



EU Consumer Summit 2020

30 - 31 Jan 2020

Poll results

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- What should be the priority action for the Commission?
- In your view, what are the 2 areas where collaboration will bring the most added value?

Plenary

When was the last time you visited a shop in your local high street? (excluding grocery store)

1 4 2

In the last 24 hours



In the last week



In the last month



In the last 3 months



Over 3 months ago



Which song best captures your mood at the end of this summit?

1 3 8

(1/2)

Imagine - John Lennon



Stairway to Heaven - Led Zeppelin



Life on Mars - David Bowie



Bridge Over Troubled Water - Simon & Garfunkel



Respect - Aretha Franklin





Which song best captures your mood at the end of this summit?

(2/2)

1 3 8

With A Little Help From My Friends - Beatles





What are the 2 most important things you take from the Summit?

1 6 4

Networking with colleagues and creating new contacts



Agreeing on future priorities



Learning about the topics



Working with partners to develop solutions



Mapping and comparing challenges



Workshop 1

Which aspects related to new technologies do you think a revision of the GPSD should tackle? (options non exclusive)

(1/2)

Cybersecurity risks



Personal security risks



Mental health risks



Software as a product in itself



Machine learning and algorithms



Which aspects related to new technologies do you think a revision of the GPSD should tackle? (options non exclusive) (2/2)

