
ZPS - Slovene Consumers' Associations' Activities Before and After the Adoption of Euro

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Conference on the Euro Changeover



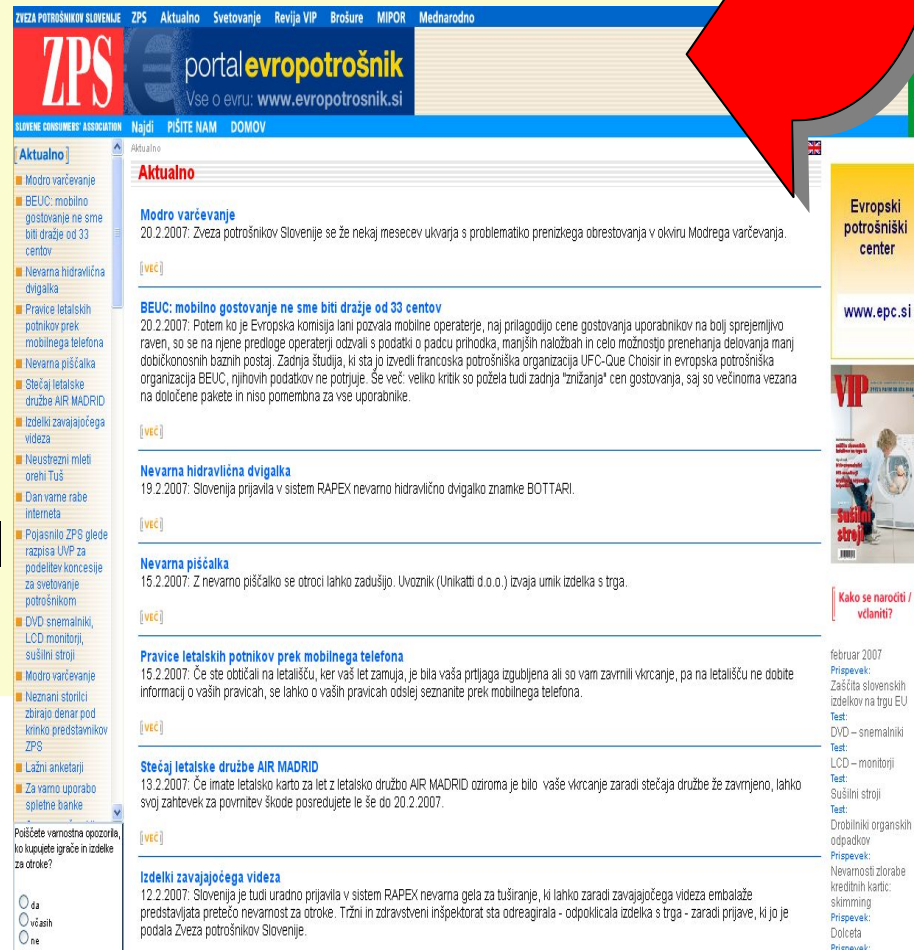
Slovene Consumers' Association

www.zps.si

Independent NGO, established in 1990 to represent consumers' interests and their rights.

Main activities:

- independent consumer advice
- education
- consumer representation
- legal aid
- national and international co-operation



The screenshot shows the homepage of the Slovene Consumers' Association (ZPS). The header includes the ZPS logo and the text 'portal evropotrošnik' with the URL 'www.evropotrosnik.si'. The main content area is titled 'Aktualno' and lists several news items:

