,06%	56,05%
	Santander	77	69	17.701	20.878	S/R	S/R	77,02%	79,87%	37,93%	30,00%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	1.269	992	175.156	190.983	S/R	100,00%	77,40%	78,90%	40,39%	60,24%	60,52%	57,71%
Indústria	CCE/Digibras	14	9	5.594	5.021	S/R	S/R	37,15%	51,98%	75,00%	66,67%	70,39%	73,25%
	Eletrolux	26	26	3.036	4.794	S/R	S/R	49,33%	56,82%	50,00%	64,29%	72,80%	78,27%
	LG	79	38	6.244	6.132	S/R	S/R	78,65%	74,98%	37,78%	69,57%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	160	113	2.659	5.069	S/R	S/R	71,76%	52,58%	44,74%	48,21%	79,27%	69,05%
	Motorola	23	25	3.541	5.328	S/R	S/R	46,79%	49,89%	42,86%	57,14%	59,14%	66,77%
	Nokia	63	47	3.972	5.593	S/R	S/R	71,26%	61,51%	35,85%	57,14%	53,20%	54,22%
	Samsung	103	68	5.913	10.872	S/R	S/R	89,83%	82,61%	57,30%	58,54%	73,80%	77,66%
	Sony	28	23	2.309	2.633	S/R	S/R	76,63%	56,70%	34,62%	85,71%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	68	69	3.357	5.389	S/R	S/R	65,76%	56,03%	40,32%	54,17%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	564	418	36.625	50.831	S/R	S/R	65,15%	63,02%	44,65%	57,27%	70,01%	69,39%
Saúde Suplementar	Amil	11	3	1.072	1.893	S/R	S/R	78,56%	70,30%	40,00%	100,00%	61,02%	44,87%
	Bradesco Saúde	0	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	15	8	429	567	S/R	S/R	68,18%	57,71%	66,67%	50,00%	61,25%	62,16%
	Intermedica	1	0	367	241	S/R	S/R	87,25%	88,37%	100,00%	S/R	60,00%	75,00%
	Sul América Saúde	0	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	14	4	2.324	2.094	S/R	S/R	72,62%	74,78%	50,00%	0,00%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	41	15	5.193	6.012	S/R	S/R	75,94%	70,05%	57,14%	60,00%	57,57%	45,85%

Telecom	Claro	248	250	47.170	49.207	S/R	S/R	77,96%	82,29%	41,14%	58,75%	72,47%	77,44%
	Embratel	211	37	13.744	12.618	S/R	S/R	79,33%	79,71%	65,12%	50,00%	76,28%	82,80%
	GVT	2	1	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	1	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	89	88	8.967	14.193	S/R	0,00%	85,43%	86,88%	37,50%	35,00%	74,06%	72,63%
	Oi Celular	80	187	24.313	44.913	S/R	89,47%	65,83%	73,16%	72,22%	96,00%	76,54%	75,89%
	Oi Fixo	66	169	37.342	72.404	S/R	100,00%	72,55%	77,98%	69,23%	92,11%	76,46%	79,07%
	Sky	82	111	17.316	25.485	S/R	100,00%	82,13%	86,57%	77,36%	80,00%	89,21%	84,65%
	Telefonica	0	0	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	100,00%	77,06%	74,47%
	Tim	122	143	17.094	23.896	S/R	S/R	75,05%	82,78%	63,81%	78,05%	62,70%	67,76%
	Vivo	42	26	19.027	26.308	S/R	S/R	88,20%	85,38%	65,79%	90,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	943	1.012	194.560	294.819	S/R	86,96%	78,56%	80,65%	59,10%	74,41%	74,61%	76,43%
Varejo	B2W	59	47	7.181	7.218	S/R	S/R	82,53%	86,13%	60,78%	81,82%	65,55%	63,02%
	Carrefour	75	73	4.411	3.132	S/R	S/R	70,67%	60,36%	32,10%	25,00%	48,18%	56,66%
	Casas Bahia	0	12	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	100,00%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	22	15	2.559	2.744	S/R	S/R	85,38%	85,36%	80,00%	77,78%	90,93%	88,31%
	Eleto Shopping	34	17	1.654	2.117	S/R	S/R	74,62%	65,46%	27,78%	54,55%	60,50%	69,53%
	Groupon	4	0	3.961	1.915	S/R	S/R	71,31%	87,77%	75,00%	0,00%	42,25%	67,89%
	Lojas Americanas	68	39	2.213	2.979	S/R	S/R	68,58%	72,24%	52,38%	95,24%	65,28%	68,23%
	Lojas Insinuante	177	103	3.160	3.588	S/R	S/R	72,18%	79,34%	34,62%	57,14%	49,42%	59,10%
	Magazine Luiza	94	82	5.936	7.630	S/R	S/R	72,63%	75,26%	44,19%	53,06%	63,52%	66,92%
	Nova Ponto Com	2	14	1.735	3.956	S/R	S/R	81,49%	84,06%	S/R	50,00%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	55	38	2.153	2.411	S/R	S/R	64,68%	73,11%	43,94%	68,75%	61,69%	67,05%
	Ponto Frio	2	47	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	64,29%	74,77%	73,40%
	Ricardo Eletro	17	3	10.045	9.516	S/R	S/R	66,24%	69,92%	0,00%	66,67%	62,95%	57,11%
	Walmart	134	94	3.657	4.914	S/R	S/R	80,00%	69,51%	47,14%	64,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	743	584	69.704	74.986	S/R	S/R	76,08%	78,21%	42,92%	62,12%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		3.584	3.037	484.131	621.123	S/R	88,00%	76,03%	77,77%	45,67%	63,72%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		5.146	4.577	395.708	551.907	100,00%	100,00%	69,84%	68,42%	48,49%	61,84%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		8.730	7.614	879.839	1.173.030	100,00%	89,29%	73,11%	73,45%	47,36%	62,45%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	RO												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	0	1.258	1.552	S/R	S/R	67,46%	70,95%	S/R	S/R	25,97%	21,85%
	Tam	0	8	1.635	1.940	S/R	100,00%	51,68%	68,63%	S/R	S/R	42,72%	52,39%
	Total Geral do Setor (Acumulado)	0	8	2.893	3.492	S/R	100,00%	58,38%	69,66%	S/R	S/R	36,64%	40,07%