0 3 6

Virtual reality devices



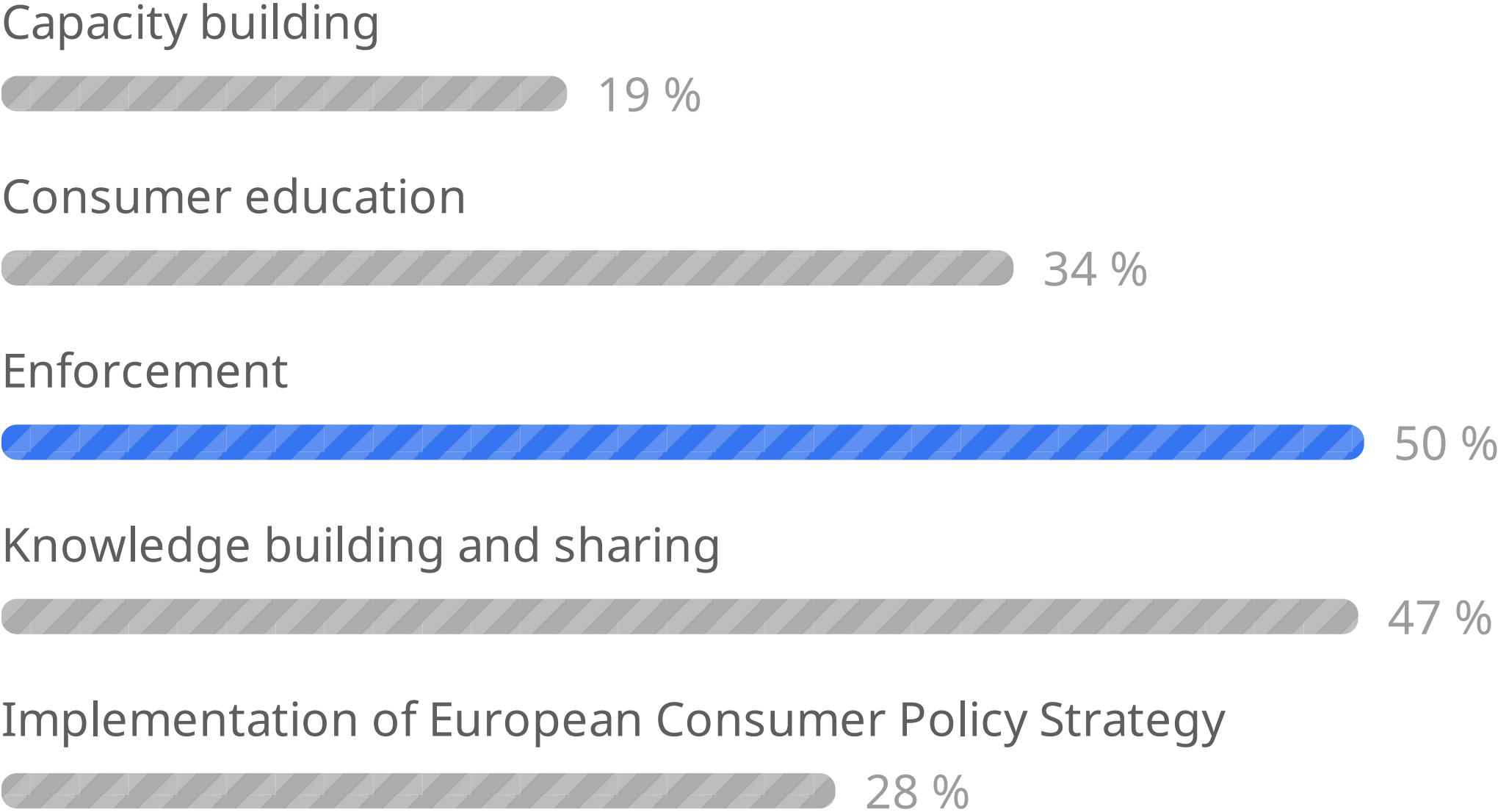
All of them





0 5 8

In your view, what are the 2 areas where collaboration will bring the most added value?



Workshop 2

Are the voluntary commitments by online marketplaces sufficient to ensure safety of products sold online?

Yes, voluntary commitments signed on voluntary basis are sufficient



No, there should be further legal requirements for online marketplaces in the product safety area



Workshop 3

What action do you see as the most important priority? ?

0 3 2

Test-bed sandboxes



Coordinated enforcement



Changes and/or additions to the legal framework (e.g. to the Unfair Commercial Practices Directive)



More guidance at EU level (e.g. concerning the Unfair Commercial Practices Directive)