- Modro varčevanje**: 20.2.2007. Zveza potrošnikov Slovenije se že nekaj mesecev ukvarja s problematiko preizidnega obrestovanja v okviru Modrega varčevanja.
- BEUC: mobilno gostovanje ne sme biti dražje od 33 centov**: 20.2.2007. Potem ko je Evropska komisija lani pozvala mobilne operaterje, naj prilagodijo cene gostovanja uporabnikov na bolj sprejemljivo raven, so se na njene predloge operaterji odzvali s podatki o padcu prihodka, manjših naložbah in celo možnostjo prenehanja delovanja manj običajnosnih baznih postaj. Zadnja študija, ki sta jo izvedli francoska potrošniška organizacija UFC-Que Choisir in evropska potrošniška organizacija BEUC, njihovih podatkov ne potrjuje. Še več: veliko kritik so pozela tudi zadnja "znižanja" cen gostovanja, saj so večinoma vezana na določene pakete in niso pomembna za vse uporabnike.
- Nevarna hidravlična dvigalka**: 19.2.2007. Slovenija prijavila v sistem RAPEX nevarno hidravlično dvigalko znamke BOTTARI.
- Nevarna piščalka**: 15.2.2007. Z nevarno piščalko se otroci lahko zadušijo. Uvoznik (Unikatti d.o.o.) izvaja umik izdelka s trga.
- Pravice letalskih potnikov prek mobilnega telefona**: 15.2.2007. Če ste običajni na letališču, ker vaš let zamuja, je bila vaša prtljaga izgubljena ali so vam zavrnili vkrcanje, pa na letališču ne dobite informacij o vaših pravicah, se lahko o vaših pravicah odslej seznanite prek mobilnega telefona.
- Stečaj letalske družbe AIR MADRID**: 13.2.2007. Če imate letalsko karto za let z letalsko družbo AIR MADRID oziroma je bilo vaše vkrcanje zaradi stečaja družbe že zavrnjeno, lahko svoj zahtevek za povrnitev škode posredujete le še do 20.2.2007.
- Izdelki zavajajočega videza**: 12.2.2007. Slovenija je tudi uradno prijavila v sistem RAPEX nevarna gela za tuširanje, ki lahko zaradi zavajajočega videza embalaže predstavljata pretečo nevarnost za otroke. Tržni in zdravstveni inšpektorat sta odreagirala - oopoklicala izdelka s trga - zaradi prijave, ki jo je podala Zveza potrošnikov Slovenije.

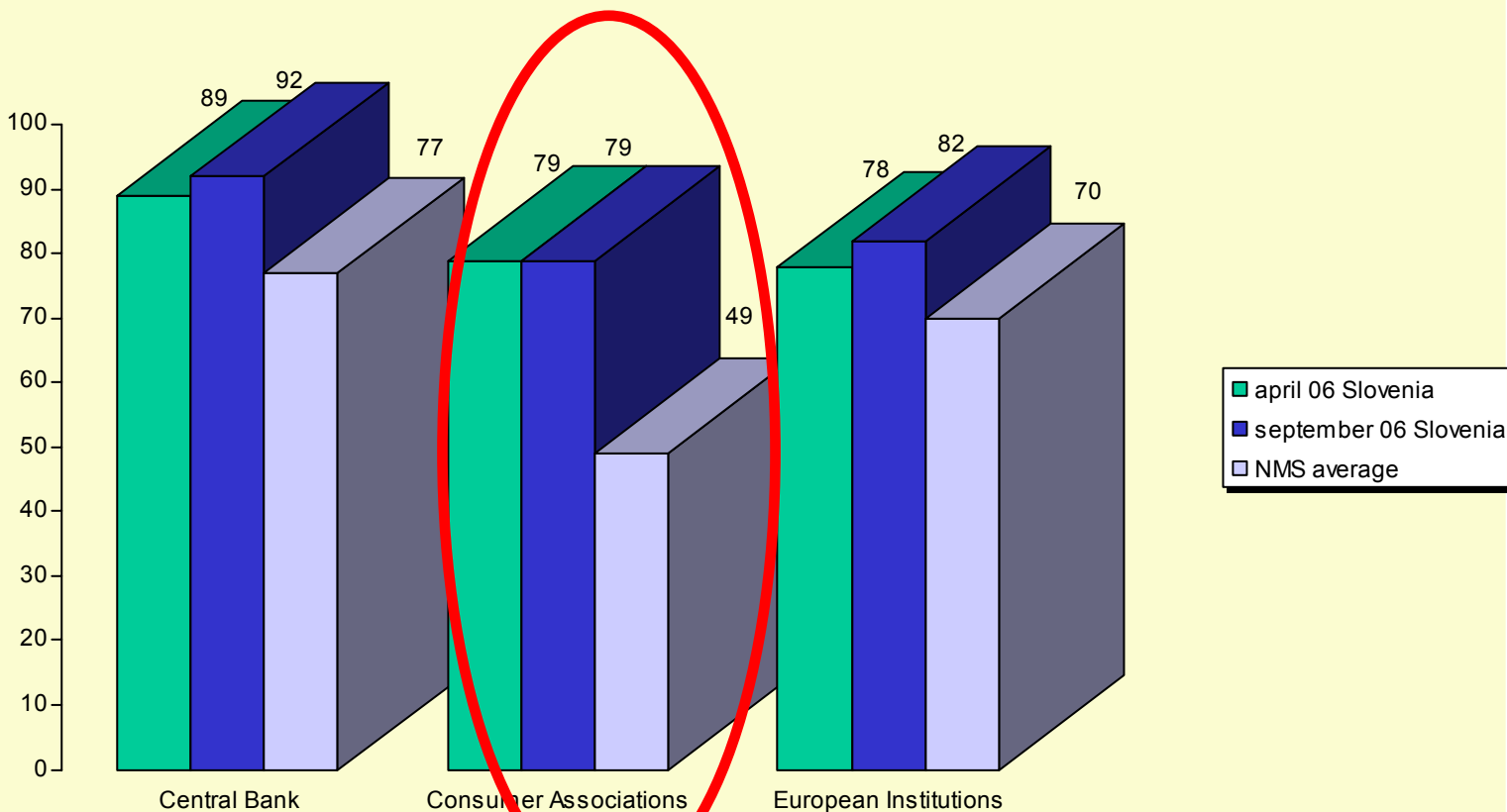
On the right side of the page, there are additional sections: 'Evropski potrošniški center' with the URL 'www.epc.si', a 'VIP' logo, and a section titled 'Kako se naročiti / včlaniti?' with a date of 'februar 2007' and a list of products tested: 'Zaščitna slovenskih izdelkov na trgu EU', 'DVD - snemalniki', 'LCD - monitorji', 'Sušilni stroji', 'Drobniki organskih odpadkov', 'Nevarnost zlorabe kreditnih kartic', 'slušniški pripomočki', 'Določila', 'Pripomočki'.

