

"Consumer Enforcement Package"

Adopted 2 July 2009

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Background

- Enforcement is a pillar of the EU Consumer Policy Strategy (2007 – 2013)
- EU has reinforced consumers rights over the years, but enforcement remains a challenge
- Assessment of the first two years of operations of a newly established EU-wide enforcement network, the CPC network

The CPC Network

- Operates since December 2006
- Network of national enforcement authorities which have been given the powers to work closely together to stop breaches to consumer law in cross-border situations

The CPC Network

- CPC Authorities can:
 - Exchange information
 - Request enforcement measures
 - Alert each other of suspected/confirmed breaches to EU consumer laws
- Authorities act to protect collective consumer interests in cross border situations in cases of breaches to consumer protection laws

The CPC Network – some statistics

■ The Network has handled over 700 cooperation requests in 2 years:

- 2007: 327 requests, of which 71 alerts
- 2008 : 392 requests, of which 100 alerts

Since January 2009:

- 2009: 291 requests

The CPC Network – some statistics

■ Other areas of activities:

- 3 coordinated enforcement exercises (« sweeps »)
- Common projects: e.g. Bogus Holiday Clubs; Airport Charges
- Enforcement data for Consumer Markets Scoreboard

Consumer Enforcement Package

- Adopted on 2 July 2009

- Consists of two initiatives:

- **Communication** on the enforcement of the consumer acquis (COM (2009) 330 final)
- **2009 Biennial Report** assessing first two years of application of the Consumer Protection Cooperation Regulation (COM (2009) 336 final)

Enforcement Communication

- Outlines the background, i.e. defines enforcement, identifies main challenges and sets out priority areas for action
- Sets out five **priority areas** for action
- No (immediate) new initiatives, but seeks to achieving full potential of existing tools

Communication: the five priority areas for action

- Strengthening cooperative frameworks
 - ➔ RAPEX and CPC
- Strengthening the transparency of market surveillance and enforcement investigations
 - ➔ media activities related to sweeps
- Working to developing a commun understanding of consumer rules
 - ➔ through concerted actions, guidelines, common activities

Communication: the five priority areas for action

- Strengthening market monitoring to target enforcement better
 - Consumer Markets Scoreboard
- Stepping up international cooperation
 - RAPEX & China; CPC & US

The 2009 Biennial Report

- Legal obligation (art. 21), this is the first report
- Combines Members States and Commission views
- Covers years 2007 – 2008

Biennial Report: main conclusion

- The CPC network is already delivering tangible results to consumers, but needs to reach its full potential
- Main shortcomings
 - Operational issues
 - Horizontal issues

Next steps?

- Discussion with authorities to address the operational issues
- Seek political support to ensure that authorities have the means and resources to meet their obligations



Thank you!