Bancos	Banco do Brasil	0	8	14.014	13.787	S/R	0,00%	73,72%	77,89%	S/R	S/R	48,80%	47,24%
	BMG	0	51	11.665	16.827	S/R	0,00%	69,21%	65,55%	S/R	S/R	66,50%	76,79%
	Bradesco	0	13	34.676	42.042	S/R	S/R	79,66%	84,91%	S/R	S/R	58,88%	60,18%
	BV Financeira	0	11	11.967	16.707	S/R	S/R	61,70%	74,42%	S/R	S/R	57,06%	56,81%
	Caixa Econômica Federal	0	21	10.614	15.209	S/R	0,00%	72,37%	68,65%	S/R	S/R	49,79%	47,99%
	Citibank	0	7	7.266	7.204	S/R	S/R	80,29%	79,98%	S/R	S/R	55,43%	60,96%
	HSBC	0	20	7.910	7.882	S/R	100,00%	68,57%	73,46%	S/R	S/R	53,15%	48,05%
	Itaú	0	11	59.343	50.447	S/R	S/R	84,09%	83,27%	S/R	S/R	70,06%	56,05%
	Santander	0	9	17.701	20.878	S/R	S/R	77,02%	79,87%	S/R	S/R	61,29%	51,84%
	Total Geral do Setor (Acumulado)	0	151	175.156	190.983	S/R	25,00%	77,40%	78,90%	S/R	S/R	60,52%	57,71%
Indústria	CCE/Digibras	0	14	5.594	5.021	S/R	S/R	37,15%	51,98%	S/R	S/R	70,39%	73,25%
	Eletrolux	0	0	3.036	4.794	S/R	S/R	49,33%	56,82%	S/R	S/R	72,80%	78,27%
	LG	0	19	6.244	6.132	S/R	75,00%	78,65%	74,98%	S/R	S/R	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	0	4	2.659	5.069	S/R	S/R	71,76%	52,58%	S/R	S/R	79,27%	69,05%
	Motorola	0	0	3.541	5.328	S/R	S/R	46,79%	49,89%	S/R	S/R	59,14%	66,77%
	Nokia	0	14	3.972	5.593	S/R	S/R	71,26%	61,51%	S/R	S/R	53,20%	54,22%
	Samsung	0	34	5.913	10.872	S/R	66,67%	89,83%	82,61%	S/R	S/R	73,80%	77,66%
	Sony	0	6	2.309	2.633	S/R	S/R	76,63%	56,70%	S/R	S/R	67,14%	56,14%
	Whirlpool/Consul/Brastemp	0	2	3.357	5.389	S/R	0,00%	65,76%	56,03%	S/R	S/R	73,81%	73,04%
	Total Geral do Setor (Acumulado)	0	93	36.625	50.831	S/R	62,50%	65,15%	63,02%	S/R	S/R	70,01%	69,39%
Saúde Suplementar	Amil	0	0	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	0	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	0	0	2.324	2.094	S/R	S/R	72,62%	74,78%	S/R	S/R	62,50%	49,80%
	Total Geral do Setor (Acumulado)	0	0	5.193	6.012	S/R	S/R	75,94%	70,05%	S/R	S/R	57,57%	45,85%

Telecom	Claro	0	62	47.170	49.207	S/R	S/R	77,96%	82,29%	S/R	S/R	72,47%	77,44%
	Embratel	0	32	13.744	12.618	S/R	S/R	79,33%	79,71%	S/R	S/R	76,28%	82,80%
	GVT	0	0	3.304	13.685	S/R	S/R	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	0	0	8.967	14.193	S/R	S/R	85,43%	86,88%	S/R	S/R	74,06%	72,63%
	Oi Celular	0	150	24.313	44.913	S/R	33,33%	65,83%	73,16%	S/R	S/R	76,54%	75,89%
	Oi Fixo	0	320	37.342	72.404	S/R	80,00%	72,55%	77,98%	S/R	S/R	76,46%	79,07%
	Sky	0	21	17.316	25.485	S/R	0,00%	82,13%	86,57%	S/R	S/R	89,21%	84,65%
	Telefonica	0	0	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	0	17	17.094	23.896	S/R	S/R	75,05%	82,78%	S/R	S/R	62,70%	67,76%
	Vivo	0	8	19.027	26.308	S/R	S/R	88,20%	85,38%	S/R	S/R	81,84%	77,43%
	Total Geral do Setor (Acumulado)	0	610	194.560	294.819	S/R	50,00%	78,56%	80,65%	S/R	S/R	74,61%	76,43%
Varejo	B2W	0	16	7.181	7.218	S/R	100,00%	82,53%	86,13%	S/R	S/R	65,55%	63,02%
	Carrefour	0	0	4.411	3.132	S/R	S/R	70,67%	60,36%	S/R	S/R	48,18%	56,66%
	Casas Bahia	0	0	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	0	22	1.721	1.513	S/R	0,00%	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	0	12	2.559	2.744	S/R	100,00%	85,38%	85,36%	S/R	S/R	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	0	0	3.961	1.915	S/R	S/R	71,31%	87,77%	S/R	S/R	42,25%	67,89%
	Lojas Americanas	0	4	2.213	2.979	S/R	100,00%	68,58%	72,24%	S/R	S/R	65,28%	68,23%
	Lojas Insinuante	0	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	0	1	5.936	7.630	S/R	S/R	72,63%	75,26%	S/R	S/R	63,52%	66,92%
	Nova Ponto Com	0	1	1.735	3.956	S/R	S/R	81,49%	84,06%	S/R	S/R	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	0	2.153	2.411	S/R	S/R	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	0	0	8.806	10.977	S/R	S/R	78,45%	81,72%	S/R	S/R	74,77%	73,40%
	Ricardo Eletro	0	1	10.045	9.516	S/R	S/R	66,24%	69,92%	S/R	S/R	62,95%	57,11%
	Walmart	0	3	3.657	4.914	S/R	S/R	80,00%	69,51%	S/R	S/R	60,05%	61,63%
	Total Geral do Setor (Acumulado)	0	60	69.704	74.986	S/R	75,00%	76,08%	78,21%	S/R	S/R	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		0	922	484.131	621.123	S/R	55,17%	76,03%	77,77%	S/R	S/R	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		0	1.564	395.708	551.907	S/R	55,74%	69,84%	68,42%	S/R	S/R	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		0	2.486	879.839	1.173.030	S/R	55,63%	73,11%	73,45%	S/R	S/R	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	RS												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	39	45	1.258	1.552	80,00%	100,00%	67,46%	70,95%	0,00%	S/R	25,97%	21,85%
	Tam	48	52	1.635	1.940	90,00%	100,00%	51,68%	68,63%	0,00%	S/R	42,72%	52,39%
	Total Geral do Setor (Acumulado)	87	97	2.893	3.492	85,71%	100,00%	58,38%	69,66%	0,00%	S/R	36,64%	40,07%
Bancos	Banco do Brasil	114	75	14.014	13.787	100,00%	100,00%	73,72%	77,89%	S/R	S/R	48,80%	47,24%