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Zveza potrošnikov Slovenije

Eurobarometer

Q: The most reliable sources of information on euro



Source: Eurobarometer, June, November 2006

SCA and euro

December 2004	Communication strategy for the adoption of euro between 2005 – 2007 draft
From January 2005 on	Member of euro-coordination
June 2005	International Conference Euro –The Consumers' Viewpoint (SCA, Bank of Slovenia, Chamber of Commerce, BEUC)
Autumn 2005	ICRI and SCA prepared the methodology for the price-watch survey
December 2005	Publication of a fact-sheet/calendar Euroconsumer
2005- 2006	Active participation and preparation of the legislation on double price display and euro.

SCA and euro

The best known activities of SCA in relation to €:

- Councelling consumers on the phone line
- Webpage www.evropotrosnik.si
- Informing the consumers in the consumer magazine VIP
- Cooperation with Slovene and international media on euro (since March 2006)



ZPS

Zveza potrošnikov Slovenije

Pricewatch

- In the basket we included 104 representatives: 68 goods, 36 services
- From February 2006 pricewatch is conducted every three months around Slovenia
- First three screenings showed no reason for alarm, but we started to note bigger price rises at the end of November
- SCA actions – additional screenings in particular sectors:
- In the middle of December we published a "black list" of providers of goods and services that increased prices for more than 6 percent

Consumers €-phone – SCA councillors help the consumers

Typical questions on the €-phone:

- Reports on price rises - new, increased prices are very often nicely rounded up in euros (i. e. 199 shop became 99 cents shop)
- Errors with the calculations from tolar to €
- Practical questions – working hours of the banks during the New Years' celebrations, when can we expect the unreversed exchange rate between tolar and euro, when does the obligatory dual price display end, will there be enough euro cash for the changeover ...

