

## Consumer Rights in the EU

The European Commission will mark the importance of consumer rights with a panel on Tuesday, 22 March 2016 at the Turkish Cypriot Chamber of Commerce, Nicosia from 11:00 to 13:00. The EU Policy on consumer rights and best practices from the Member States, Existing Instruments for EU Harmonisation, EU Harmonisation on Consumer Rights in the Turkish Cypriot Community, and local implementations and issues will be examined by the local experts, an EU expert and the local authorities.

"*My wish for Consumer Day is a consumer-centered European economy*", said the European Commissioner for Justice, Consumers and Gender Equality, Věra Jourová. The Commissioner emphasised the need to raise European citizens' awareness of consumer law.

One of the most important message of European Consumer Day is that consumer information is crucial. Huge amounts of information are available and consumers have to tease out what is relevant for them. Consumer policy of the European Union aims to maximise consumer participation and trust in the market. In order to achieve this, the European Commission defines the main objectives and key actions in its strategic vision.

### Background:

The Consumer Programme 2014-2020 with a budget of EUR 188,8 million will support EU consumer policy in the years to come. It aims to help the citizens fully enjoy their consumer rights and actively participate in the Single Market, thus supporting growth, innovation and meeting the objectives of Europe 2020.

Built on the previous programme (2007-2013), Consumer Programme 2014-2020 will focus on four key areas:

- a single market of **safe products** for the benefit of citizens and as a component of competitive businesses and traders;
- a single market, where **citizens are well represented by professional consumer organisations**, whose capacity is built to meet the challenges of today's economic environment;
- a market where **citizens are aware and exercise their rights as consumers** so that they contribute to the growth of competitive markets, citizens must enjoy **access to redress mechanisms** in case of problems without needing to resort to court procedures which are lengthy and costly;
- a concrete and effective **collaboration between national bodies** to support the enforcement of consumer rights, support the consumers with advice.

Many EU policies directly affect consumers. It is the case especially in such areas as product safety, internal market, trade, competition, financial services, transport, telecommunications, or energy.

Interested individuals can get more information on this event on the EU Infopoint Facebook page [f/abbilgi](https://www.facebook.com/abbilgi) or by contacting the EU Infopoint: [info@abbilgi.eu](mailto:info@abbilgi.eu), 228 2577 and 11A Hasene Ilgaz Street, Köşklüçiftlik Nicosia.

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