	BMG	152	126	11.665	16.827	93,33%	88,89%	69,21%	65,55%	0,00%	S/R	66,50%	76,79%
	Bradesco	591	629	34.676	42.042	99,03%	100,00%	79,66%	84,91%	0,00%	S/R	58,88%	60,18%
	BV Financeira	416	612	11.967	16.707	99,15%	99,77%	61,70%	74,42%	0,00%	S/R	57,06%	56,81%
	Caixa Econômica Federal	133	188	10.614	15.209	100,00%	100,00%	72,37%	68,65%	0,00%	S/R	49,79%	47,99%
	Citibank	132	131	7.266	7.204	100,00%	100,00%	80,29%	79,98%	0,00%	S/R	55,43%	60,96%
	HSBC	91	92	7.910	7.882	100,00%	100,00%	68,57%	73,46%	S/R	S/R	53,15%	48,05%
	Itaú	1.353	1.061	59.343	50.447	98,50%	100,00%	84,09%	83,27%	0,00%	S/R	70,06%	56,05%
	Santander	201	267	17.701	20.878	97,37%	100,00%	77,02%	79,87%	0,00%	S/R	61,29%	51,84%
	Total Geral do Setor (Acumulado)	3.183	3.181	175.156	190.983	98,74%	99,47%	77,40%	78,90%	0,00%	S/R	60,52%	57,71%
Indústria	CCE/Digibras	82	171	5.594	5.021	42,86%	78,18%	37,15%	51,98%	66,67%	S/R	70,39%	73,25%
	Eletrolux	79	119	3.036	4.794	89,09%	95,35%	49,33%	56,82%	33,33%	S/R	72,80%	78,27%
	LG	81	106	6.244	6.132	99,13%	100,00%	78,65%	74,98%	76,19%	S/R	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	69	143	2.659	5.069	97,67%	96,97%	71,76%	52,58%	66,67%	S/R	79,27%	69,05%
	Motorola	39	83	3.541	5.328	100,00%	96,43%	46,79%	49,89%	S/R	S/R	59,14%	66,77%
	Nokia	78	81	3.972	5.593	100,00%	95,24%	71,26%	61,51%	66,67%	S/R	53,20%	54,22%
	Samsung	114	199	5.913	10.872	100,00%	98,89%	89,83%	82,61%	57,14%	S/R	73,80%	77,66%
	Sony	59	65	2.309	2.633	100,00%	100,00%	76,63%	56,70%	100,00%	S/R	67,14%	56,14%
	Whirlpool/Consul/Brastemp	64	112	3.357	5.389	88,89%	95,65%	65,76%	56,03%	50,00%	S/R	73,81%	73,04%
	Total Geral do Setor (Acumulado)	665	1.079	36.625	50.831	97,47%	95,03%	65,15%	63,02%	64,00%	S/R	70,01%	69,39%
Saúde Suplementar	Amil	2	2	1.072	1.893	100,00%	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	2	1	224	244	S/R	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	12	8	239	307	S/R	100,00%	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	1	0	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	33	32	2.324	2.094	100,00%	100,00%	72,62%	74,78%	S/R	S/R	62,50%	49,80%
	Total Geral do Setor (Acumulado)	50	43	5.193	6.012	100,00%	100,00%	75,94%	70,05%	S/R	S/R	57,57%	45,85%

Telecom	Claro	2.061	1.888	47.170	49.207	100,00%	98,28%	77,96%	82,29%	31,03%	0,00%	72,47%	77,44%
	Embratel	222	293	13.744	12.618	100,00%	100,00%	79,33%	79,71%	0,00%	S/R	76,28%	82,80%
	GVT	330	1.288	3.304	13.685	100,00%	96,53%	65,33%	53,19%	12,50%	S/R	52,69%	58,23%
	Intelig	1	0	65	47	S/R	S/R	76,47%	75,00%	0,00%	S/R	75,00%	44,44%
	Net	70	108	8.967	14.193	100,00%	98,18%	85,43%	86,88%	0,00%	S/R	74,06%	72,63%
	Oi Celular	513	1.852	24.313	44.913	91,18%	95,33%	65,83%	73,16%	0,00%	S/R	76,54%	75,89%
	Oi Fixo	935	2.252	37.342	72.404	99,54%	100,00%	72,55%	77,98%	68,15%	S/R	76,46%	79,07%
	Sky	1.037	1.139	17.316	25.485	100,00%	96,15%	82,13%	86,57%	0,00%	S/R	89,21%	84,65%
	Telefonica	6	7	6.218	12.063	100,00%	S/R	86,10%	90,10%	100,00%	S/R	77,06%	74,47%
	Tim	376	472	17.094	23.896	93,33%	100,00%	75,05%	82,78%	66,67%	0,00%	62,70%	67,76%
	Vivo	631	983	19.027	26.308	100,00%	99,13%	88,20%	85,38%	54,84%	0,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	6.182	10.282	194.560	294.819	99,04%	98,34%	78,56%	80,65%	51,38%	0,00%	74,61%	76,43%
Varejo	B2W	156	116	7.181	7.218	98,91%	97,44%	82,53%	86,13%	50,00%	S/R	65,55%	63,02%
	Carrefour	340	273	4.411	3.132	100,00%	93,88%	70,67%	60,36%	S/R	S/R	48,18%	56,66%
	Casas Bahia	72	35	6.998	6.520	95,45%	100,00%	81,46%	84,22%	S/R	100,00%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	61	84	2.559	2.744	99,00%	100,00%	85,38%	85,36%	S/R	S/R	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	173	82	3.961	1.915	98,70%	100,00%	71,31%	87,77%	S/R	S/R	42,25%	67,89%
	Lojas Americanas	41	41	2.213	2.979	100,00%	85,71%	68,58%	72,24%	S/R	S/R	65,28%	68,23%
	Lojas Insinuante	0	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	394	512	5.936	7.630	99,04%	96,21%	72,63%	75,26%	25,00%	S/R	63,52%	66,92%
	Nova Ponto Com	40	71	1.735	3.956	92,31%	88,89%	81,49%	84,06%	50,00%	S/R	65,90%	63,67%
	Novo Mundo	2	0	3.514	3.856	S/R	100,00%	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	0	0	2.153	2.411	100,00%	S/R	64,68%	73,11%	S/R	S/R	61,69%	67,05%
	Ponto Frio	260	188	8.806	10.977	92,75%	96,43%	78,45%	81,72%	80,00%	S/R	74,77%	73,40%
	Ricardo Eletro	26	50	10.045	9.516	75,00%	84,62%	66,24%	69,92%	S/R	S/R	62,95%	57,11%
