

# Free help in cross-border consumer issues

## The European Consumer Centres Network (ECC-Net) in 2022



### 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

**118 142**  
enquiries



**60%**

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



Amount recovered  
(in Euro)

**9 904 715 €**

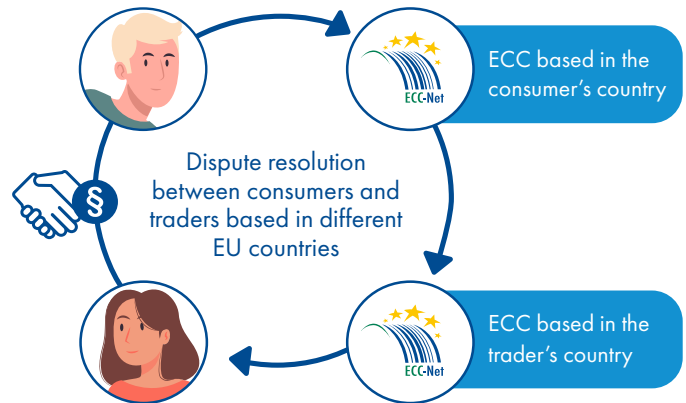
In **88%** of all inquiries, consumers received a first comprehensive response within **14 working days.**



## 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 am very grateful for the assistance I received from ECC Iceland. They were able to resolve my dispute fast and efficiently!

Linda María  
from Iceland



They made a huge effort to help me get my money back: the trader which didn't reply my complaint finally listened to the ECC.

Caterina  
from Italy



Thank you from the bottom of my heart. You helped me out of a very awkward situation. It's good to know that if this ever happens to someone, I know who to turn to for help!

Janne  
from Estonia



Amazing! Well done and many thanks. Case closed in less than three weeks. I always got immediate replies, very helpful. Keep it up!

Anonymous consumer  
from Malta



## Country of consumers

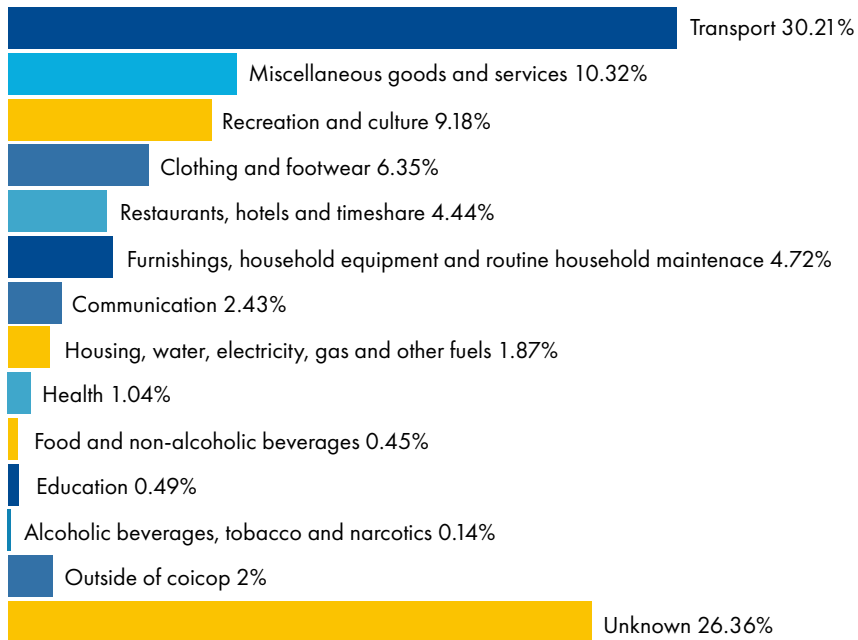
CONSUMER COUNTRY	Total
Austria	6404
Belgium	12653
Bulgaria	2306
Croatia	653
Cyprus	928
Czech Republic	2367
Denmark	2802
Estonia	1312
Finland	2942
France	13503
Germany	12187
Greece	1040
Hungary	2384
Iceland	248
Ireland	1665
Italy	9106
Latvia	1301
Lithuania	2798
Luxembourg	3277
Malta	655
Norway	1252
Poland	6613
Portugal	2238
Romania	5399
Slovakia	1080
Slovenia	1134
Spain	9061
Sweden	6842
The Netherlands	5991
<b>TOTAL</b>	<b>118141</b>

## Country of traders

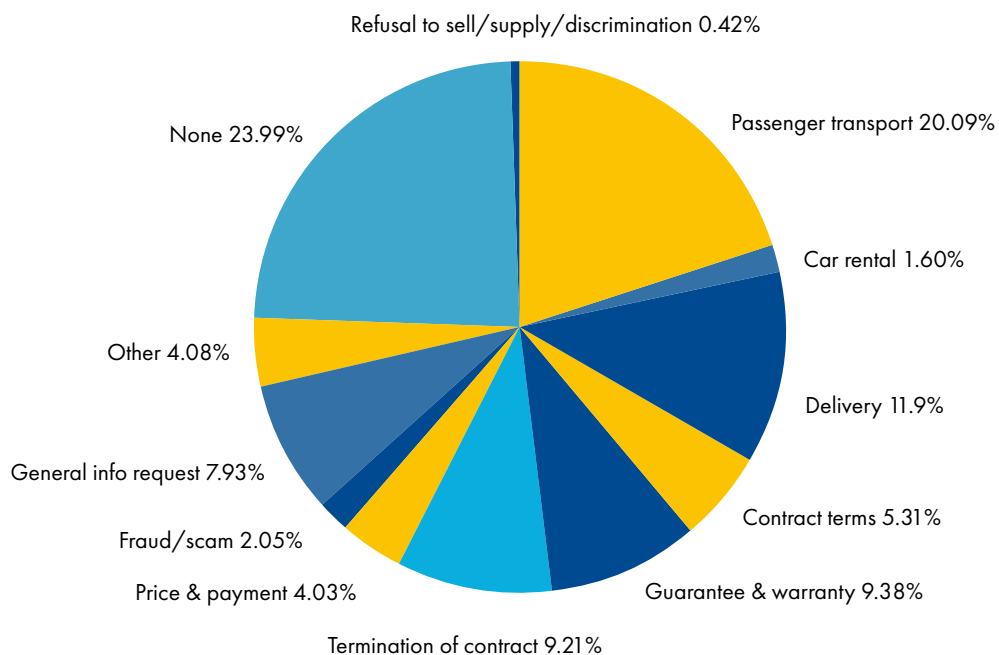
TRADER COUNTRY	Total
Austria	410
Belgium	436
Bulgaria	209
Croatia	82
Cyprus	776
Czech Republic	622
Denmark	154
Estonia	263
Finland	179
France	1380
Germany	3495
Greece	330
Hungary	558
Iceland	53
Ireland	1506
Italy	1026
Latvia	330
Lithuania	264
Luxembourg	791
Malta	142
Norway	118
Poland	621
Portugal	599
Romania	380
Slovakia	185
Slovenia	211
Spain	2332
Sweden	459
The Netherlands	2045
None	98197
<b>TOTAL</b>	<b>118141</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.

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European  
Consumer Centres  
Network



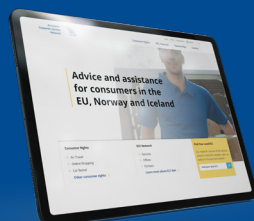
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## Want to know more?

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



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