

COUNTRY	REGION	OFFICIAL NAME	INFORMAL TITLE	TELEPHONE	EMAIL	WEB	ZIP CODE	CITY	ADDRESS
Austria	* National coverage / competence (AT)	Bundesarbeitskammer	Austrian Chamber of Labour	01 501651202	gbr@akwien.at		1040	Wien	Prinz-Eugen Straße 20-22
Austria	* National coverage / competence (AT)	Energie-Control Austria für die Regulierung der Elektrizitäts- und Erdgaswirtschaft (E-Control)	e-Control - Regulatory authority responsible for establishing and complying with the rules on the Austrian energy market	01 24724 0	office@e-control.at	http://www.e-control.at	1010	Wien	Rudolfsplatz 13a
Austria	* National coverage / competence (AT)	Europäisches Verbraucherzentrum Österreich	European Consumer Centre (ECC Austria)	01/ 588 77 81	info@europakonsument.at	https://europakonsument.at	1060	Wien	Mariahilfer Straße 81
Austria	* National coverage / competence (AT)	Finanzmarktaufsicht (FMA)	Austrian Financial Market Authority (FMA)	01 24959	cpc@fma.gv.at	http://www.fma.gv.at	1090	Wien	Otto-Wagner-Platz 5
Austria	* National coverage / competence (AT)	Internet Ombudsstelle c/o Österreichisches Institut für angewandte Telekommunikation	Internet Ombudsstelle c/o Austrian Institute for Applied Telecommunication	+43 1 595 211 20	kontakt@ombudsstelle.at	http://www.ombudsstelle.at	1030	Wien	Ungargasse 64-66/3/404
Austria	* National coverage / competence (AT)	Schutzverband gegen unlauteren Wettbewerb	Austrian Association against Unfair Competition	01-5057893	office@schutzverband.at	http://www.schutzverband.at	1030	Wien	Ditscheinergasse 4
Austria	* National coverage / competence (AT)	Schlichtungsstelle der Rundfunk und Telekom Regulierungs-GmbH (RTR-GmbH) für Telekommunikation	Telecommunications-Conciliation body (RTR)	0043 1 58058 0	rtr@rtr.at	https://www.rtr.at/schlichtungsstelle	1060	Wien	Mariahilfer Straße 77-79
Belgium	Brussels-Capital Region	Centre Européen des Consommateurs (CEC Belgique), Europees Centrum voor de Consument (ECC België)	European Consumer Centre (ECC Belgium)	+32 2 542 33 46	info@eccbelgium.be	https://www.eccbelgium.be	1060	Brussel	Hollandstraat 13
Belgium	Brussels-Capital Region	Test Aankoop, Test Achats	"Test Achats" / "Test shopping" (consumer organisation)	+32 2 542 32 32	test-achats@test-achats.be	http://www.testaankoop.be	1060	Brussel	Hollandstraat 13
Croatia		Ministarstvo mora, prometa i infrastrukture	Ministry of the Sea, Transport and Infrastructure	+385 1 6169 111	europski.poslovi@mmpi.hr		10 000	Zagreb	Prisavlje 14
Cyprus		Ευρωπαϊκό Κέντρο Καταναλωτή Κύπρου (ΕΚΚ Κύπρου)	European Consumer Centre (ECC Cyprus)	+357 22867177	ecccyprus@meci.gov.cy	http://www.ecccyprus.gov.cy	1421	Nicosia	2, Agapinoros, IRIS COURT

Czechia		Evropské spotřebitelské centrum	European Consumer Centre (ECC Czech Republic)	+420 222 703 404	ECCNET-CZ@ec.europa.eu	https://evropskyspotrebitel.cz	110 00	Praha 1	Štěpánská 44
