

**Priority question for written answer P-002770/2020
to the Commission**

Rule 138

Tomislav Sokol (PPE)

Subject: Online consumer protection

Following the outbreak of a pandemic caused by a new type of coronavirus, consumers are increasingly opting to purchase goods online. A number of national consumer protection bodies have reported cases of deceitful and misleading commercial practices. It was on these grounds that the Italian regulator blocked an internet platform falsely marketing a drug with active antiviral ingredients for treating HIV as a cure for COVID-19. Moreover, sellers of medical masks are claiming that stocks are limited in order to incite panic among consumers. Such examples constitute blatant violations of the Unfair Commercial Practices Directive. In the light of this:

1. What practical steps is the Commission taking to ensure full implementation of the Unfair Commercial Practices Directive and timely sanctioning of any deceitful or misleading practices, particularly in the context of the current pandemic?
2. What measures does the Commission intend to implement in order to enhance cooperation with national consumer protection bodies for the purposes of informing consumers about misleading and unfair commercial practices in the single market?