

# Free help in cross-border consumer issues

## The European Consumer Centres Network (ECC -Net) in 2021

European  
Consumer Centres  
Network



  
Co-funded by  
the European Union



### Our mission

Our network of 29 European Consumer Centres (ECCs) empowers consumers to know their rights and take full advantage of the opportunities the Single Market offers.

### Our success rate

Our legal experts on EU consumer rights provided individual answers to

**116 424**  
enquiries



**64%**  
of cross-border consumer  
complaints could be resolved  
amicably directly by the centres.



Amount recovered  
(in Euro)

**7 508 771€**

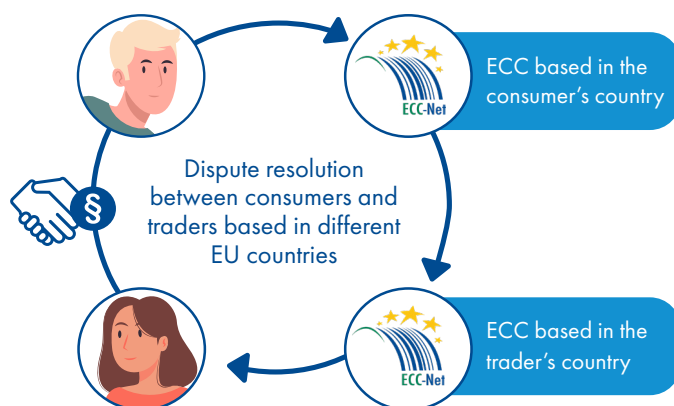
In **98%** of all inquiries,  
consumers received  
a first comprehensive response  
within **14 working days.**



## How we accomplish our mission

The ECC-Net's legal experts assist consumers to solve their cross-border problems free of charge by providing strong legal expertise. The network offers a unique overview and reliable information about consumer affairs in the Internal Market which can be used for policy making in collaboration with European and national stakeholders.

## Our help for consumers



## Consumer testimonials

*"I booked a spot at a Belgian airport car park. But as my flight was cancelled, I asked the car park company for a refund. No answer! I turned to ECC France and, luckily, they obtained for me a credit note"*

Florence Lenfant  
from France



*"I had booked a flight to the USA with a Polish airline. The flight was cancelled so I asked for a refund and filled in an e-form. No result. For 3 months I was helpless. Thanks to ECC Czechia I got my money back within 2 weeks"*

Miroslav Krekáč  
from Czechia



*"During the COVID19 crisis, ECC Bulgaria has helped me solve a case with a Spanish hotel: I could rebook for another period without losing any of my money. Keep up the good work!"*

Svetoslav Genov  
from Bulgaria



*"We had trouble getting refunded for a flight in relation to #COVID19. The airline didn't want to help us. We tried a private actor with no luck. Then we reached out to ECC Denmark and got a quick and professional response"*

Christine & Lars Robdrup  
from Denmark



## Country of consumers

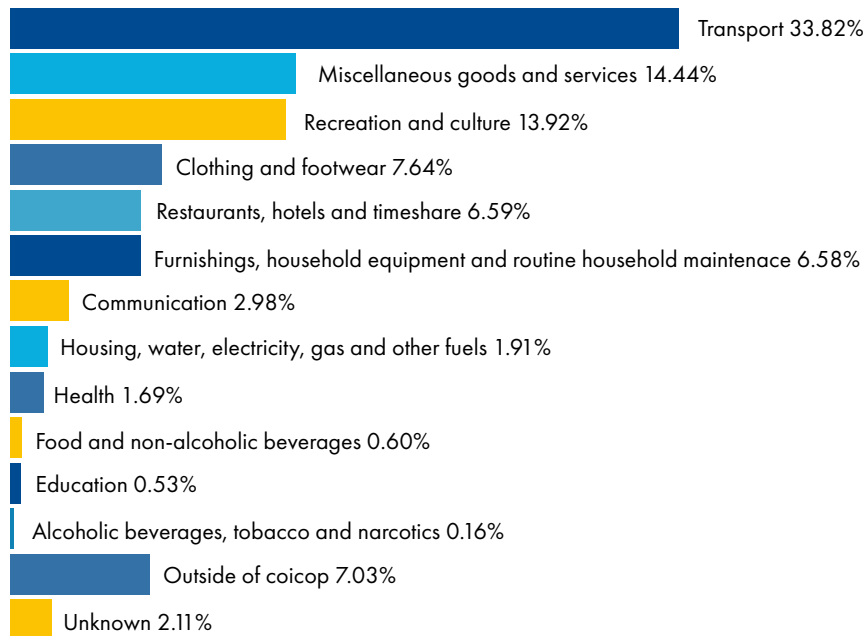
CONSUMER COUNTRY	Total
Austria	8516
Belgium	13404
Bulgaria	1802
Croatia	315
Cyprus	863
Czech Republic	2017
Denmark	2608
Estonia	985
Finland	2662
France	14044
Germany	11615
Greece	922
Hungary	2057
Iceland	169
Ireland	2158
Italy	8495
Latvia	1304
Lithuania	2469
Luxembourg	3169
Malta	626
Norway	1194
Poland	5472
Portugal	1984
Romania	3789
Slovakia	1206
Slovenia	1093
Spain	8911
Sweden	7285
The Netherlands	5290
<b>TOTAL</b>	<b>116424</b>