Denmark		Forsikring & Pension	Insurance & Pension Denmark	+45 41 91 91 91	fogp@forsikringogpension.dk	http://www.forsikringogpension.dk	2900	Hellerup	Philip Heymans Allé 1
Denmark		Dansk Erhverv	Danish Chamber of Commerce	+45 33746400	info@danskerhverv.dk	http://www.danskerhverv.dk	1217	København	Boersen
Denmark		Forbrugereuropa	European Consumer Centre (ECC Denmark)	+45 4171 5000	info@forbrugereuropa.dk	https://www.forbrugereuropa.dk/	2500	Valby	Carl Jacobsens Vej 35
Denmark		Forbrugerrådet Tænk	Danish Consumer Council	+45 77417741	reception@fbr.dk	https://taenk.dk/	1017	København	Fiolstræde 17B
Estonia		EL tarbija nõustamiskeskus	European Consumer Centre (ECC Estonia)	+372 6201708	consumer@consumer.ee	https://consumer.ee/	10142	Tallinn	Endla 10a
Finland		Elinkeinoelämän keskusliitto EK Ry, Finlands Näringsliv EK	Confederation of Finnish Industries EK	+358 09 42020	ek@ek.fi	https://ek.fi/	00131	Helsinki	Eteläranta 10
Finland		Suomen asiakkuusmarkkinointiliitto ry (ASML)	Data & Marketing Association Finland (FIDMA)	+358 409208777	info@asml.fi	https://www.asml.fi/	00120	Helsinki	Bulevardi 44
Finland		Konsumentförbundet, Kuluttajaliitto ry	Consumer's Union of Finland	+358 09 454 2210	info@kuluttajaliitto.fi	https://www.kuluttajaliitto.fi/	00170	Helsinki	Ritarikatu 1
Finland		Företagarna i Finland rf, Suomen Yrittäjät ry	Federation of Finnish Enterprises	+358 9229221	toimisto@yrittajat.fi	https://www.yrittajat.fi/	00250	Helsinki	Mannerheimintie 76 A
Finland		Euroopan kuluttajakeskus Suomessa, Konsument Europa Finland	European Consumer Centre (ECC Finland)	+358 29 505 3090	ekk@kkv.fi	https://www.ecc.fi/	00530	Helsinki	Lintulahdenkuja 2
Finland		Finsk handel, Kaupalliitto ry	Finnish Commerce Federation	+358 9 172 850	kauppa@kauppa.fi	https://kauppa.fi/	00131	Helsinki	Eteläranta 10
France		Association Force Ouvrière de défense des consommateurs (AFOC)	Consumer protection association "Force Ouvrière" (Labor Force) (AFOC)	+33 1 40 52 85 85	afoc@afoc.net	http://www.afoc.net/	75014	Paris	141 avenue du Maine
France		CLCV (Consommation, Logement et Cadre de Vie)		+33 1 56 54 32 10	clcv@clcv.org	https://www.clcv.org/	75016	Paris	59, boulevard Exelmans
France		Fédération Nationale des Associations d'Usagers des Transports (FNAUT)	National Federation of Transport Users Associations (FNAUT)	+33 1 43 35 02 83	secretariat@fnaut.fr	https://www.fnaut.fr/	75014	Paris	32 rue Raymond Losserand
France		Federation Nationale Familles de France	National Federation of Families - France	+33 6 15 54 90 37	famillesdefrance13@gmail.com	https://www.familles-de-france.org/	75009	Paris	28 place Saint Goerge

France		Centre Européen des Consommateurs France - Zentrum für Europäischen Verbraucherschutz e.V./Centre Européen de la Consommation	European Consumer Centre (ECC France)	+49 7851991480	service-juridique@cec-zev.eu	https://www.cec-zev.eu/fr/accueil/	77694	Kehl	Bahnhofplatz 3
