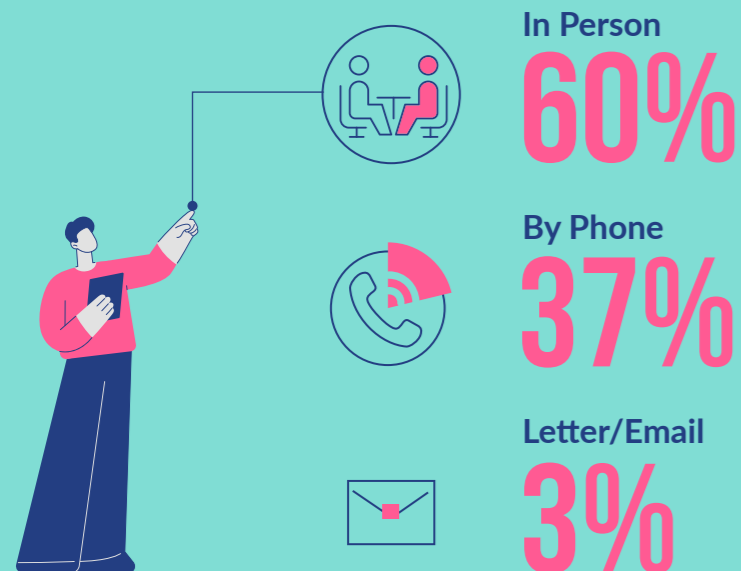


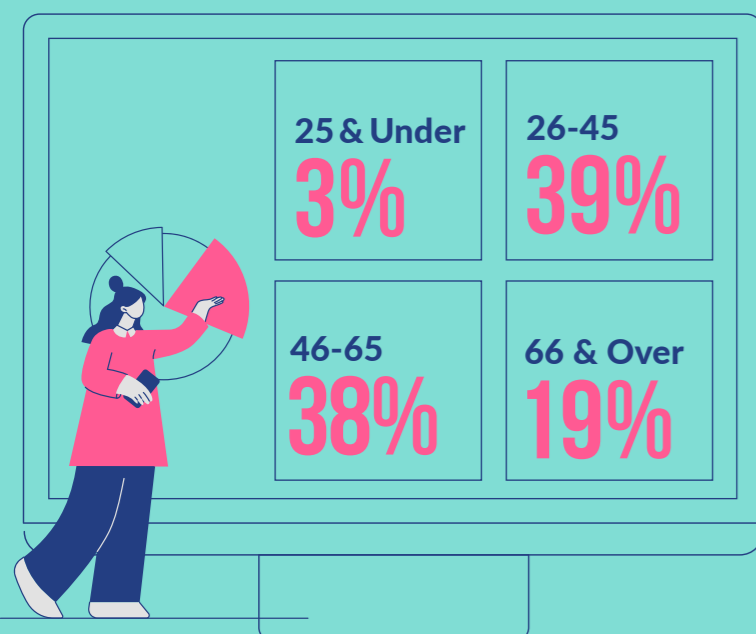
# Citizens Information Services Statistical Highlights 2023

## Caller Profile

### Mode of Contact

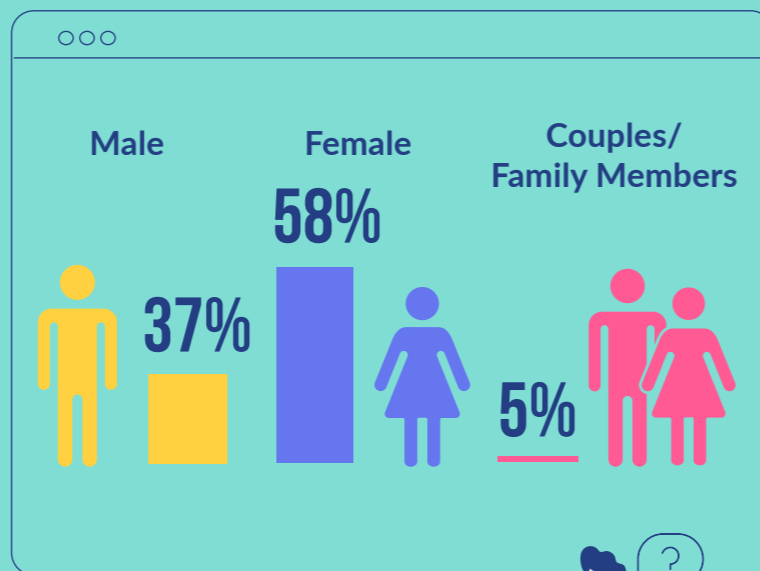


### Age



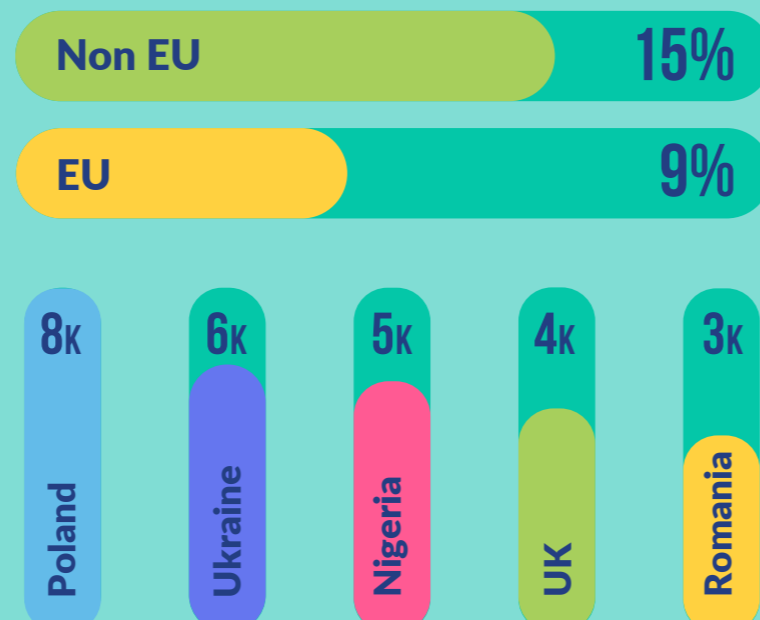
**397,605** Callers

### Gender



### Callers' Country of Origin (excluding Ireland)\*

\*Recorded for over 60% of callers



## Query Type

**795,278** Queries

### Top 5 Query Categories\*



\*Local queries is a generic category and is therefore not included in top 5  
Other categories can be seen on datahub

### Top 5 Payments/Schemes

These payments/schemes accounted for over a quarter of all queries