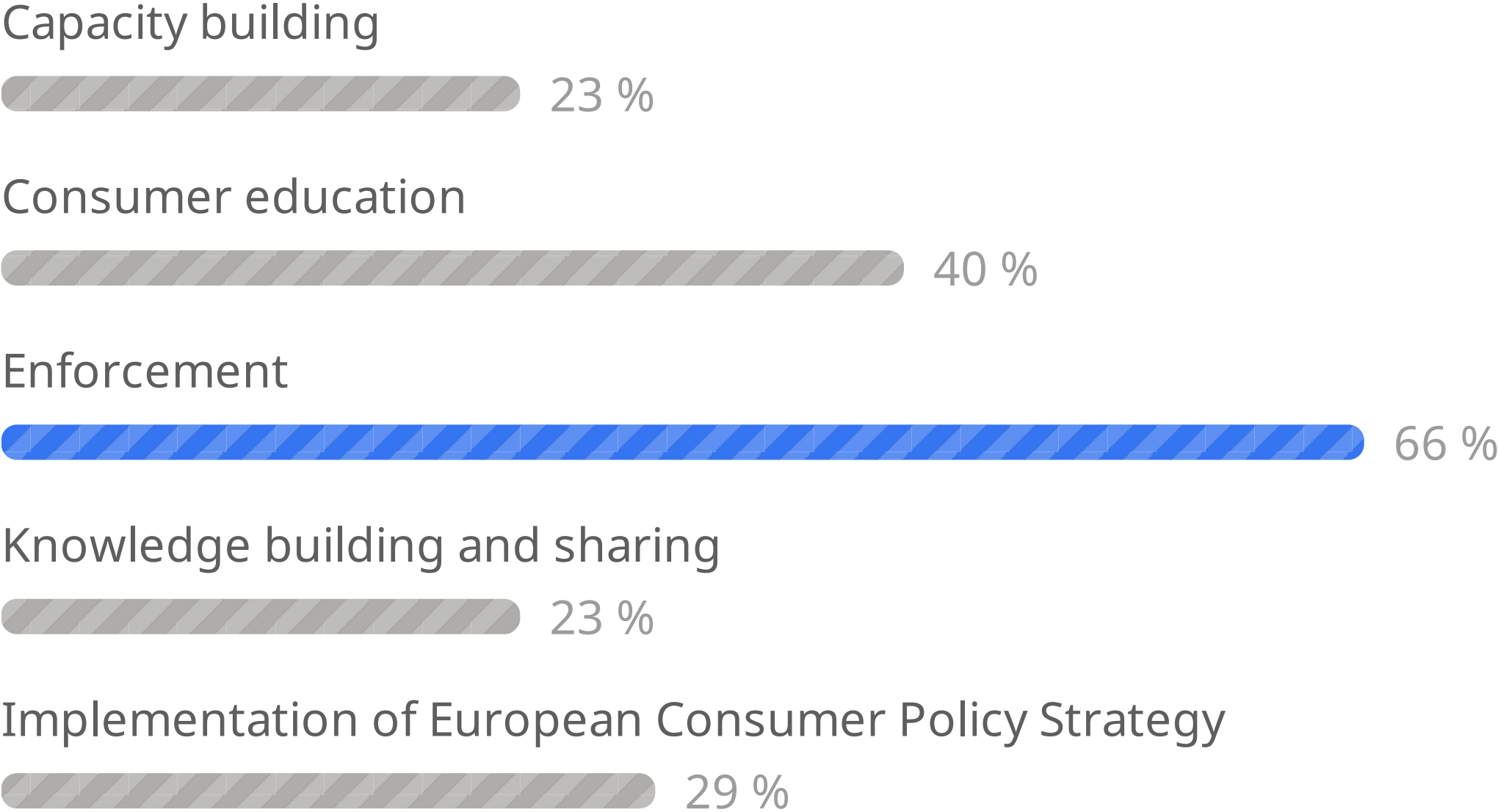
Further research on behavioural economics





0 3 5

In your view, what are the 2 areas where collaboration will bring the most added value?



Workshop 4

What is most important for improving the protection of consumers buying financial services at distance in the digital age?

Better adapting the format of pre-contractual and contractual stage information



Simplifying the information provided at pre-contractual stage to focus on the key features



Clarifying when the consumer should get the pre-contractual information before entering into a contract