France		Union Fédération des Consommateurs – Que Choisir (UFC - Que Choisir)	Union Federation of Consumers - "Que Choisir" ("What to Choose" UFC - Que Choisir)	+33 1 43 48 55 48	quechoisir@quechoisir.org		75011	Paris	233, boulevard Voltaire
France		Fédération des Syndicats Pharmaceutiques de France		+33 1 44 53 19 25	fspf@fspf.fr	http://www.fspf.fr/	75009	Paris	13 rue Ballu
France		ANIA (Association Nationale des Industries Alimentaires)	National Association of Food Industries (ANIA)	+33 1 53 83 86 00	infos@ania.net	https://www.ania.net/	75008	Paris	9 boulevard Malesherbes
France		La Coopération Agricole (Coop de France) - Organisation professionnelle des coopératives agricoles et agroalimentaires françaises	"La Coopération Agricole" (Coop de France) - Professional organisation of French agricultural and agrifood cooperatives	+33 1 44 17 57 00	accueil@lacoopagri.coop	https://www.lacooperationagricole.coop/fr	75011	Paris	43 rue Sedaine
France		Fédération des industries électriques électroniques et de communication (FIEEC)		+33 1 45 05 72 04	contact@fieec.fr	https://www.fieec.fr/en/home/	75116	Paris	17 rue de l'Amiral Hamelin
France		Fédération Française de l'Assurance (FFA)		+33 1 42 47 93 10	reglement2394-cpc@ffa-assurance.fr	https://www.ffa-assurance.fr/	75311	Paris	26 Boulevard Haussmann
Germany	* National coverage / competence (DE)	Zentrale zur Bekämpfung unlauteren Wettbewerbs Frankfurt am Main e.V.		+ 49 617212150	mail@wettbewerbszentrale.de	http://www.wettbewerbszentrale.de	61348	Bad Homburg vor der Höhe	Landgrafenstraße 24 B
Germany	* National coverage / competence (DE)	Europäisches Verbraucherzentrum Deutschland c/o Zentrum für Europäischen Verbraucherschutz e.V.	European Consumer Centre (ECC Germany)	+49 7851 99148 0	info@cec-zev.eu	http://www.evz.de	77694	Kehl	Bahnhofplatz 3

Germany	* National coverage / competence (DE)	Bundesverband der Verbraucherzentralen und Verbraucherverbände - Verbraucherzentrale Bundesverband e.V. (vzbv)		+4930258000	rechtsdurchsetzung@vzbv.de	http://www.vzbv.de	10969	Berlin	Rudi-Dutschke-Straße 17
Greece		ΕΝΩΣΗ ΚΑΤΑΝΑΛΩΤΩΝ Η ΠΟΙΟΤΗΤΑ ΖΩΗΣ		+30 2103304444	info@ekpizo.gr		10683	ΑΘΗΝΑ	ΣΤΟΥΡΝΑΡΗ 17
Greece		ΕΝΩΣΗ ΕΡΓΑΖΟΜΕΝΩΝ ΚΑΤΑΝΑΛΩΤΩΝ ΕΛΛΑΔΟΣ		+30 2108817730	info@eeke.gr		10433	ΑΘΗΝΑ	ΙΟΥΛΙΑΝΟΥ 28
Greece		ΚΕΝΤΡΟ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΩΝ		+30 2310233333, +30 2310269449	consumers@kepk a.org		54624	ΘΕΣΣΑΛΟΝΙΚΗ	ΒΑΣ.ΗΡΑΚΛΕΙΟΥ 32
Greece		ΕΥΡΩΠΑΪΚΟ ΚΕΝΤΡΟ ΚΑΤΑΝΑΛΩΤΗ ΕΛΛΑΔΑΣ	European Consumer Centre (ECC Greece)	+30 2106460862, +30 2106460814	info@eccgreece.g r	https://www.ec cgreece.gr/	11471	Αθήνα (Αμπελόκηποι)	Λεωφόρος Αλεξάνδρας 144
Hungary		Európai Fogyasztói Központ - Magyarország	European Consumer Centre (ECC Hungary)	+36 1 896 7747	info@magyarefk. hu	https://fogyaszt ovedelem.korm any.hu/#/europ ai_fogyaszttoi_k ozpont	1440	Budapest	Budapest Pf. 1.
