

The Internal Market for Services

**Public Hearing
"The Internal Market for Services"
European Parliament**

What's in it for consumers in implementing the Services Directive?

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Art. 20 (2) of the Services Directive:

Different treatment based on nationality or place of residence by service providers is prohibited.

The different treatment is only permissible if the difference is justified by objective criteria.

How can we ensure
consumers are not discriminated against on
grounds of their residence or nationality ?

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- Raise Awareness among consumers
- Help of the European Consumer Centres
- Enforcement
- Enhance Cooperation with Competition Authorities

Raise Awareness among consumers

Informed consumers can insist on
the provision of the service in case of an
unjustified refusal

The help of the European Consumer Centres

Amicable Solutions of individual cases

Example: Car Rental Case



The help of the European Consumer Centres

Changed business practice

Example: Cruise Case

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Enforcement

Ensure to pass unresolved cases to courts

and administrative authorities

Example: Prepaid Phone/Internetcard Case

Competition Law

Enhance Cooperation with
Competition Authorities

Example: Prefabricated house case

Conclusion:

Statement by a consumer:

I consider myself a European citizen. I can move around freely within the European Union, but when it comes to buying services and goods cross-border I am disappointed. I get frustrated if I want to buy a service in another EU country and the trader tells me No, No, No – you have to have a place of residence here. It feels like having an artificial border in front of you. Is this what the internal market is supposed to be?

Conclusion:

Let us use the potential of the Internal market

and

put an end to discrimination!

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Thank you for your attention

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