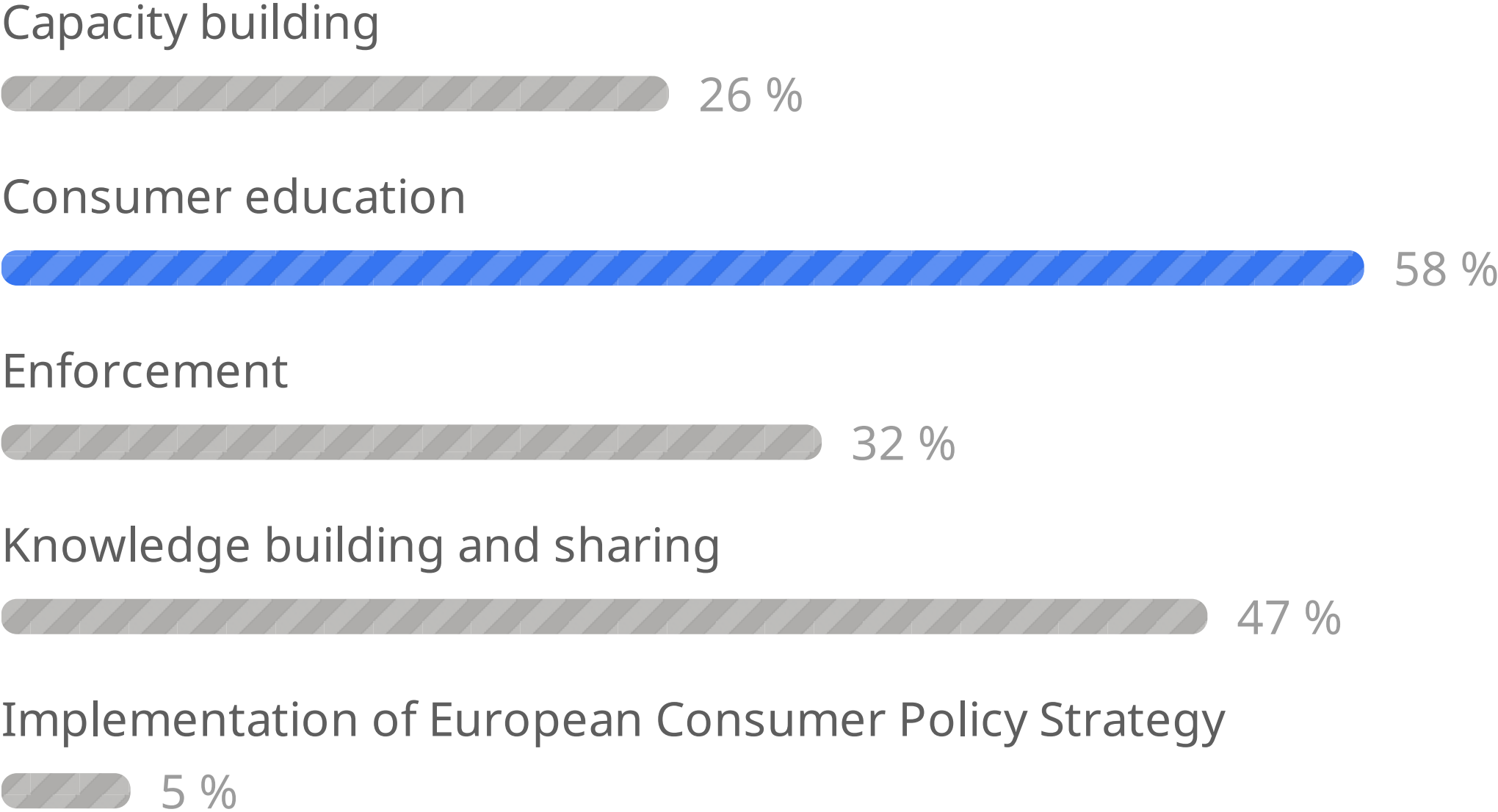
Sending a reminder about the right of withdrawal to consumers just before the right expires





0 1 9

In your view, what are the 2 areas where collaboration will bring the most added value?



Workshop 5



What action do you see as the most important priority to foster responsible lending and borrowing?

0 4 5

Improving the design of the creditworthiness assessments



Enlarging the scope of EU legislation on consumer credit or by introducing caps on interest rates



Setting up debt advice services in all Member States



Raising awareness among consumers about the risks



In your view, what are the 2 areas where collaboration will bring the most added value?

0 1 2

Capacity building



Consumer education



Enforcement



Knowledge building and sharing



Implementation of European Consumer Policy Strategy



Workshop 6



In your view, what are the 2 areas where collaboration will bring the most added value?

