

Question for written answer E-000712/2023
to the Commission
Rule 138
Biljana Borzan (S&D)

Subject: EU action to protect consumers from 'junk fees'

'Junk fees' are hidden and unexpected charges that are excluded from the initial or listed price of a transaction and then added on at the time of the payment. Such fees typically fall into four categories:

- 'mandatory fees' that obscure the full price charged by a seller, such as the service fees added when purchasing a concert ticket,
- 'surprise fees' that consumers do not expect, such as the family seating fees charged by airlines,
- 'predatory fees' that target consumers who are economically vulnerable or locked into a service, such as excessive bank overdraft fees,
- 'fraudulent fees' that represent an outright misrepresentation by a seller, such as 'no fee' bank accounts for which hidden charges are applied in practice.

1. What is the current legal situation at EU level regarding such practices?
2. What is the Commission doing to protect consumers from 'junk fees'?

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