



The Consumer Voice in Europe

Consumer priorities for the DSM

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3 key priority areas

1. Building trust in the Digital Single Market.
2. Ensuring consumer choice.
3. Guaranteeing effective protection.

1. Building trust

- ✓ Consistent legal framework for B2C transactions, not based on “optional law”, but on an efficient and consumer friendly implementation of the CRD and the ADR/ODR legislation.
- ✓ Missing link: harmonisation for digital content products, including for " free" content (or non-monetary compensation)
- ✓ A user-centred copyright reform.
- ✓ Robust data protection legal framework.

2. Consumer choice

- ✓ Enable access to national markets (stop geo-blocking)
- ✓ Tackle expensive shipping costs in cross-border deliveries.
- ✓ Comparison tools: co-regulation initiative needed to ensure impartial and transparent information
- ✓ Search engines: effective enforcement of antitrust rules & non-discrimination in on-line search market.
- ✓ Net-Neutrality.

3. Effective protection

- ✓ Enforcement of existing European legislation e.g. Directives on unfair commercial practices and unfair contract terms, Art 20 (2) services directive;
- ✓ Better co-operation and co-ordination between national public authorities to tackle pan European infringements; work with consumer organisations;
- ✓ ADR Directive implementation plus a user-friendly and effective ODR platform is key for affordable and effective redress mechanisms;

Thank you very much for your attention.

Any questions ?

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