0 1 4

Capacity building



Consumer education



Enforcement



Knowledge building and sharing



Implementation of European Consumer Policy Strategy

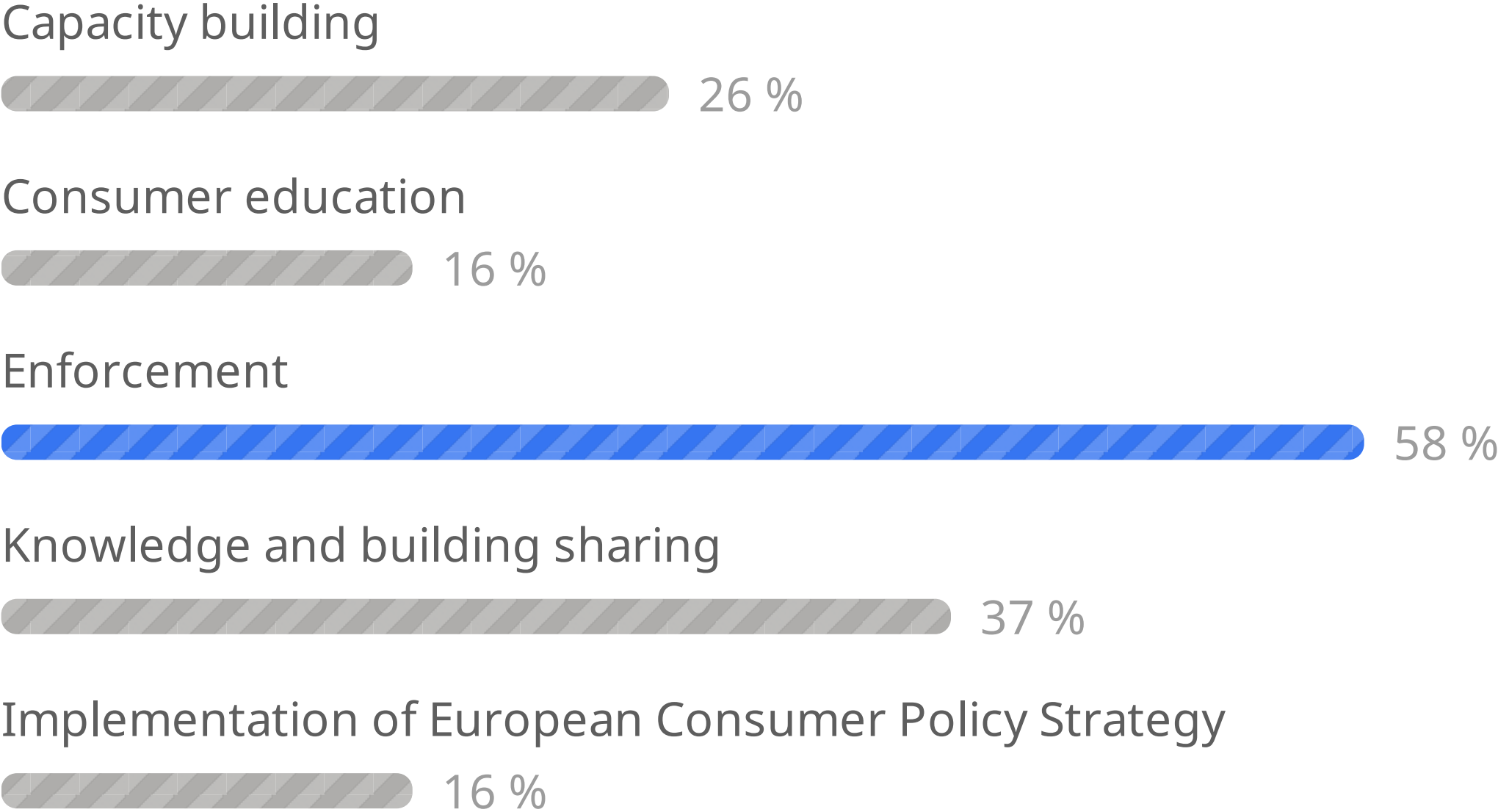


Workshop 7



0 1 9

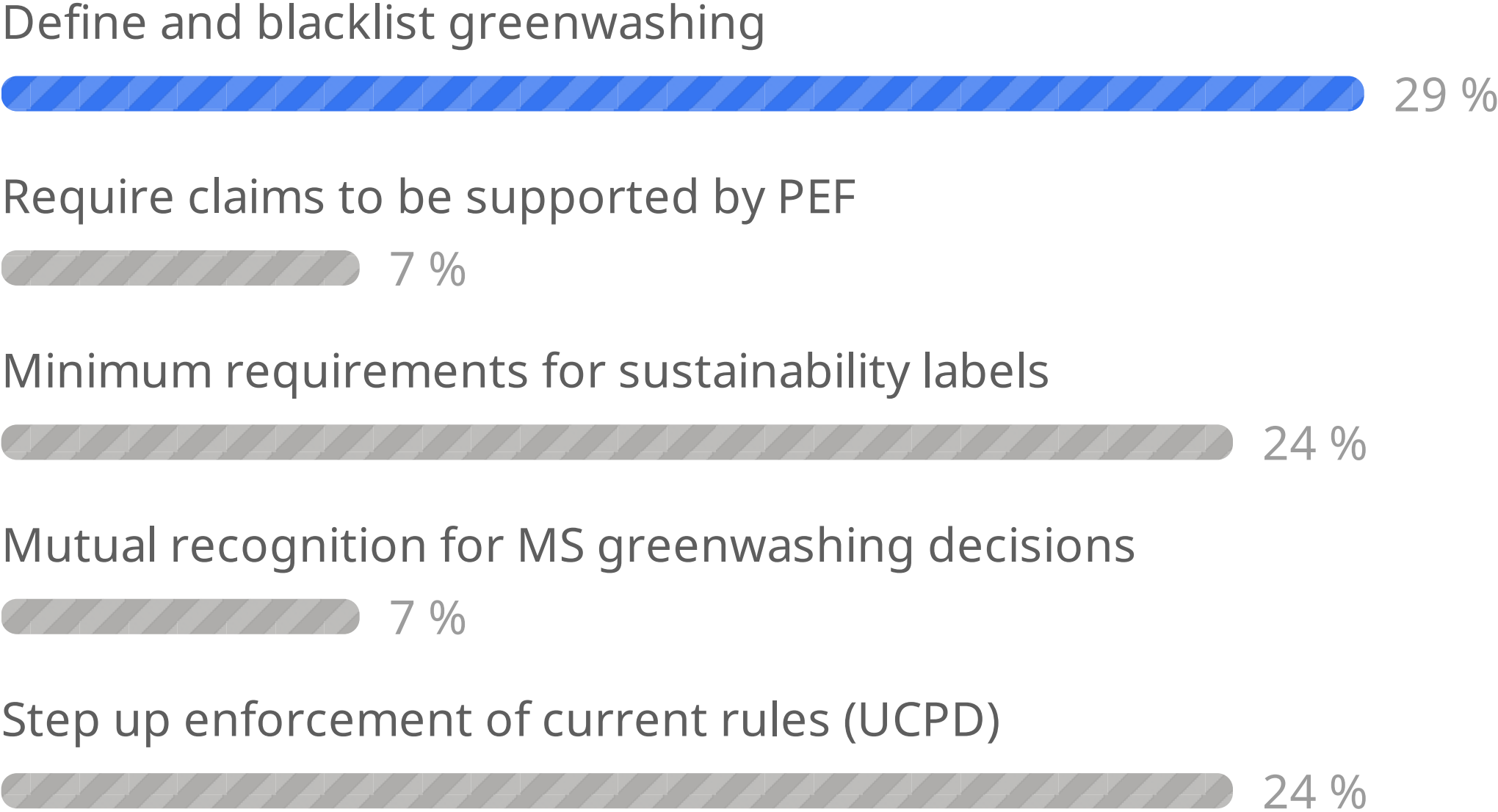
In your view, what are the 2 areas where collaboration will bring the most added value?





What action do you see as the most important priority?

059





030

What is your key take-away from this workshop?

(1/2)

Claims should be checked beforehand/trader should be able to prove claim



Need binding sustainable legal standards on the production side



Expand ecolabels to more sectors, apps to scan products, name and shame approach



Guidelines, financial aid, action to provide advise and guidance



Sustainability by design; extending the ecodesign product groups



What is your key take-away from this workshop?