SEKCIJE:

Novice

Spremljanje cen

Podražitve - Storitve

Podražitve - Izdelki

Podražitve - Banke

Potrošnikov evrotelefon

Opozori ZPS na podražitve

Aktivnosti ZPS

Koledar dogodkov

Kviz

Evro za starejše

Kaj prinaša evro

Obvestite TIRS o kršitvi

Vse o evru

Koristne povezave

Išči...

Novice

Potrošnikov evrotelefon januarja vsak dan



5. 1. 2006: Zaradi velikega odziva potrošnikov preko brezplačnega Potrošnikovega evrotelefona (080/80-22), spletne strani ... [več](#)

Prevzem evra potekal brez večjih težav ZPS dopolnila črno listo izdelkov in storitev



4. 1. 2007: Zveza potrošnikov Slovenije ocenjuje, da je novoletni prehod s tolarja na... [več](#)



29. 12. 2006: Zveza potrošnikov Slovenije predstavlja dodaten spisek... [več](#)

[[Arhiv novic](#)]

KOLENDAR DOGODKOV

Petek, 12. Januar 2007

14. 1. 2007 - Zadnji dan, ko bo tolar še zakonito plačilno sredstvo.

1. 3. 2007 - Po 1. marcu 2007 bo konec brezplačne menjave tolarških... [več](#)

30. 6. 2007 - Konec obveznega dvojnega označevanja cen. Ponudniki... [več](#)

Portal Evropotrošnik ureja Zveza potrošnikov Slovenije

Portal sofinancira Urad vlade za informiranje

EVRO ŠTEVEC

Uradno plačilno sredstvo v Sloveniji je evro

REVIJA VIP

Zadnja številka revije VIP

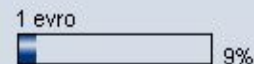


1/2007
Letnik 17
ISSN 1318-1084
Cena: 3,60 eur /
862,70 sit

[Naročilo na revijo VIP](#)

ANKETA

Koliko stane liter mleka v evrih



[4474 glasov]

Sporočite nam!

EVRO KALKULATOR

1 € = 239,64 sit

sit

eur

izvedba: [Limonet](#)

Consumer reports on price rises

- Price rises in the service sector:
 - Restaurants and bars:
 - Lunches
 - Coffees, teas ...
 - Other drinks – beer, wine, alcohol-free drinks
 - Banking sector (payments, e-banking, cash withdrawal ...)

- Price rises in the goods sector:
 - Automatic vending machines for pre-packed food and soft drinks
 - Food, bread, cigarettes, newspapers, magazines

Black list of providers of goods and services

- On December 14th SCA presented the “black list” of providers of goods and services.
- The price rises were divided based on the procentage:
6 – 10 percent
10 percent +
- Where we had an explanation form the provider we included it in order to give consumer the whole picture.
- Sources of information that are included in the tables:
 - Pricewatch, conducted by SCA in ICRI
 - SCA actions
 - Reports from the consumers, always double checked

Public response on SCA's euro-related activities

- Number of unique visitors on www.evropotrosnik.si and www.zps.si was enormous in December – together they registered more than 130.000 unique visitors (not possible to compare to the numbers from the MOSS survey due to the difference in methodology)
- From the beginning of our euro campaign in april 2006 we have received 1.800 reports from the consumers noting price rises
- Consumers have become very cautious when handling eurochange

Statistical Data and Consumer Perception of price increases

Statistical Office of the Republic of Slovenia noted deflation in January and February of 2007, which is in stark discordance with the public opinion:

- 83,4 percent think that the prices have risen with the adoption of euro, and 56,7 percent attribute price rises to retailers

To check which of the two extremes was more accurate, ZPS analysed movement of the goods and services in our basket.

We noted that the price of 36 percent of goods and services was higher in February 2007 comparing to February 2006. At the same time 39 percent of goods and services remained on the same level and 25 percent of prices decreased.