	Walmart	299	383	3.657	4.914	96,74%	86,87%	80,00%	69,51%	40,00%	S/R	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.864	1.835	69.704	74.986	97,43%	94,16%	76,08%	78,21%	50,00%	100,00%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		12.031	16.517	484.131	621.123	97,93%	97,42%	76,03%	77,77%	49,57%	25,00%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		16.931	23.837	395.708	551.907	98,94%	98,26%	69,84%	68,42%	26,09%	66,67%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		28.962	40.354	879.839	1.173.030	98,60%	97,98%	73,11%	73,45%	44,62%	42,86%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	SC												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	33	60	1.258	1.552	80,00%	66,67%	67,46%	70,95%	66,67%	33,33%	25,97%	21,85%
	Tam	54	91	1.635	1.940	50,00%	61,90%	51,68%	68,63%	71,43%	55,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	87	151	2.893	3.492	55,56%	64,44%	58,38%	69,66%	70,00%	45,71%	36,64%	40,07%
Bancos	Banco do Brasil	393	533	14.014	13.787	35,14%	48,31%	73,72%	77,89%	74,19%	58,82%	48,80%	47,24%
	BMG	306	458	11.665	16.827	60,00%	45,38%	69,21%	65,55%	92,86%	70,73%	66,50%	76,79%
	Bradesco	1.278	1.944	34.676	42.042	36,99%	78,49%	79,66%	84,91%	57,30%	76,92%	58,88%	60,18%
	BV Financeira	524	812	11.967	16.707	20,72%	48,00%	61,70%	74,42%	48,00%	73,63%	57,06%	56,81%
	Caixa Econômica Federal	304	699	10.614	15.209	57,14%	65,09%	72,37%	68,65%	80,00%	77,19%	49,79%	47,99%
	Citibank	129	161	7.266	7.204	100,00%	57,14%	80,29%	79,98%	88,89%	83,33%	55,43%	60,96%
	HSBC	109	243	7.910	7.882	50,00%	66,67%	68,57%	73,46%	72,73%	55,00%	53,15%	48,05%
	Itaú	1.537	1.958	59.343	50.447	63,46%	70,33%	84,09%	83,27%	72,22%	72,39%	70,06%	56,05%
	Santander	690	964	17.701	20.878	72,55%	62,62%	77,02%	79,87%	71,88%	60,24%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	5.270	7.772	175.156	190.983	46,38%	61,37%	77,40%	78,90%	66,60%	70,98%	60,52%	57,71%
Indústria	CCE/Digibras	61	127	5.594	5.021	18,18%	58,00%	37,15%	51,98%	75,00%	84,38%	70,39%	73,25%
	Eletrolux	65	260	3.036	4.794	28,57%	63,41%	49,33%	56,82%	73,68%	88,24%	72,80%	78,27%
	LG	114	250	6.244	6.132	65,91%	71,91%	78,65%	74,98%	86,05%	93,75%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	61	230	2.659	5.069	88,89%	51,52%	71,76%	52,58%	100,00%	97,56%	79,27%	69,05%
	Motorola	78	259	3.541	5.328	20,83%	58,77%	46,79%	49,89%	79,31%	96,08%	59,14%	66,77%
	Nokia	53	158	3.972	5.593	100,00%	54,93%	71,26%	61,51%	77,78%	92,00%	53,20%	54,22%
	Samsung	121	503	5.913	10.872	79,07%	87,82%	89,83%	82,61%	97,37%	95,28%	73,80%	77,66%
	Sony	46	147	2.309	2.633	60,00%	57,14%	76,63%	56,70%	100,00%	75,56%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	58	342	3.357	5.389	85,00%	61,19%	65,76%	56,03%	91,67%	90,16%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	657	2.276	36.625	50.831	59,49%	66,08%	65,15%	63,02%	86,76%	91,53%	70,01%	69,39%
Saúde Suplementar	Amil	1	6	1.072	1.893	S/R	100,00%	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	4	224	244	S/R	0,00%	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	2	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	1	367	241	S/R	0,00%	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	3	3	538	666	0,00%	0,00%	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	101	121	2.324	2.094	50,00%	70,59%	72,62%	74,78%	71,43%	68,75%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	107	135	5.193	6.012	44,44%	59,09%	75,94%	70,05%	71,43%	68,75%	57,57%	45,85%

Telecom	Claro	1.381	1.951	47.170	49.207	45,83%	58,90%	77,96%	82,29%	94,87%	91,46%	72,47%	77,44%
	Embratel	364	919	13.744	12.618	45,45%	52,94%	79,33%	79,71%	93,10%	96,92%	76,28%	82,80%
	GVT	177	1.275	3.304	13.685	42,86%	44,32%	65,33%	53,19%	75,00%	71,01%	52,69%	58,23%
	Intelig	3	2	65	47	S/R	S/R	76,47%	75,00%	S/R	0,00%	75,00%	44,44%
	Net	482	535	8.967	14.193	100,00%	88,89%	85,43%	86,88%	95,45%	97,44%	74,06%	72,63%
	Oi Celular	60	1.013	24.313	44.913	66,67%	65,91%	65,83%	73,16%	0,00%	85,48%	76,54%	75,89%
	Oi Fixo	1.487	7.580	37.342	72.404	72,28%	57,19%	72,55%	77,98%	56,00%	94,32%	76,46%	79,07%
	Sky	472	1.290	17.316	25.485	73,33%	82,98%	82,13%	86,57%	100,00%	84,51%	89,21%	84,65%
	Telefonica	22	104	6.218	12.063	100,00%	42,86%	86,10%	90,10%	S/R	100,00%	77,06%	74,47%
	Tim	1.050	2.539	17.094	23.896	68,18%	56,88%	75,05%	82,78%	77,63%	90,06%	62,70%	67,76%
	Vivo	630	1.407	19.027	26.308	86,67%	68,85%	88,20%	85,38%	90,91%	92,41%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	6.128	18.615	194.560	294.819	68,08%	59,48%	78,56%	80,65%	80,39%	91,12%	74,61%	76,43%
Varejo	B2W	159	374	7.181	7.218	13,51%	85,22%	82,53%	86,13%	86,76%	89,57%	65,55%	63,02%
	Carrefour	15	14	4.411	3.132	42,86%	55,56%	70,67%	60,36%	62,50%	100,00%	48,18%	56,66%
	Casas Bahia	29	100	6.998	6.520	S/R	57,14%	81,46%	84,22%	S/R	100,00%	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	44	121	2.559	2.744	77,78%	86,84%	85,38%	85,36%	93,33%	100,00%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	115	104	3.961	1.915	56,00%	87,72%	71,31%	87,77%	85,71%	100,00%	42,25%	67,89%