(2/2)

030

Transfer the burden of proof on companies (to prove they are green)



Education on sustainability - start in primary



Governance from the Commission for investigation coordination, harmonized system of claims plus guidance



Promote existing credible labels such as EU Ecolabel, Blue Angel, Nordic Swan



What is your key take-away from this workshop? (2nd Session)

(1/3)

Introduce pre-approval for environmental claims (like for health claims)



Harmonise sustainability criteria throughout the EU per Sector



Soft approaches such as Guidelines, Ranking systems, Fair Finance schemes



Share best practices, unify enforcement against greenwashing (CPC), introduce stricter/clearer rules



What is your key take-away from this workshop? (2nd Session)

(2/3)

Introduce a US-type "Green Guide" with examples of misleading practices per sector



Use academic research and cooperation with industry to help enforcement authorities



Introduce SIS-like system to blacklist practices/companies



Provide funding for enforcement authorities



Introduce product specific requirements for the communication of green claims



What is your key take-away from this workshop? (2nd Session)

(3/3)

0 2 8

Adopt a Recommendation on Public Procurement





What is your key take-away on capacity building?

0 1 7


(1/2)

Bring together young people in a CPN type group (new ideas)
 18 %

Provide tools (digital, networking, pluridisciplinary) to help bring everyone onboard
 12 %

Long term planning from teaching to project
 18 %

Collecting and sharing case studies
 12 %

Provide funding of information exchange and conferences among MS organisations
 6 %

What is your key take-away on capacity building?

(2/2)

0 1 7

Ensure that a sustainable financing source (for consumer orgs.) is available long term



Create and develop bilateral meetings with stakeholders



What is your key take-away on consumer education?

0 1 8

(1/2)

Ensure that consumers can apply their "new knowledge" in the market



Promote consumer education in schools



Sustainability means also fairness for all and needs a more scientific approach



Use channels that work (social media, TV, etc.)



Expand to groups that are currently on the fringe (vulnerable consumers, social workers, students etc.)



What is your key take-away on consumer education?

(2/2)

0 1 8

Focus on providing skills for teachers, social workers utilising network effects



What is your key take-away on enforcement fit for the next era?

0 1 8

(1/2)

Use new tools for market surveillance (IT, AI) and possibilities to launch alerts through CPC



Establish a cross-border platform for a unified enforcement approach



Help evolve the role of consumer orgs. as watchdogs



Reverse the burden of proof to require companies (e.g. airlines) to justify exceptional circumstances



Adapt the enforcement approach to the size of the trader



What is your key take-away on enforcement fit for the next era?

0 1 8

(2/2)

Promote naming and shaming approaches

0 %

Adapt the product safety directive to be fit for the digital era

28 %

What is your key take-away on knowledge building and sharing?

(1/2)

Improve the quality of information available to consumers to make decisions (fight fake news)



Ensure consumers know the origin of products (market surveillance and border controls)



Promote the use of multiple sources of accessible information (universities, independent labs, etc.)



Monitor personalisation of offers, greenwashing, price comparison tools, misleading offers, online games, financial markets



What is your key take-away on knowledge building and sharing?

(2/2)

0 1 8

Use indicators such as the amount of consumer damage, number of consumer claims and ODR usage

0 %

What is your key take-away on collaborative implementation of European Consumer policy strategy?

(1/2)

Enhance use of existing tools (avoid duplication) and open them to more stakeholders



Integrate data and competition strategies and policies for better enforcement



Policy makers should be more proactive at every stage and consult all stakeholders (e.g. cooperate on good terms and conditions)



Foster communication at lower organisational levels with the Commission (not ECCG)



What is your key take-away on collaborative implementation of European Consumer policy strategy?

(2/2)

008

Establish fora of communication between agencies and stakeholders



Workshop 8

What should be the priority action for the Commission?

Develop an EU -wide app following the Finnish example?



Develop an EU-wide app in specific areas (e.g. food waste)



Provide platform for these initiatives?



None, this is not for the Commission and should be left to others





002

In your view, what are the 2 areas where collaboration will bring the most added value?

Capacity building

0 %

Consumer education

50 %

Enforcement

100 %

Knowledge building and sharing

0 %

Implementation of European Consumer Policy Strategy

50 %