

Consumer protection

COVID-19 challenges for consumers e-commerce & travel

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Structure of the Presentation

1. Massive increase of requests to the ECC-Net
2. Travel issues due to COVID-19
3. Online Shopping issues due to COVID-19
4. General thoughts

1. Massive increase of requests to the ECC-Net

The number of requests in 2020 doubled compared to 2019:

- Coronavirus-labelled cases in 2020 > 50,000

Type of requests:

- 15% package travel
- 20% accommodation
- 51% Air Passenger Rights

2. Travel issues due to COVID-19

Travel restrictions - nationally

Non compliance with EU regulation - nationally

Bankruptcy protection - airline companies

Still fighting (reimbursements, intermediaries, vouchers, ...)

Disappointing consumers (no cancellation = no reimbursement, accommodation, ...)

2. Online shopping issues due to COVID-19

Delivery issues - Sustainability

Frauds - chargeback

General thoughts

Opinion about ECC-Net #relevance

Strong EU guidelines #EU4consumers

Strong role for ECCs, CPCs, NEBs, ADRs #enforcement

Thank you for your attention!

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20/11/2020 – online event & launch www.eccnet.eu

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