	Lojas Americanas	41	86	2.213	2.979	66,67%	72,22%	68,58%	72,24%	85,71%	84,21%	65,28%	68,23%
	Lojas Insinuante	1	0	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	S/R	49,42%	59,10%
	Magazine Luiza	280	630	5.936	7.630	41,94%	69,28%	72,63%	75,26%	84,44%	90,10%	63,52%	66,92%
	Nova Ponto Com	20	147	1.735	3.956	100,00%	71,43%	81,49%	84,06%	83,33%	95,45%	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	100,00%	94,44%	89,67%
	Pão de Açúcar	1	6	2.153	2.411	S/R	100,00%	64,68%	73,11%	100,00%	S/R	61,69%	67,05%
	Ponto Frio	257	543	8.806	10.977	58,62%	80,95%	78,45%	81,72%	79,07%	95,00%	74,77%	73,40%
	Ricardo Eletro	34	47	10.045	9.516	0,00%	42,86%	66,24%	69,92%	50,00%	78,95%	62,95%	57,11%
	Walmart	86	340	3.657	4.914	53,85%	57,30%	80,00%	69,51%	88,46%	87,50%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.082	2.512	69.704	74.986	43,48%	74,66%	76,08%	78,21%	83,85%	91,22%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		13.331	31.461	484.131	621.123	53,66%	63,84%	76,03%	77,77%	76,74%	85,71%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		9.374	24.375	395.708	551.907	55,79%	62,01%	69,84%	68,42%	80,92%	72,94%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		22.705	55.836	879.839	1.173.030	54,65%	62,81%	73,11%	73,45%	78,85%	78,17%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	SE												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	16	13	1.258	1.552	66,67%	60,00%	67,46%	70,95%	S/R	S/R	25,97%	21,85%
	Tam	18	20	1.635	1.940	71,43%	75,00%	51,68%	68,63%	S/R	0,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	34	33	2.893	3.492	69,23%	68,18%	58,38%	69,66%	S/R	0,00%	36,64%	40,07%
Bancos	Banco do Brasil	97	85	14.014	13.787	75,00%	82,54%	73,72%	77,89%	S/R	100,00%	48,80%	47,24%
	BMG	31	24	11.665	16.827	64,71%	75,00%	69,21%	65,55%	S/R	S/R	66,50%	76,79%
	Bradesco	287	242	34.676	42.042	76,23%	91,20%	79,66%	84,91%	16,67%	60,00%	58,88%	60,18%
	BV Financeira	38	22	11.967	16.707	60,00%	76,92%	61,70%	74,42%	S/R	0,00%	57,06%	56,81%
	Caixa Econômica Federal	103	97	10.614	15.209	58,49%	72,22%	72,37%	68,65%	S/R	0,00%	49,79%	47,99%
	Citibank	91	81	7.266	7.204	85,33%	85,71%	80,29%	79,98%	S/R	100,00%	55,43%	60,96%
	HSBC	33	24	7.910	7.882	47,62%	80,00%	68,57%	73,46%	S/R	100,00%	53,15%	48,05%
	Itaú	613	428	59.343	50.447	80,65%	78,95%	84,09%	83,27%	S/R	65,22%	70,06%	56,05%
	Santander	57	69	17.701	20.878	94,87%	78,57%	77,02%	79,87%	S/R	66,67%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	1.350	1.072	175.156	190.983	77,48%	82,33%	77,40%	78,90%	16,67%	65,00%	60,52%	57,71%
Indústria	CCE/Digibras	380	184	5.594	5.021	26,86%	55,10%	37,15%	51,98%	11,11%	73,47%	70,39%	73,25%
	Eletrolux	44	62	3.036	4.794	30,77%	65,85%	49,33%	56,82%	S/R	64,00%	72,80%	78,27%
	LG	89	64	6.244	6.132	83,87%	75,00%	78,65%	74,98%	S/R	100,00%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	21	97	2.659	5.069	45,45%	62,26%	71,76%	52,58%	S/R	70,00%	79,27%	69,05%
	Motorola	50	136	3.541	5.328	45,16%	51,16%	46,79%	49,89%	S/R	S/R	59,14%	66,77%
	Nokia	58	69	3.972	5.593	75,00%	58,00%	71,26%	61,51%	S/R	0,00%	53,20%	54,22%
	Samsung	152	182	5.913	10.872	95,73%	84,75%	89,83%	82,61%	S/R	0,00%	73,80%	77,66%
	Sony	46	29	2.309	2.633	65,38%	58,82%	76,63%	56,70%	S/R	100,00%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	64	178	3.357	5.389	69,39%	64,65%	65,76%	56,03%	S/R	100,00%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	904	1.001	36.625	50.831	55,21%	65,02%	65,15%	63,02%	11,11%	73,27%	70,01%	69,39%
Saúde Suplementar	Amil	0	0	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	3	2	224	244	100,00%	S/R	71,43%	57,73%	S/R	S/R	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	100,00%	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	27	16	429	567	82,35%	77,78%	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	3	0	367	241	33,33%	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	1	1	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	0	0	2.324	2.094	S/R	S/R	72,62%	74,78%	S/R	S/R	62,50%	49,80%
	Total Geral do Setor (Acumulado)	34	19	5.193	6.012	77,27%	80,00%	75,94%	70,05%	S/R	S/R	57,57%	45,85%

Telecom	Claro	254	194	47.170	49.207	68,25%	72,94%	77,96%	82,29%	S/R	90,91%	72,47%	77,44%
	Embratel	136	83	13.744	12.618	59,05%	77,42%	79,33%	79,71%	100,00%	100,00%	76,28%	82,80%
	GVT	7	68	3.304	13.685	S/R	58,70%	65,33%	53,19%	S/R	S/R	52,69%	58,23%
	Intelig	0	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	46	25	8.967	14.193	60,00%	90,48%	85,43%	86,88%	S/R	S/R	74,06%	72,63%
	Oi Celular	56	42	24.313	44.913	60,00%	63,89%	65,83%	73,16%	S/R	100,00%	76,54%	75,89%
	Oi Fixo	721	748	37.342	72.404	69,83%	69,93%	72,55%	77,98%	S/R	86,96%	76,46%	79,07%
	Sky	154	170	17.316	25.485	81,93%	84,42%	82,13%	86,57%	S/R	75,00%	89,21%	84,65%
