



Making Life of Europeans easier – the ultimate goal

European Consumer Centres Network (ECC-Net)

E-Sens conference

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The European Consumer Centers Network (ECC-Net)



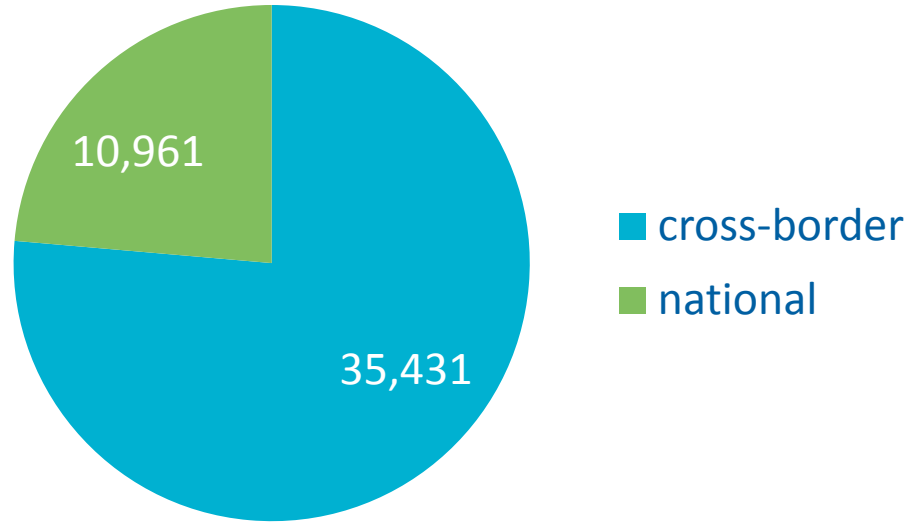
- ECC-Net: European Member States, Iceland, Norway
- Helping consumers with practical cross-border problems (free of charge)
- Strengthening citizens confidence in the Single Market

Information requests 2016

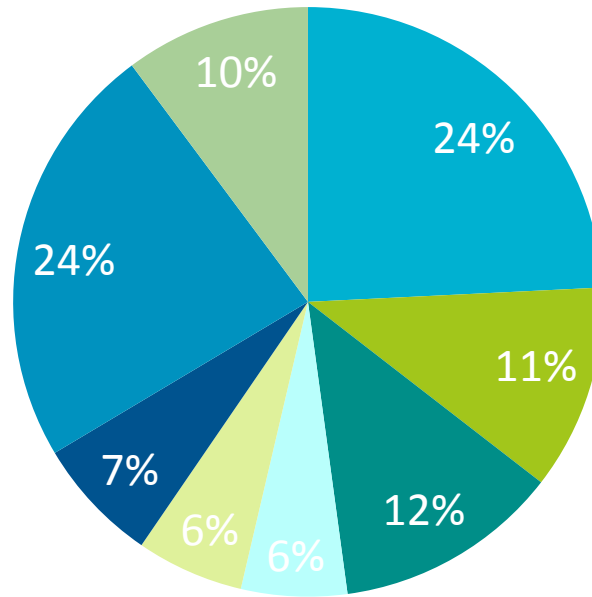
In total:

