

# The Hungarian Model

Cross border consumer protection:  
Perspectives of a cooperation between  
the network for national enforcement bodies  
and  
European Consumer Centre' Network

# Basic Information

- Name of the ECC: ECC Hungary
- Host organisation:  
Országos Fogyasztóvédelmi Egyesület (OFE)  
National Association for Consumer Protection  
in Hungary (NACPH)
- Type of the organisation: NGO
- Beginning of the activity of the ECC: 1. June  
2006.

# About the host organisation

- Founded in 1982 (predecessor: National Consumer Council);
- 45 local organisations;
- 35 advisory offices throughout Hungary
- 6 expert committees

# Benefits of an NGO host organisation

- Consumers' confidence
- Independency
- Flexibility:
  - Less strict rules of procedure
  - Easier reaction

# Disadvantages of an NGO host organisation

- Less possibility to pressure to the business
- Lack of sources

# WHY NGO in Hungary?

## The main objectives of the ECC's

1. Promotional activities
2. Direct provision of information
3. Assisting consumers with a complaint
4. Assisting consumers with a dispute
5. ADR development
6. Networking and feedback

# Thank You For Your Attention

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