	Telefonica	2	1	6.218	12.063	100,00%	100,00%	86,10%	90,10%	S/R	S/R	77,06%	74,47%
	Tim	101	67	17.094	23.896	59,38%	78,33%	75,05%	82,78%	S/R	66,67%	62,70%	67,76%
	Vivo	304	217	19.027	26.308	85,52%	86,39%	88,20%	85,38%	S/R	100,00%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	1.781	1.615	194.560	294.819	71,60%	74,75%	78,56%	80,65%	100,00%	86,54%	74,61%	76,43%
Varejo	B2W	36	38	7.181	7.218	73,91%	92,11%	82,53%	86,13%	S/R	S/R	65,55%	63,02%
	Carrefour	11	0	4.411	3.132	28,57%	S/R	70,67%	60,36%	S/R	S/R	48,18%	56,66%
	Casas Bahia	0	0	6.998	6.520	S/R	S/R	81,46%	84,22%	S/R	S/R	74,20%	70,71%
	City Lar	0	0	1.721	1.513	S/R	S/R	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	7	17	2.559	2.744	83,33%	85,71%	85,38%	85,36%	S/R	S/R	90,93%	88,31%
	Eleto Shopping	1	1	1.654	2.117	100,00%	100,00%	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	64	22	3.961	1.915	67,44%	100,00%	71,31%	87,77%	S/R	0,00%	42,25%	67,89%
	Lojas Americanas	70	100	2.213	2.979	73,91%	81,40%	68,58%	72,24%	S/R	33,33%	65,28%	68,23%
	Lojas Insinuante	168	170	3.160	3.588	32,88%	74,04%	72,18%	79,34%	S/R	50,00%	49,42%	59,10%
	Magazine Luiza	53	77	5.936	7.630	21,05%	68,00%	72,63%	75,26%	S/R	S/R	63,52%	66,92%
	Nova Ponto Com	3	12	1.735	3.956	100,00%	100,00%	81,49%	84,06%	S/R	S/R	65,90%	63,67%
	Novo Mundo	0	0	3.514	3.856	S/R	S/R	73,03%	69,94%	S/R	S/R	94,44%	89,67%
	Pão de Açúcar	20	35	2.153	2.411	44,44%	83,33%	64,68%	73,11%	S/R	100,00%	61,69%	67,05%
	Ponto Frio	34	74	8.806	10.977	82,76%	81,40%	78,45%	81,72%	S/R	100,00%	74,77%	73,40%
	Ricardo Eletro	0	0	10.045	9.516	S/R	S/R	66,24%	69,92%	S/R	S/R	62,95%	57,11%
	Walmart	37	41	3.657	4.914	51,72%	77,14%	80,00%	69,51%	S/R	0,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	504	587	69.704	74.986	55,89%	79,90%	76,08%	78,21%	S/R	50,00%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		4.607	4.327	484.131	621.123	68,41%	75,55%	76,03%	77,77%	18,75%	73,08%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		4.377	4.926	395.708	551.907	62,51%	69,77%	69,84%	68,42%	50,00%	46,79%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		8.984	9.253	879.839	1.173.030	65,57%	72,66%	73,11%	73,45%	25,00%	57,31%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	SP												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	256	303	1.258	1.552	64,42%	77,93%	67,46%	70,95%	19,18%	33,33%	25,97%	21,85%
	Tam	330	401	1.635	1.940	49,60%	75,41%	51,68%	68,63%	28,00%	56,88%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	586	704	2.893	3.492	56,33%	76,53%	58,38%	69,66%	25,11%	49,08%	36,64%	40,07%
Bancos	Banco do Brasil	1.397	1.841	14.014	13.787	71,39%	78,49%	73,72%	77,89%	28,19%	25,29%	48,80%	47,24%
	BMG	783	1.283	11.665	16.827	71,38%	63,86%	69,21%	65,55%	30,94%	38,85%	66,50%	76,79%
	Bradesco	4.996	8.429	34.676	42.042	81,41%	88,07%	79,66%	84,91%	44,10%	45,80%	58,88%	60,18%
	BV Financeira	1.553	3.740	11.967	16.707	45,80%	70,17%	61,70%	74,42%	12,42%	21,07%	57,06%	56,81%
	Caixa Econômica Federal	1.455	2.512	10.614	15.209	72,73%	72,99%	72,37%	68,65%	14,29%	17,44%	49,79%	47,99%
	Citibank	654	1.019	7.266	7.204	83,51%	84,24%	80,29%	79,98%	37,40%	52,63%	55,43%	60,96%
	HSBC	504	768	7.910	7.882	61,05%	73,74%	68,57%	73,46%	24,29%	20,14%	53,15%	48,05%
	Itaú	8.812	10.647	59.343	50.447	87,23%	83,13%	84,09%	83,27%	64,52%	21,31%	70,06%	56,05%
	Santander	3.503	5.636	17.701	20.878	79,03%	79,94%	77,02%	79,87%	57,06%	44,96%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	23.657	35.875	175.156	190.983	79,29%	80,35%	77,40%	78,90%	41,57%	30,67%	60,52%	57,71%
Indústria	CCE/Digibras	574	1.154	5.594	5.021	41,85%	60,84%	37,15%	51,98%	70,87%	82,91%	70,39%	73,25%
	Eletrolux	618	1.241	3.036	4.794	49,44%	61,50%	49,33%	56,82%	76,67%	83,77%	72,80%	78,27%
	LG	772	1.170	6.244	6.132	82,25%	77,57%	78,65%	74,98%	70,69%	44,04%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	502	1.088	2.659	5.069	70,79%	55,02%	71,76%	52,58%	77,78%	62,98%	79,27%	69,05%
	Motorola	730	1.727	3.541	5.328	44,25%	50,56%	46,79%	49,89%	53,90%	49,86%	59,14%	66,77%
	Nokia	452	729	3.972	5.593	59,82%	59,22%	71,26%	61,51%	20,47%	31,13%	53,20%	54,22%
	Samsung	779	2.581	5.913	10.872	92,59%	87,41%	89,83%	82,61%	92,86%	90,35%	73,80%	77,66%
	Sony	254	501	2.309	2.633	75,96%	58,63%	76,63%	56,70%	65,79%	30,39%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	450	835	3.357	5.389	64,04%	56,82%	65,76%	56,03%	39,58%	57,79%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	5.131	11.026	36.625	50.831	64,96%	65,74%	65,15%	63,02%	60,32%	57,80%	70,01%	69,39%
Saúde Suplementar	Amil	656	922	1.072	1.893	79,42%	75,81%	78,56%	70,30%	66,29%	41,10%	61,02%	44,87%
	Bradesco Saúde	57	69	224	244	72,22%	61,11%	71,43%	57,73%	9,09%	9,52%	11,11%	8,89%
