

# Cross-border consumer protection:

Perspectives of a cooperation between the network for national enforcement bodies and the European Consumer Centres' Network

## Who is competent?

### CPC-Net

1. One SLO and up to several 100 competent authorities per country : the SLO is competent for the coordination between the countries' competent authorities, the competent authorities are competent for the enforcement of consumer protection rules in their country
2. The SLO is often also competent authority for some sectors except e.g. Financial Services, Air Passengers' Rights
3. Mandated third parties in some countries (some are authorities, some are not)

### ECC-Net

1. One ECC per country (but: some countries have more than one office)
2. Normally the consumer addresses the ECC of its own country (consumer ECC) and asks for information or submits a complaint
3. The consumer ECC transfers the case to the ECC of the trader's country (Trader ECC) and tries to find an amicable solution either by addressing the trader directly or by transferring the case to an ADR



**Europäisches  
Verbraucherzentrum  
Deutschland**



**Baden-Württemberg**

MINISTERIUM FÜR ERNÄHRUNG UND LÄNDLICHEN RAUM

# Cross-border consumer protection:

Perspectives of a cooperation between the network for national enforcement bodies and the European Consumer Centres' Network

## What for?

### CPC-Net: Enforcement

=► Enforcement means to assure the respect of European consumer protection rules in the collective interest

These rules are laid down in the directives and regulations listed in the annex of the Regulation 2006/2004.

### ECC-Net: Redress

=► Redress means to realize individual claims of single consumers  
The ECCs are not restricted to ask for redress only in cases in which the European consumer protection regulations and directives are concerned.



**Europäisches  
Verbraucherzentrum  
Deutschland**



**Baden-Württemberg**

MINISTERIUM FÜR ERNÄHRUNG UND LÄNDLICHEN RAUM

# Cross-border consumer protection:

Perspectives of a cooperation between the network for national enforcement bodies and the European Consumer Centres' Network

## The measures

### CPC

- SLOs:  
coordination between CAs
- Competent authorities:  
Take the measures necessary to assess, cease or prevent intra-Community infringements  
Investigatory and enforcement powers
- Third parties:  
Warning notices, action for injunction, fines in case of disobedience with the court decision

### ECC

- Information to warn consumers:  
Some ECCs have blacklists, others give warnings to the press without naming
- Support with complaints
- Interventions:  
Direct contact with the trader in order to find an amicable solution
- Transfer to ADR bodies, enforcement bodies and competent authorities



**Europäisches  
Verbraucherzentrum  
Deutschland**



**Baden-Württemberg**  
MINISTERIUM FÜR ERNÄHRUNG UND LÄNDLICHEN RAUM

# Cross-border consumer protection:

Perspectives of a cooperation between the network for national enforcement bodies and the European Consumer Centres' Network

## The existing cooperations

- No common system, but common basic patterns
  - In many countries at least first contacts exist: ECCs are transferring information about consumers from their countries that have been victim of an infringement but also about traders frauding consumers from other countries
  - As the ECCs are the first contact point for the consumers, these are in most cases the first to know about infringements.
- Problems
  - Transfer of information between competent authorities and ECCs especially when these are no authorities
  - Identification of the competent authority in specific cases



**Europäisches  
Verbraucherzentrum  
Deutschland**



**Baden-Württemberg**  
MINISTERIUM FÜR ERNÄHRUNG UND LÄNDLICHEN RAUM

# Cross-border consumer protection:

Perspectives of a cooperation between the network for national enforcement bodies and the European Consumer Centres' Network

## Future Cooperation

In order to assure an efficient and rapid consumer protection in the general consumers' interest as well as in the interest of every individual, a clear and concise system of cooperation should be installed. All members of the two nets should know whom to contact in which case...

Proposition: Regular meetings between ECCs and CPC (SLOs and/or Competent authorities)



**Europäisches  
Verbraucherzentrum  
Deutschland**



**Baden-Württemberg**  
MINISTERIUM FÜR ERNÄHRUNG UND LÄNDLICHEN RAUM