

WRITTEN QUESTION E-5384/08
by Klaus Hänsch (PSE)
to the Commission

Subject: Consumer protection in internet fraud

One of my constituents in North Rhine-Westphalia (Germany) bought a car over the internet from the UK. He paid, but the car was never delivered. He has clearly been a victim of internet fraud. It is to be feared that the British firm may also have defrauded other customers.

1. What can be done in such cases to set in progress police and legal measures as quickly and efficiently as possible in a country other than that of the defrauded customer?
2. What assistance is available to the customer?
3. Does the Commission see a need for action in order to reinforce the rights of the consumer on the internet and strengthen confidence in e-commerce in this respect too, as announced?