

EUROPE, KEEP WORKING FOR CONSUMERS!

For strong consumer rights
and a fair single market.

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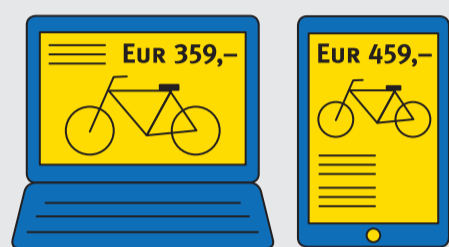
verbraucherzentrale
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... To ensure that artificial intelligence serves the people: develop ethical principles



... To protect consumers against discrimination in the digital world: make algorithmic decision-making processes more transparent



... To protect consumers from damage caused by digital and connected devices: reform product liability legislation



... To ensure privacy in electronic communication: enshrine strong user rights in the ePrivacy Regulation



... To provide simple compensation procedures for consumers affected by mass damage events: introduce collective redress mechanisms at European level

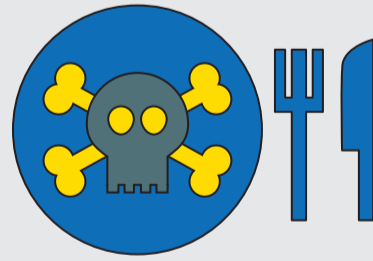
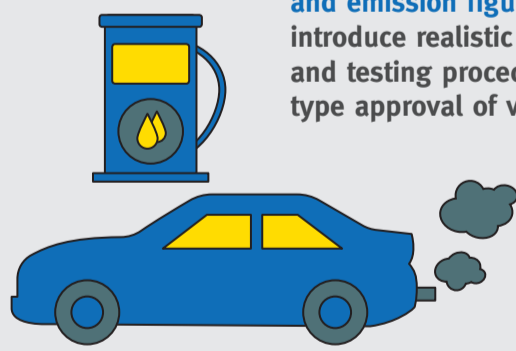


... To take account of consumer interests in trade agreements and Brexit negotiations: introduce a dedicated chapter on 'trade and consumer protection' as a standard element

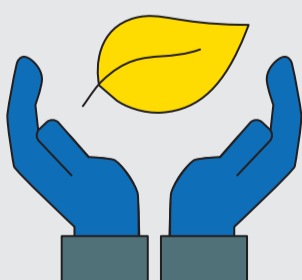


... To provide needs-based financial advice for consumers: stop commission-based schemes for the sale of investment products and for financial services comparison platforms

... To help consumers rebuild their trust in true and accurate information on fuel consumption and emission figures: introduce realistic measurement and testing procedures for the type approval of vehicles



... To protect consumers against food scandals and inform them more effectively in critical situations: ensure the consistent application of food market regulations throughout Europe



... To make it easier for people to be sustainable consumers: extend the EU Ecodesign Directive to additional product groups and introduce binding rules for the conservation of resources

ABOUT VZBV

vzbv is a strong voice for all consumers in Germany – regardless of their origin or circumstances. The Federation campaigns for a fair and sustainable social and economic framework that is centred on consumer needs. vzbv represents consumer interests in dealings with business, government and agencies and takes legal action to enforce consumers' rights. The Federation was founded in the year 2000 and acts as an umbrella organisation that pools the strength of the regional consumer associations

of Germany's 16 federal states and of 25 other consumer policy associations, with the aim of championing strong consumer protection. vzbv is headquartered in Berlin and has an office in Brussels. vzbv operates at national, European and international level and is member of the umbrella organisation of European consumer organisations BEUC and of Consumers International (CI), an international federation of consumer organisations.

The German consumer associations in the respective federal states provide advice and information for consumers. In 200 advisory centres throughout Germany, consumers can receive both up-to-date and reliable information and independent advice.

www.verbraucherzentrale.de

! CONSUMER SERVICES



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VZBV IN BRUSSELS

10 KEY CONSUMER POLICY DEMANDS FOR THE LEGISLATIVE PERIOD FROM 2019 TO 2024

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WHY THE EU IS IMPORTANT TO CONSUMERS

The European Union has in large parts been a success story for consumers from the day it was founded. This manifests itself most notably in three ways: Consumers are left with more money in their pockets. They benefit from more safety and security. And they can put their trust in strong consumer rights.

MORE MONEY IN PEOPLE'S POCKETS

The abolition of roaming charges during visits to other EU countries has been a milestone for consumers. Making calls, using messaging services and surfing the internet is an integral part of many people's daily life – including on holidays. Now that these high charges have been abolished within the EU, consumers can use their money for other things instead.

MORE SAFETY AND SECURITY

The EU has also prohibited more than one thousand substances formerly used in cosmetics that pose a potential risk to consumers' health. Consumers can rely on the fact that products containing these substances won't enter the EU Single Market.

MORE RIGHTS

The EU's Single Market ensures that consumers have the same rights all across the EU. This means, for example, that they can go to a doctor in another EU country and can rely on their health insurance in their home country covering the costs.

EUROPE CAN DO MORE

Europe as a whole can achieve more for consumers than the individual member states. In a single European market, national rules are often not very helpful. The next European Commission needs to prove that people benefit from the EU, that it is their interests that are put centre stage, rather than business interests. A fair single market should not be focused purely on sales opportunities for companies. It should promote healthy competition and strengthen the rights of consumers.