	Golden Cross	62	69	239	307	80,43%	71,43%	72,41%	66,04%	14,29%	50,00%	55,56%	46,67%
	Hapvida	0	1	429	567	S/R	100,00%	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	291	219	367	241	90,15%	89,47%	87,25%	88,37%	50,00%	81,82%	60,00%	75,00%
	Sul América Saúde	323	341	538	666	79,10%	74,57%	74,68%	63,97%	40,63%	26,47%	37,04%	27,63%
	Unimed	226	244	2.324	2.094	74,87%	77,11%	72,62%	74,78%	35,14%	18,33%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	1.615	1.865	5.193	6.012	79,72%	76,32%	75,94%	70,05%	49,46%	34,04%	57,57%	45,85%

Telecom	Claro	4.138	6.858	47.170	49.207	80,31%	84,45%	77,96%	82,29%	69,82%	84,88%	72,47%	77,44%
	Embratel	2.574	3.862	13.744	12.618	83,06%	83,21%	79,33%	79,71%	85,37%	87,60%	76,28%	82,80%
	GVT	76	625	3.304	13.685	21,43%	52,94%	65,33%	53,19%	0,00%	33,33%	52,69%	58,23%
	Intelig	7	7	65	47	85,71%	75,00%	76,47%	75,00%	100,00%	0,00%	75,00%	44,44%
	Net	2.525	5.456	8.967	14.193	87,45%	89,59%	85,43%	86,88%	61,94%	60,71%	74,06%	72,63%
	Oi Celular	1.713	4.739	24.313	44.913	66,97%	71,17%	65,83%	73,16%	67,06%	82,97%	76,54%	75,89%
	Oi Fixo	80	135	37.342	72.404	93,51%	80,00%	72,55%	77,98%	61,54%	80,00%	76,46%	79,07%
	Sky	2.303	4.808	17.316	25.485	84,35%	88,45%	82,13%	86,57%	72,92%	69,35%	89,21%	84,65%
	Telefonica	5.886	11.693	6.218	12.063	86,30%	90,23%	86,10%	90,10%	77,73%	75,65%	77,06%	74,47%
	Tim	2.580	5.621	17.094	23.896	78,87%	85,16%	75,05%	82,78%	56,60%	58,11%	62,70%	67,76%
	Vivo	1.795	5.572	19.027	26.308	90,66%	87,43%	88,20%	85,38%	92,86%	83,08%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	23.677	49.376	194.560	294.819	82,71%	85,25%	78,56%	80,65%	71,22%	73,19%	74,61%	76,43%
Varejo	B2W	1.903	1.654	7.181	7.218	85,63%	90,57%	82,53%	86,13%	71,02%	64,71%	65,55%	63,02%
	Carrefour	862	563	4.411	3.132	73,57%	62,03%	70,67%	60,36%	48,72%	75,68%	48,18%	56,66%
	Casas Bahia	1.335	636	6.998	6.520	87,73%	89,86%	81,46%	84,22%	72,11%	72,46%	74,20%	70,71%
	City Lar	0	3	1.721	1.513	S/R	66,67%	72,30%	74,33%	S/R	S/R	90,91%	85,37%
	Compra Fácil	579	578	2.559	2.744	86,24%	88,57%	85,38%	85,36%	88,12%	88,10%	90,93%	88,31%
	Eleto Shopping	10	3	1.654	2.117	50,00%	40,00%	74,62%	65,46%	0,00%	100,00%	60,50%	69,53%
	Groupon	1.091	552	3.961	1.915	70,04%	91,58%	71,31%	87,77%	41,49%	72,16%	42,25%	67,89%
	Lojas Americanas	49	97	2.213	2.979	85,19%	72,46%	68,58%	72,24%	55,56%	71,43%	65,28%	68,23%
	Lojas Insinuante	2	4	3.160	3.588	50,00%	100,00%	72,18%	79,34%	0,00%	S/R	49,42%	59,10%
	Magazine Luiza	1.296	1.625	5.936	7.630	77,46%	84,85%	72,63%	75,26%	54,45%	72,06%	63,52%	66,92%
	Nova Ponto Com	713	1.810	1.735	3.956	86,45%	87,30%	81,49%	84,06%	69,23%	65,25%	65,90%	63,67%
	Novo Mundo	2	8	3.514	3.856	50,00%	54,55%	73,03%	69,94%	0,00%	40,00%	94,44%	89,67%
	Pão de Açúcar	348	474	2.153	2.411	80,49%	83,72%	64,68%	73,11%	26,67%	79,25%	61,69%	67,05%
	Ponto Frio	567	2.229	8.806	10.977	79,38%	88,47%	78,45%	81,72%	69,66%	77,31%	74,77%	73,40%
	Ricardo Eletro	450	761	10.045	9.516	73,37%	64,95%	66,24%	69,92%	67,65%	72,84%	62,95%	57,11%
	Walmart	550	734	3.657	4.914	92,86%	78,57%	80,00%	69,51%	70,69%	41,57%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	9.757	11.731	69.704	74.986	81,99%	84,61%	76,08%	78,21%	65,24%	70,06%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		64.423	110.577	484.131	621.123	79,49%	81,19%	76,03%	77,77%	55,55%	49,00%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		59.749	126.237	395.708	551.907	70,15%	70,23%	69,84%	68,42%	34,50%	33,76%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		124.172	236.814	879.839	1.173.030	75,12%	75,73%	73,11%	73,45%	44,13%	40,44%	64,72%	62,59%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	TO												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul		Jan a Jul	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	30	24	1.258	1.552	100,00%	S/R	67,46%	70,95%	25,00%	25,00%	25,97%	21,85%
	Tam	53	32	1.635	1.940	S/R	S/R	51,68%	68,63%	85,71%	50,00%	42,72%	52,39%
	Total Geral do Setor (Acumulado)	83	56	2.893	3.492	100,00%	S/R	58,38%	69,66%	72,22%	40,00%	36,64%	40,07%
Bancos	Banco do Brasil	614	631	14.014	13.787	51,61%	28,57%	73,72%	77,89%	93,18%	100,00%	48,80%	47,24%
	BMG	972	4.186	11.665	16.827	50,00%	92,86%	69,21%	65,55%	63,04%	86,87%	66,50%	76,79%
	Bradesco	934	2.402	34.676	42.042	82,35%	80,00%	79,66%	84,91%	43,00%	54,55%	58,88%	60,18%
	BV Financeira	323	1.055	11.967	16.707	60,00%	100,00%	61,70%	74,42%	22,22%	96,43%	57,06%	56,81%
	Caixa Econômica Federal	445	527	10.614	15.209	70,00%	70,00%	72,37%	68,65%	85,25%	71,88%	49,79%	47,99%
	Citibank	74	61	7.266	7.204	S/R	S/R	80,29%	79,98%	26,67%	14,29%	55,43%	60,96%
	HSBC	204	155	7.910	7.882	0,00%	100,00%	68,57%	73,46%	30,77%	21,05%	53,15%	48,05%
	Itaú	565	439	59.343	50.447	87,50%	100,00%	84,09%	83,27%	81,08%	68,75%	70,06%	56,05%
