

**Question for written answer E-000964/2022**  
**to the Commission**  
Rule 138  
**Jordi Cañas** (Renew)

Subject: Unwarranted charge for consular information by the United Kingdom

The Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland (the 'UK') from the European Union and the European Atomic Energy Community<sup>1</sup> provides that workers in the host State and frontier workers in the State or States where they are employed are entitled to receive the same assistance in the host State as nationals of that State receive<sup>2</sup>.

There is an unwarranted difference in the cost of telephone calls made to UK consulates in Spain to ask for information on visas, which costs 69 pence per minute<sup>3</sup>, and the cost of calls asking for the same information made to Spanish consulates in the UK, which are free of charge<sup>45</sup>.

These facts demonstrate a serious lack of cooperation by the UK, which is violating the right granted under the Withdrawal Agreement to people seeking employment in the UK to access information freely.

In light of the above:

1. What steps will the Commission take to stop this violation of rights by the UK and put an end to the difference in the amounts charged by the UK and Spain?
2. Will the Commission check whether this unwarranted charge also occurs in the other Member States, including for consular telephone calls concerning matters other than visas?

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<sup>1</sup> [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12019W/TXT\(02\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12019W/TXT(02))

<sup>2</sup> [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12019W/TXT\(02\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12019W/TXT(02))

<sup>3</sup> <https://www.gov.uk/world/organisations/british-consulate-general-madrid>; +34 917146300 No extension.

<sup>4</sup> <http://www.exteriores.gob.es/Consulados/LONDRES/es/Consulado/Paginas/Consul.aspx>; +44 2075898989 No extension.

<sup>5</sup> <http://www.exteriores.gob.es/Consulados/LONDRES/en/Consulado/Pages/Visas.aspx>