



Mailing list Consumer protection/Data protection

Brussels, 17 July 2017
JP

Consultation by the European Commission on the review of consumer law

Dear Sir or Madam,

The European Commission is now carrying out a consultation on the targeted revision of European consumer law. In a previously conducted Fitness Check, the European Commission concluded that the various provisions of consumer law¹ are currently still fit for purpose and do not require a general overhaul. There is therefore a wish to propose legislative amendments only in individual areas, which are the subject of the present consultation.

In particular, stakeholders are called upon to express their views on how to enhance transparency for transactions concluded on on-line platforms; how to give consumers rights to individual remedies in the event of unfair commercial practices; how penalties for breaches of consumer rights can be strengthened; how the rules of Consumer Rights Directive 2011/83/EU can be transferred more effectively to online services and how the right of withdrawal from contracts can be facilitated.

The European Commission hopes to gain insight from the consultation into the impact of the various legislative initiatives on the business operations of the institutions. For example, it is asked which opportunities and risks the institutions perceive in the various courses of action open to the European Commission and what impact the new provisions would have on the costs of implementation and compliance. In addition, the European Commission wishes, as part of its consultation, to collect data to help define the problem areas identified in quantitative terms.

¹ Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market;

Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees;

Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts;

Directive 98/6/EC of the European Parliament and of the Council of 16 February 1998 on consumer protection in the indication of the prices of products offered to consumers;

Directive 2006/114/EC of the European Parliament and of the Council of 12 December 2006 concerning misleading and comparative advertising;

Directive 2009/22/EC of the European Parliament and of the Council of 23 April 2009 on injunctions for the protection of consumers' interests;

Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights.

Please find enclosed the consultation document, which so far is available only in English. We should appreciate receiving your observations and comments at the European Office no later than by **25 September 2017**. If you have any questions, please contact us at any time.

Yours sincerely,



Andreas J. Zehnder
Managing Director
European Federation of Building Societies

Annex:

- Public consultation on the targeted revision of EU consumer law directives (English original version)