	Santander	305	292	17.701	20.878	50,00%	60,00%	77,02%	79,87%	53,33%	20,93%	61,29%	51,84%
	Total Geral do Setor (Acumulado)	4.436	9.748	175.156	190.983	62,79%	71,95%	77,40%	78,90%	58,48%	66,23%	60,52%	57,71%
Indústria	CCE/Digibras	124	86	5.594	5.021	S/R	100,00%	37,15%	51,98%	86,96%	88,89%	70,39%	73,25%
	Eletrolux	64	88	3.036	4.794	S/R	S/R	49,33%	56,82%	100,00%	100,00%	72,80%	78,27%
	LG	233	150	6.244	6.132	S/R	S/R	78,65%	74,98%	93,20%	77,22%	73,80%	67,68%
	Mabe/GE/Dako/Bosch/Continental	24	60	2.659	5.069	S/R	100,00%	71,76%	52,58%	100,00%	100,00%	79,27%	69,05%
	Motorola	45	51	3.541	5.328	S/R	S/R	46,79%	49,89%	70,00%	100,00%	59,14%	66,77%
	Nokia	68	137	3.972	5.593	S/R	S/R	71,26%	61,51%	92,86%	89,19%	53,20%	54,22%
	Samsung	124	218	5.913	10.872	100,00%	100,00%	89,83%	82,61%	75,00%	85,51%	73,80%	77,66%
	Sony	54	81	2.309	2.633	S/R	0,00%	76,63%	56,70%	66,67%	83,33%	67,14%	56,14%
	Whirlpool/Consul/Brastemp	97	103	3.357	5.389	S/R	S/R	65,76%	56,03%	100,00%	95,65%	73,81%	73,04%
	Total Geral do Setor (Acumulado)	833	974	36.625	50.831	100,00%	75,00%	65,15%	63,02%	86,15%	87,42%	70,01%	69,39%
Saúde Suplementar	Amil	1	1	1.072	1.893	S/R	S/R	78,56%	70,30%	S/R	S/R	61,02%	44,87%
	Bradesco Saúde	0	1	224	244	S/R	S/R	71,43%	57,73%	S/R	0,00%	11,11%	8,89%
	Golden Cross	0	0	239	307	S/R	S/R	72,41%	66,04%	S/R	S/R	55,56%	46,67%
	Hapvida	0	0	429	567	S/R	S/R	68,18%	57,71%	S/R	S/R	61,25%	62,16%
	Intermedica	0	0	367	241	S/R	S/R	87,25%	88,37%	S/R	S/R	60,00%	75,00%
	Sul América Saúde	0	1	538	666	S/R	S/R	74,68%	63,97%	S/R	S/R	37,04%	27,63%
	Unimed	86	82	2.324	2.094	100,00%	100,00%	72,62%	74,78%	80,00%	83,33%	62,50%	49,80%
	Total Geral do Setor (Acumulado)	87	85	5.193	6.012	100,00%	100,00%	75,94%	70,05%	80,00%	71,43%	57,57%	45,85%

Telecom	Claro	2.228	1.883	47.170	49.207	0,00%	S/R	77,96%	82,29%	68,12%	68,52%	72,47%	77,44%
	Embratel	217	173	13.744	12.618	100,00%	S/R	79,33%	79,71%	75,00%	42,86%	76,28%	82,80%
	GVT	7	12	3.304	13.685	S/R	S/R	65,33%	53,19%	100,00%	S/R	52,69%	58,23%
	Intelig	2	0	65	47	S/R	S/R	76,47%	75,00%	S/R	S/R	75,00%	44,44%
	Net	28	22	8.967	14.193	100,00%	S/R	85,43%	86,88%	100,00%	100,00%	74,06%	72,63%
	Oi Celular	1.101	2.019	24.313	44.913	100,00%	S/R	65,83%	73,16%	86,15%	77,08%	76,54%	75,89%
	Oi Fixo	1.161	2.283	37.342	72.404	100,00%	0,00%	72,55%	77,98%	69,88%	66,00%	76,46%	79,07%
	Sky	296	530	17.316	25.485	100,00%	100,00%	82,13%	86,57%	100,00%	70,00%	89,21%	84,65%
	Telefonica	12	18	6.218	12.063	S/R	S/R	86,10%	90,10%	S/R	100,00%	77,06%	74,47%
	Tim	308	369	17.094	23.896	S/R	100,00%	75,05%	82,78%	47,06%	55,00%	62,70%	67,76%
	Vivo	365	428	19.027	26.308	S/R	S/R	88,20%	85,38%	81,82%	43,33%	81,84%	77,43%
	Total Geral do Setor (Acumulado)	5.725	7.737	194.560	294.819	83,33%	60,00%	78,56%	80,65%	75,49%	64,71%	74,61%	76,43%
Varejo	B2W	164	151	7.181	7.218	100,00%	100,00%	82,53%	86,13%	92,86%	64,15%	65,55%	63,02%
	Carrefour	42	10	4.411	3.132	S/R	S/R	70,67%	60,36%	83,33%	66,67%	48,18%	56,66%
	Casas Bahia	30	72	6.998	6.520	S/R	S/R	81,46%	84,22%	66,67%	100,00%	74,20%	70,71%
	City Lar	400	256	1.721	1.513	0,00%	S/R	72,30%	74,33%	90,60%	88,71%	90,91%	85,37%
	Compra Fácil	94	75	2.559	2.744	100,00%	100,00%	85,38%	85,36%	94,74%	92,31%	90,93%	88,31%
	Eleto Shopping	0	0	1.654	2.117	S/R	S/R	74,62%	65,46%	S/R	S/R	60,50%	69,53%
	Groupon	10	0	3.961	1.915	S/R	S/R	71,31%	87,77%	S/R	100,00%	42,25%	67,89%
	Lojas Americanas	136	194	2.213	2.979	50,00%	100,00%	68,58%	72,24%	78,79%	75,00%	65,28%	68,23%
	Lojas Insinuante	2	3	3.160	3.588	S/R	S/R	72,18%	79,34%	S/R	0,00%	49,42%	59,10%
	Magazine Luiza	13	17	5.936	7.630	S/R	S/R	72,63%	75,26%	100,00%	100,00%	63,52%	66,92%
	Nova Ponto Com	39	49	1.735	3.956	0,00%	S/R	81,49%	84,06%	100,00%	100,00%	65,90%	63,67%
	Novo Mundo	405	605	3.514	3.856	100,00%	S/R	73,03%	69,94%	98,21%	100,00%	94,44%	89,67%
	Pão de Açúcar	129	132	2.153	2.411	100,00%	S/R	64,68%	73,11%	100,00%	93,33%	61,69%	67,05%
	Ponto Frio	12	63	8.806	10.977	100,00%	S/R	78,45%	81,72%	8,33%	100,00%	74,77%	73,40%
	Ricardo Eletro	60	25	10.045	9.516	S/R	S/R	66,24%	69,92%	100,00%	80,00%	62,95%	57,11%
	Walmart	29	30	3.657	4.914	S/R	S/R	80,00%	69,51%	80,00%	50,00%	60,05%	61,63%
	Total Geral do Setor (Acumulado)	1.565	1.682	69.704	74.986	82,35%	100,00%	76,08%	78,21%	90,13%	85,63%	65,89%	66,72%
Total Geral dos Fornecedores Monitorados		12.729	20.282	484.131	621.123	68,14%	72,63%	76,03%	77,77%	77,52%	76,15%	66,99%	66,87%
Demais Fornecedores (Não Monitorados)		11.752	14.366	395.708	551.907	68,64%	59,77%	69,84%	68,42%	80,35%	78,96%	62,60%	59,15%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		24.481	34.648	879.839	1.173.030	68,40%	66,48%	73,11%	73,45%	78,97%	77,66%	64,72%	62,59%

Legenda: S/R - Sem Registro