Ireland		European Consumer Centre (Ireland)	European Consumer Centre (ECC Ireland)	+353 1 879 7620	info@eccireland.i e	https://www.ec cireland.ie/	D07 X6NR	Dublin	MACRO Centre, 1 Green Street
Italy		Centro per i Diritti del Cittadino (CODICI)	Centre for the Citizen rights (CODICI)	+39 06 55 30 18 08	segreteria_nazion ale@codici.org	https://codici.or g/	00149	Roma	Via Giuseppe Belluzzo 1
Italy		Centro Europeo Consumatori Italia (CEC Italia)	European Consumer Centre (ECC Italy)	+39 0644238090	info@ecc- netitalia.it	https://www.ec c-netitalia.it/it/	00161	Roma	Via Giovanni Maria Lancisi, 25
Italy		Movimento Consumatori (MC)	Consumer Movement (MC)	+39 06 4880053	info@movimento consumatori.it	https://www.m ovimentoconsu matori.it/	00187	Roma	Piemonte 39/A
Italy		Altroconsumo	Consumer Association Altroconsumo	+39 02 668901	pr@altroconsum o.it	http://www.altr oconsumo.it	20159	Milano	Via Valassina 22
Latvia		Eiropas Patērētāju informēšanas centrs	European Consumer Centre (ECC Latvia)	+371 67388625	info@ecclatvia.lv	https://www.ec clatvia.lv/en/	LV- 1010	Riga	Brivibas Street 55 - 207
Lithuania		Europos vartotojų centras Lietuvoje	European Consumer Centre (ECC Lithuania)	+370 5 265 0368	info@ecc.lt	https://www.ec c.lt	LT-03219	Vilnius	Algirdo g. 21
Lithuania		Lietuvos vartotojų organizacijų aljansas	The Alliance of Lithuanian Consumer Organizations	+370 611 35509	info@lvoa.lt	http://www.lvo a.lt/	11203	Vilnius	Parko g. 3-7
Lithuania		Lietuvos kosmetikos ir buitinių chemijos gamintojų asociacija „LIKOCHEMA“	Lithuanian cosmetics and household chemicals producers association „LIKOCHEMA“	+370 687 58098	info@likochema.l t	https://likoche ma.lt/lt/	LT-01112	Vilnius	J. Jasinskio 10, BC12

Luxembourg		Centre européen des consommateurs GIE Luxembourg	European Consumer Centre (ECC Luxembourg)	+352 26 84 64 1	info@cecluxembourg.lu	https://cecluxembourg.lu/	L-1150	Luxembourg	271, route d'Arlon
Luxembourg		Union luxembourgeoise des consommateurs nouvelle A.S.B.L.	Consumers Association Luxembourg	+352 49 60 22 1	info@ulc.lu	https://www.ulc.lu/fr/	L-1274	Howald	55, rue des Bruyères
Malta		Association for Consumer Rights (Malta), Assocjazzjoni għad-drittijiet tal-Konsumatur Malta	Association for Consumer Rights (Malta)	+356 21389387	associationforconsumerrights@gmail.com	http://www.acr.malta.com	HMR 1579	Hamrun	Flat 4, c/o Pope Pius XII Flats, Mountbatten Street, Blata l-Bajda
Malta		European Consumer Centre Malta , Ċentru Ewropew għall-Konsumatur ta' Malta	European Consumer Centre (ECC Malta)	+356 21 221 901	ecc.malta@mcca.org.mt	http://eccnetmalta.gov.mt/	VLT 1101	Valletta	South Street
Netherlands		Europees Consumenten Centrum (Nederland)	European Consumer Centre (ECC Netherlands)	+31 30 232 6440	info@eccnederland.nl	https://www.ecnederland.nl	3511EP	Utrecht	Moreelsepark 1
Portugal		DECO – Associação Portuguesa para a Defesa do Consumidor	DECO – Portuguese Association for Consumer Protection	+351 213710213	decolx@deco.pt	http://www.deco.pt	1269-160	Lisboa	Rua Artilharia Um, nº 79 4º
Portugal		Centro Europeu do Consumidor Portugal	European Consumer Centre (ECC Portugal)	+351 21 3564750	euroconsumo@dg.consumidor.pt	https://cec.consumidor.pt/	1069-013	Lisboa	Praça Duque de Saldanha, 31-1º