46.392
information
requests

topics



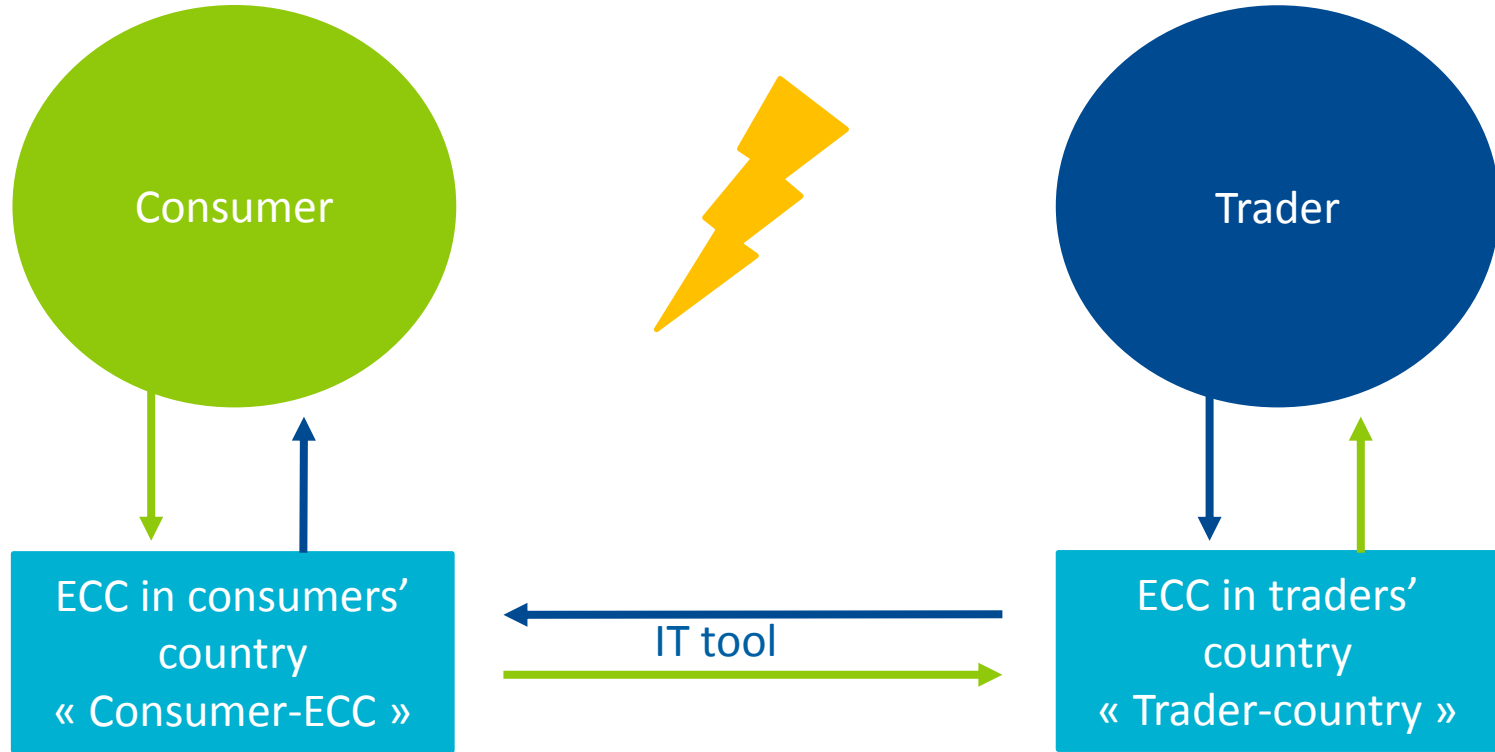
Information requests / topics 2016



- Transport
- Recreation and culture
- Miscellaneous goods and services
- Furnishing & Household
- Communication
- Clothing and Footwear
- Outside COICOP
- Others



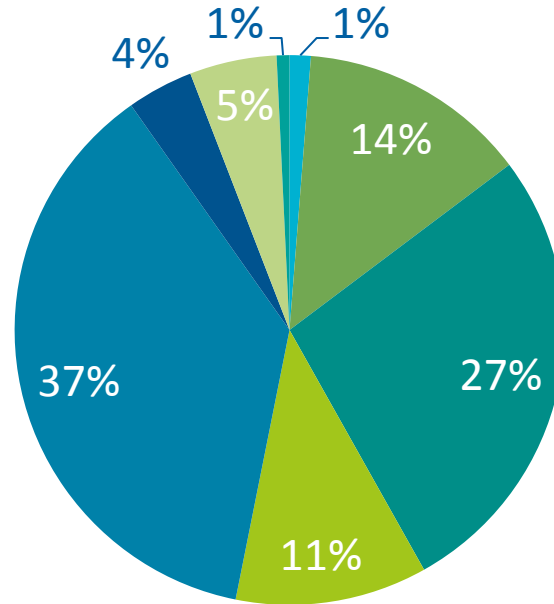
The way we help consumer



Normal complaints / topics 2016

In total:

12.951 normal complaints & disputes



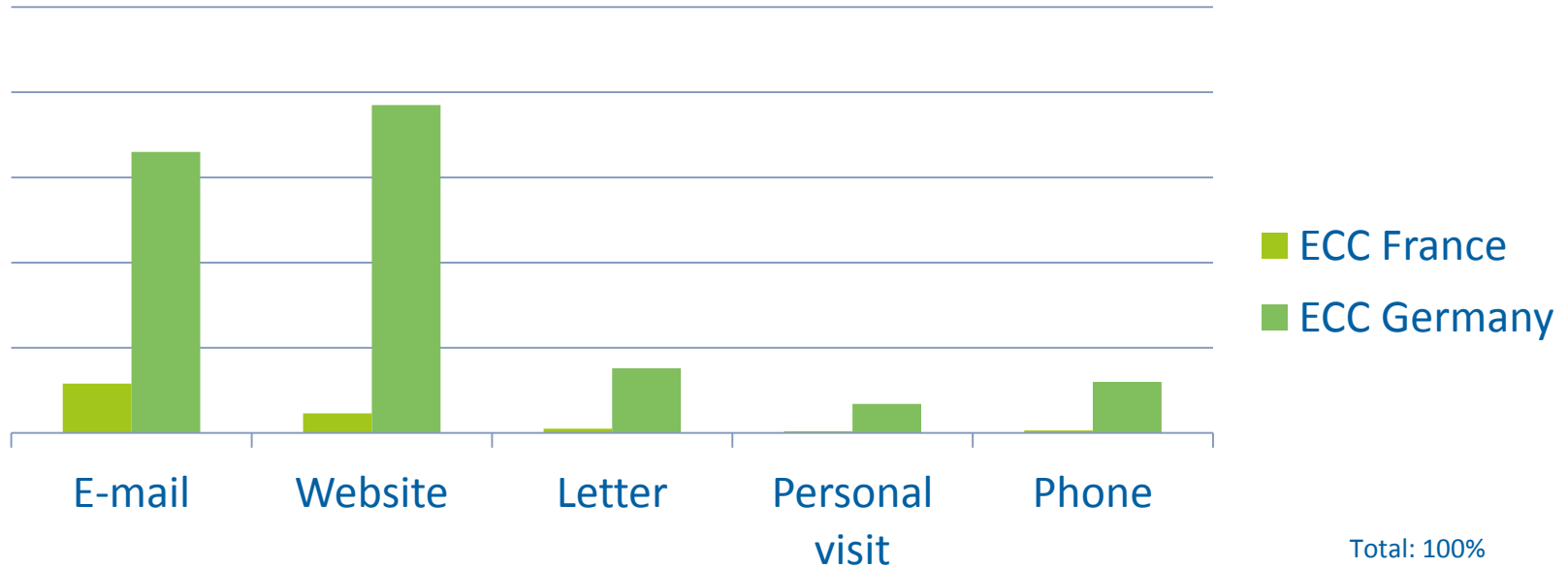
- Administrative formalities
- Contract terms
- Delivery
- Price and payment
- Product/Service
- Redress
- Selling Technique
- Others



- ✓ 3 out of 4 complaints are related to e-commerce



How people contact the ECC Net



Dispute resolution

- In 51 % of all normal complaints, an amicable solution was found
- If no solution can be found, these are further steps:
 - Alternative Dispute Resolution / Online Dispute Resolution
 - Small claims procedure
 - European payment order
 - Enforcement authorities



The ultimate goal

- Borders will not be perceptible anymore for consumers
(though languages barriers and cultural differences will still exist)
- Consumers are aware of the benefits and advantages, the European Union is offering

Thanks a lot for your attention!