## Country of traders

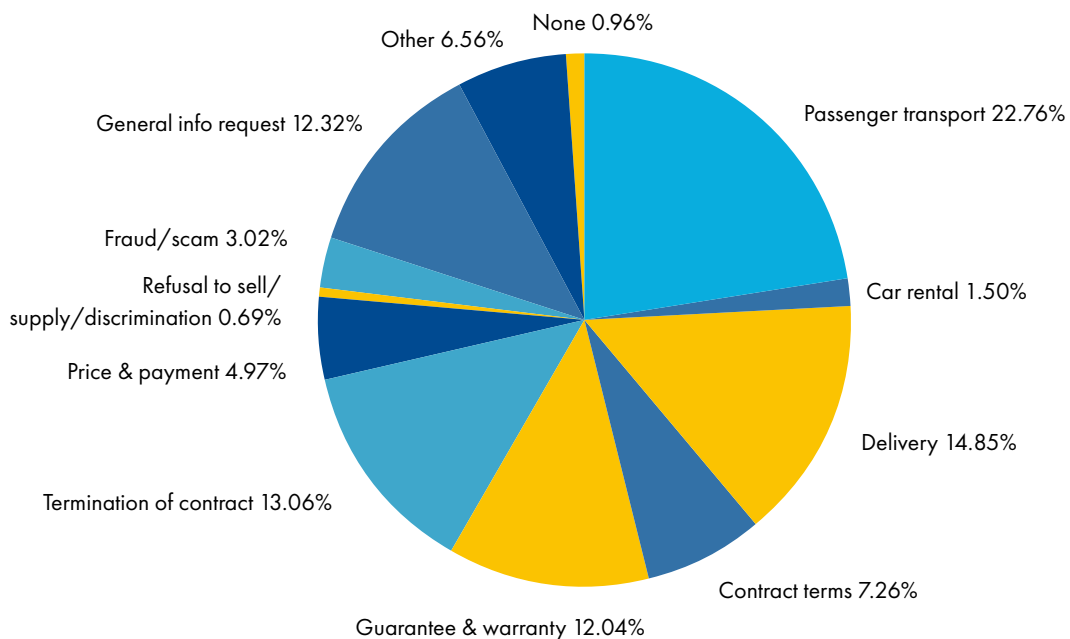
TRADER COUNTRY	Total
Austria	468
Belgium	505
Bulgaria	199
Croatia	71
Cyprus	663
Czech Republic	641
Denmark	214
Estonia	153
Finland	58
France	1360
Germany	2803
Greece	353
Hungary	606
Iceland	65
Ireland	1338
Italy	1038
Latvia	396
Lithuania	312
Luxembourg	786
Malta	108
Norway	75
Poland	518
Portugal	536
Romania	364
Slovakia	177
Slovenia	173
Spain	2439
Sweden	940
The Netherlands	1971
None	97099
<b>TOTAL</b>	<b>116424</b>

# Sectors

The tourism sector remains the number 1 problematic area for consumers in the EU, mainly due to the pandemic. Especially transport services on international flights with 20% of all requests gave rise to concern.



# Nature of complaint





## How we are funded



**Member State**

**EU Commission**



Our service is completely free of charge for consumers thanks to the co-funding of our partners.

European  
Consumer Centres  
Network



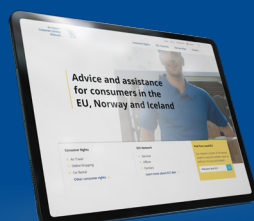
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## Want to know more?

Visit the ECC-Net on

[www.eccnet.eu](http://www.eccnet.eu)



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