



European
Commission

THE EUROPEAN CONSUMER CENTRES NETWORK



10 Years

serving Europe's
consumers

2005 - 2015

WHAT DO ECCs DO?

European Consumer Centres (ECCs) provide information, free advice and assistance to consumers who have encountered problems related to cross-border shopping.



The ECCs operate
in all 28
EU countries,
Norway
and Iceland.

In 2014,
3.5 million visits
to the website!



Check out your country's website!
<http://ec.europa.eu/consumers/ecc/>

Justice and
Consumers

HOW DO ECCs DEAL WITH COMPLAINTS?

Over 10 years the ECCs have dealt with:



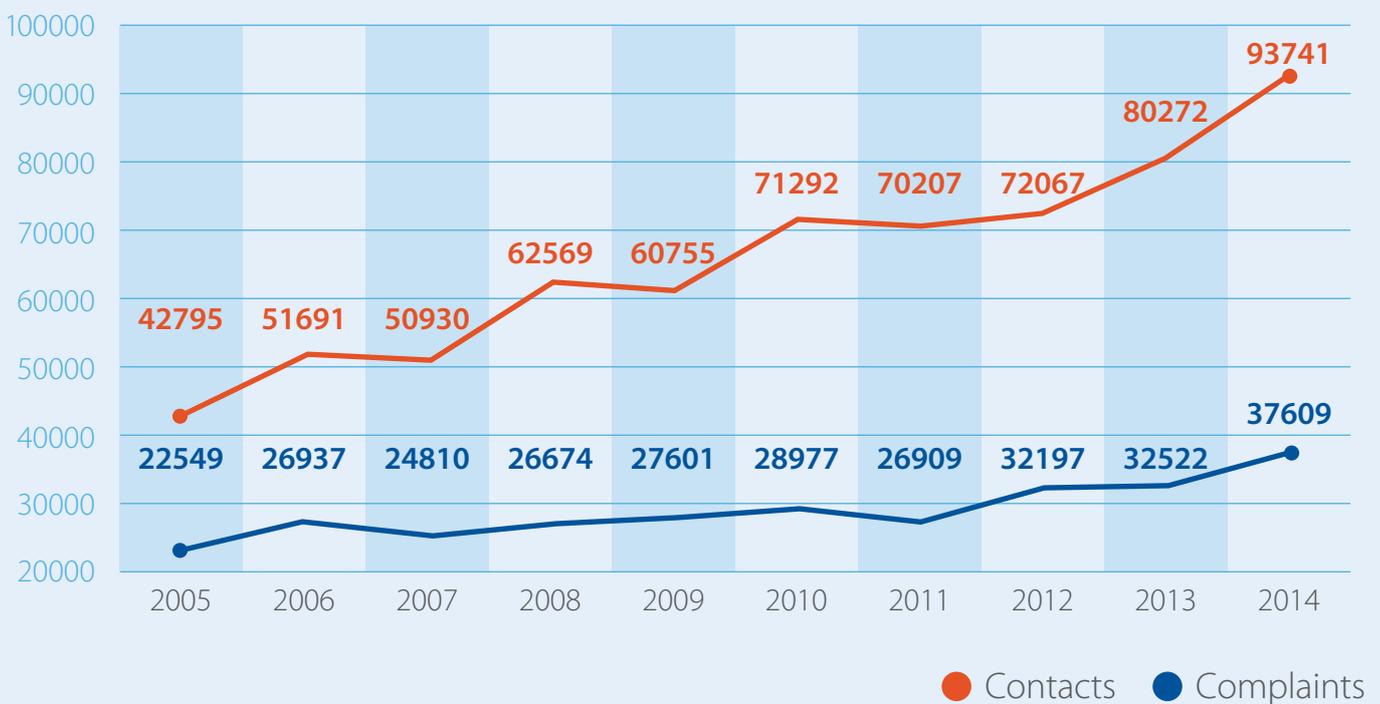
over 650 000 exchanges with citizens asking for specific information

up 30 % over 2 years 2012-2014



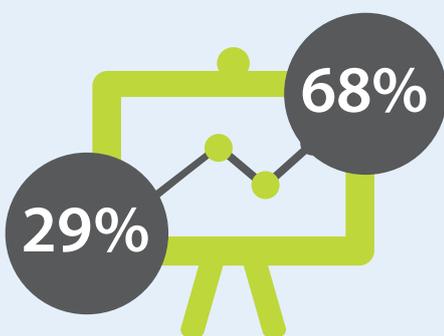
nearly 300 000 complaints from consumers needing assistance

up 16 % over 2 years 2012-2014



WHAT ARE COMPLAINTS ABOUT?

The growth in e-commerce over the last decade has had a big influence on the ECC's work.



In 2005, **29%** of complaints were related to e-commerce.
In 2014 - **68%**!

Complaints relating to travelling represent about one third of all complaints.

ECCs go the extra mile, proactively issuing guidance on passenger rights.



Download the free Travel-App for



Android



iPhone



Windows
Phone



The most striking increase in complaints is related to car rental.

(the figure has more than doubled - **835** in 2010 and **1761** in 2014).

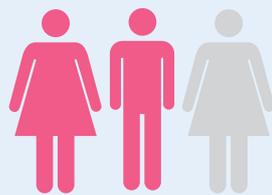


The highest number of consumers requests for help arise from a failure of an article or service to be delivered (**15.2%** of cases in 2014) or from being defective (**11.5%** of cases in 2014).



ECCs ARE EFFECTIVE

More than **two thirds** of cases have been resolved!



Amicable arrangements with the trader are encouraged.

WHAT'S NEXT?

From January 2016, online shoppers will be able also to resolve their disputes with traders through an online dispute resolution platform.

Contact your ECC if you want to know more.

THE DIGITAL SINGLE MARKET

ECCs help make the Single Market work for consumers by pinpointing problems in a changing environment and providing ideas and data for policy.

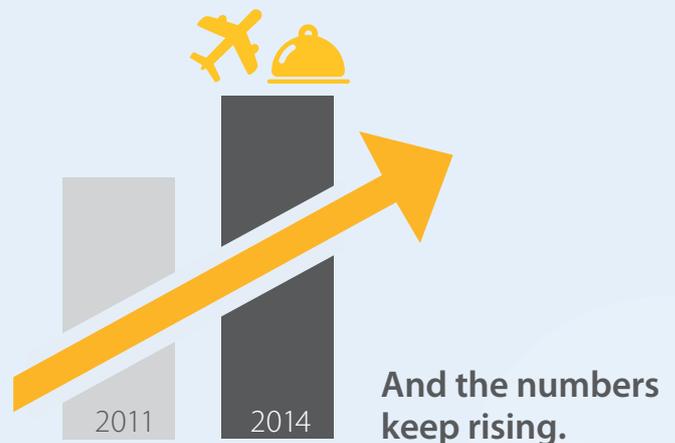


Consumers can make big savings across borders - an estimated **12 billion euro** a year across Europe, if they can choose from the fullest range of goods and services.

Consumers must be protected and have access to goods and services independently of where they live and of their nationality.

Today's big challenge is to benefit fully from a digital single market.

The number of consumers buying online **has risen by 50 %** since 2011, and is especially high for transport and hotel accommodation.



The ECCs are ambassadors for consumers' interests.