

**Question for written answer E-004145/2013  
to the Commission**  
Rule 117  
**Krišjānis Kariņš (PPE)**

Subject: Opportunities for consumers to contact businesses by e-mail

E-mail makes it possible both for individuals and for organisations to communicate among themselves free of charge. It is a secure method of communication, which reduces the risk of misunderstandings that may arise for example when telephoning. Moreover, both parties then have access to written evidence of what was said.

Nowadays, e-mail is one of the main means of communication, and it is forecast that in 2014 the number of users will reach the figure of 2.5 billion. However, within the EU there are businesses with which consumers cannot communicate by e-mail. In that case the only way in which consumers can communicate is by telephone or post, which may cost more and take longer.

Does not the Commission consider this situation to be contrary to consumers' interests?

Does not the Commission consider it to be a threat to consumers' rights?

What will the Commission do to alter the situation so as to render it more favourable to consumers?