

EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE and CONSUMERS



Consumers

DRAFT AGENDA

European Consumer Consultative Group

13-14 April 2016

Albert Borschette Congress Center, Rue Froissart 36, 1040 Brussels, Meeting room 4C

13 April 2016 (09:30-17:00)

Order of items may change subject to availability of speakers

Chair: Despina Spanou, Director, Directorate for Consumers, DG Justice and Consumers

Registration and welcome coffee (09:30-10:00)

1. Welcome by the Chair (10:00-10:10)

- Adoption of the agenda
- Adoption of the Minutes of the ECCG meeting of 7-8 October 2015

2. Update on Consumer Policy Actions (10:10-11:00)

Despina Spanou, Director Consumers, DG Justice and Consumers

Topics: DSM: Proposal for Directive on online and other distance sales of goods, data protection, REFIT, CPC, UCPD, ADR/ODR, Energy Union, Capital Markets Union, Single Market Strategy TTIP, Evidence: Online marketing to children; Terms and Conditions; Consumer Vulnerability; Study on rules of civil procedure hampering the exercise of consumer rights

Q&A (10')

3. Thematic discussion: Digital Single Market (11:00-13:30)

a) E-commerce package of May

- CPC Regulation – Marie-Paule BENASSI/HoU/E5/DG JUST (11:30-11:50)
How can consumer organisations help their enforcement authorities prioritise their enforcement plans so as to take better into account Consumer issues which are widespread in the EU.
- UCPD Guidance – Presentation by DG JUST E5/E2 (11:00-11:40)

b) Collaborative economy– Anita FOKKEMA/E6/DG JUST (11:40-12:00)

- Presentation of study

Are you aware of national decisions or court cases that have established thresholds for when a person qualifies as a professional in collaborative economy situations?

Do you think that EU consumer and marketing law provides adequate legal certainty as to when a person qualifies as a professional in the collaborative economy?

- c) Platforms – Katja VIERTIO/Deputy HoU/E1/DG JUST and Julien BRUGEROLLE/E6/DG JUST (12:00-12:30)
For the organisations who have provided input to the public consultation on platforms: what are their main views on the issues raised in the Consultation? Are there any specific problems which should be addressed by the Commission and if so how?
Are you aware of national decisions or court cases that deal with legal consequences for a platform once it has been established that the UCPD is applicable?
Are you aware of national decisions or court cases that deal with the relationship between EU consumer and marketing law on the one hand and Articles 14 and 15 of the e-Commerce Directive on the other?
- d) ODR Platform – Olivier MICOL/HoU/E4/DG JUST (12:30-12:50)
Do you have any feedback from your organisation / your members on the ODR platform following its opening to consumers and traders on 15 February?
- e) The digital contracts proposal – Francois REGIS-BABINET/A2/DG JUST (12:50-13:10)
- State of play on negotiations and inter-institutional progression
- f) The reform of the data protection legislation - Thomas ZERDICK/Deputy HoU/C3/DG JUST (13:10-13:30)
- State of play

Lunch buffet 13:30-14:30

5. Financial Services (14:30-15:00)

- Presentation on the consultation through a Green Paper on retail financial services - Olivier Sallès/HoU/D3/DG FISMA

6. Energy (15:00-17:00)

- a) First findings of recent studies into vulnerability and electricity markets – Giorgos KIRIAZIS/E6/DG JUST
- b) Update and Reporting from the Citizens' Energy Forum LV Member/Baiba Vitolina
To follow up on the vulnerability study findings, how can we best target (vulnerable) household consumers to inform them about their options (switching, improving energy efficiency, etc.)? To what extent can consumer associations collaborate with relevant stakeholders in this process?
In terms of energy legislation and the ongoing legislative review in the context of the Energy Union, should we place more emphasis on legislative enforcement or on strengthening the measures in existing energy legislation (e.g. billing, switching)?
In the context of the London Forum conclusions concerning the role of prosumers, what action is being taken at a national level to facilitate the integration of prosumers into the market and put in place fair network tariffs?

14 April 2016 (09:30-15:30)

Registration and welcome coffee (09:00-09:30)

7. The REFIT – state of play and timeline for deliveries of results – Veronica MANFREDI/HoU/E2/DG JUST (9:30- 10:45)

8. The Report on the functioning of the Consumer Rights Directive – state of play and timeline for adoption = Veronica MANFREDI/HoU/E2/DG JUST (10:45-11:30)

What are the most recurrent issues reported by consumers to your consumer organisation regarding the areas covered by the Consumer Rights Directive?

9. The 2014-2015 Awareness Raising Campaign – presentation of the final Report by the contractors (MOSTRA) (12:00-12:30)

- Did the national consumer authorities and EC Representations in their Member States properly involve consumer organizations in your country?

- Did the consumer organizations participate in the communication activities promoted by the campaign (i.e. launch events, distribution of information material, point of sale actions)?

If not, what do you think is the main reason why consumer associations were not engaged in the campaign?

Lunch break 12:30-13:30

10. Points raised by ECCG Members (13:30-14:45)

a) Air passenger rights (15')

Items suggested by DE/Isabelle BUSCKE and LU/Bob SCHMITZ

- Air passenger regulation – interpretative guidelines by DG MOVE

- Consumer protection in civil aviation

b) Notification of Draft non-harmonised national measures – French digital Republic bill (15')

Item suggested by LU/Bob SCHMITZ

d) Fantasy Tours case (15')

- Presentation by Antoine GRIMA, ECCG Member Malta

e) Collective redress (30')

- Item suggested by AU/Gabriele ZGUBIC ENGLEDER, DE/Isabelle BUSCKE, CY/Fryni MICHAEL

- Findings and initiatives – Karen VANDERKERCHKOVE/Acting HoU/ or Jacek GARSTKANAME/A1/DG JUST

- Presentation on the outcome of the Conference held on 25 September 2015 and the future plans of the German government - DE/Isabelle BUSCKE

11. The Consumer Markets Scoreboard (14:45 15:15)

- Presentation by Dan DIONISIE/HoU/E1/DG JUST

13. Annual reporting by ECCG Members (15:15-15:30)

14. AOB 15:30-15:45

Information points on

a) ECCG Mandate expiry July 2016

b) Consumer Summit 17-18 October 2016