Portugal		ACSET – Associação de Consumidores de Setúbal	Setúbal Consumer Association	(+ 351) 265 509 100	associacao.consumidores.setubal@gmail.com	https://www.facebook.com/acsetsetubal/	2900-422	Setúbal	Deputado Joaquim Brandão 13 – 1º
Portugal		Ius Omnibus	Ius Omnibus consumer association	+351 91 977 799	associacao.ius.omnibus@gmail.com	https://iusomnibus.eu/pt/	1200-479	Lisboa	Avenida 24 de Julho – Second Home - Mercado da Ribeira
Portugal		ACP - Automóvel Club de Portugal	Automobile Club of Portugal (ACP)	808 22 22 22	apoio.socio@acp.pt	https://www.acp.pt	1250-195	Lisboa	Rua Rosa Araújo, n.º 24-26
Portugal		ACOP – Associação de Consumidores de Portugal	Portuguese Consumers Association	+351 239 404 733	acopgeral@sapo.pt	https://www.acop.com.pt	3030-775	Coimbra	Rua do Brasil, 4
Slovakia		Európske spotrebiteľské centrum v Slovenskej republike	European Consumer Centre (ECC Slovakia)	+421 905 528 477	ECCNET-SK@ec.europa.eu	https://esc-sr.sk/	82715	Bratislava	Mlynské Nivy 44/a
Slovenia		Evropski potrošniški center Slovenija	European Consumer Centre (ECC Slovenia)	00386 1 400 3757	epc.mgts@gov.si	https://www.epc.si/pages/si/dovmov.php	1000	Ljubljana	Kotnikova ulica 5
Slovenia		Trgovinska zbornica Slovenije	Slovenian chamber of commerce	+386 1 5898 213	tajnistvo@tzslo.si	http://www.tzso.si	1000	Ljubljana	Dimičeva ulica 13
Slovenia		Zavod PIP - Pravni in informacijski center Maribor	Zavod PIP - Legal advice and information center Maribor	+386 2 234 21 46	pip@zavodpip.si	https://www.zavodpip.si/	2000	Maribor	Gospodsvetska cesta 86

Slovenia		Zveza potrošnikov slovenije	Slovene Consumers' Association	+386 1 474 06 00	Zps@zps.si	http://www.zps.si	1000	Ljubljana	Tržaška cesta 2
Spain	* National coverage / competence (ES)	Comisión Nacional del Mercado de Valores (CNMV)	National Securities / Stock Market Commission (CNMV) - Competent body for the supervision and inspection of the securities markets.	+34 91 585 15 10	ServicioJuridico@cnmv.es	https://www.cnmv.es	28006	Madrid	Calle Edison nº 4
Spain	* National coverage / competence (ES)	Centro Europeo del Consumidor en España	European Consumer Centre (ECC Spain)	+34 9108224420	cec@mscbs.es	https://cec.consumo.gob.es	28006	Madrid	Príncipe de Vergara 54
Spain	* National coverage / competence (ES)	Asociación de Consumidores y Usuarios en Acción - FACUA	Association of Consumers and Users in Action - FACUA	+34 661279323	facua@facua.org	https://facua.org	41002	Sevilla	C/Bécquer 25B
Spain	* National coverage / competence (ES)	Asociación de Usuarios de la Comunicación - AUC (ACU)	Association of Communications Users - AUC (ACU)	+34 915016773	auc@auc.es	https://www.auc.es	28009	Madrid	Ibiza,72-6º B
Spain	* National coverage / competence (ES)	Confederación, de ámbito estatal, de Consumidores y Usuarios (CECU)	State Confederation of Consumers and Users (CECU)	+34 913641384	cecu@cecu.es	http://www.cecu.es	28013	Madrid	C/ Mayor, nº 45, piso 2º
Spain	* National coverage / competence (ES)	Organización de Consumidores y Usuarios OCU	Consumers and Users Organisation (OCU)	+34 917226061	ocu_market@ocu.org	https://www.ocu.org	28037	Madrid	Albarracín, 21
Sweden		Svensk Handel	Swedish Trade Federation	+46 010 47 18 500	info@svenskhandel.se	http://www.svenskhandel.se	103 29	Stockholm	Regeringsgatan 60
Sweden		Sveriges Konsumenter	The Swedish Consumers' Association	+46 86744300	info@sverigeskonsumenter.se	https://www.sverigeskonsumenter.se/	10064	Stockholm	Hornsgatan 172