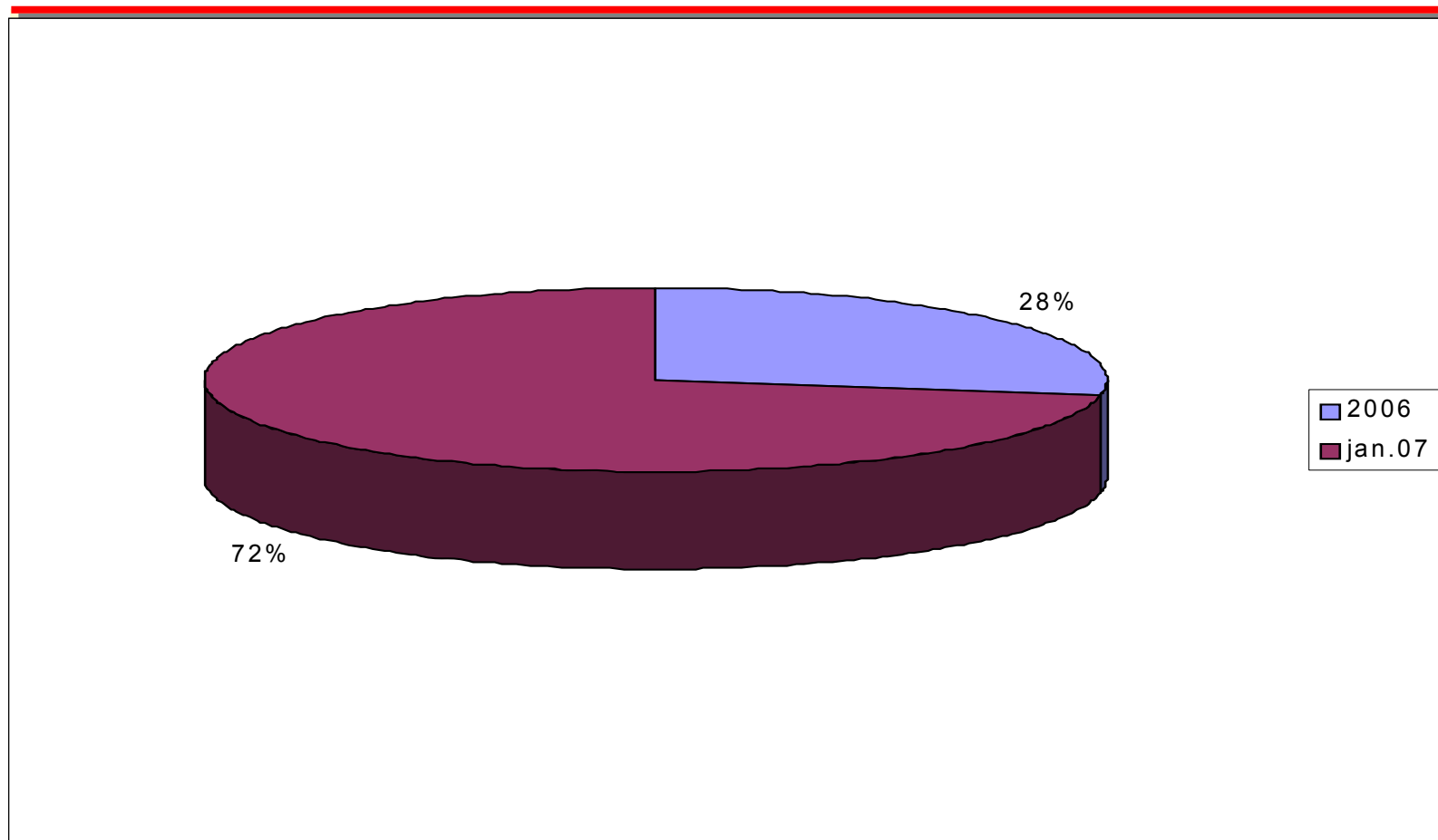
Goods and services from ZPS basket – price analysis (February – February 2007)

	Lower price (%)	Same price (%)	Higher price (%)
Whole basket	25	39	36
Services	8	42	50
Goods	25	56	19

Goods and services from ZPS basket – price analysis (November 2006 – February 2007)

	Lower price (%)	Same price (%)	Higher price (%)
Whole basket	25	56	19
Services	8	52	40
Goods	26	58	16

Number of received reports from the consumers by year

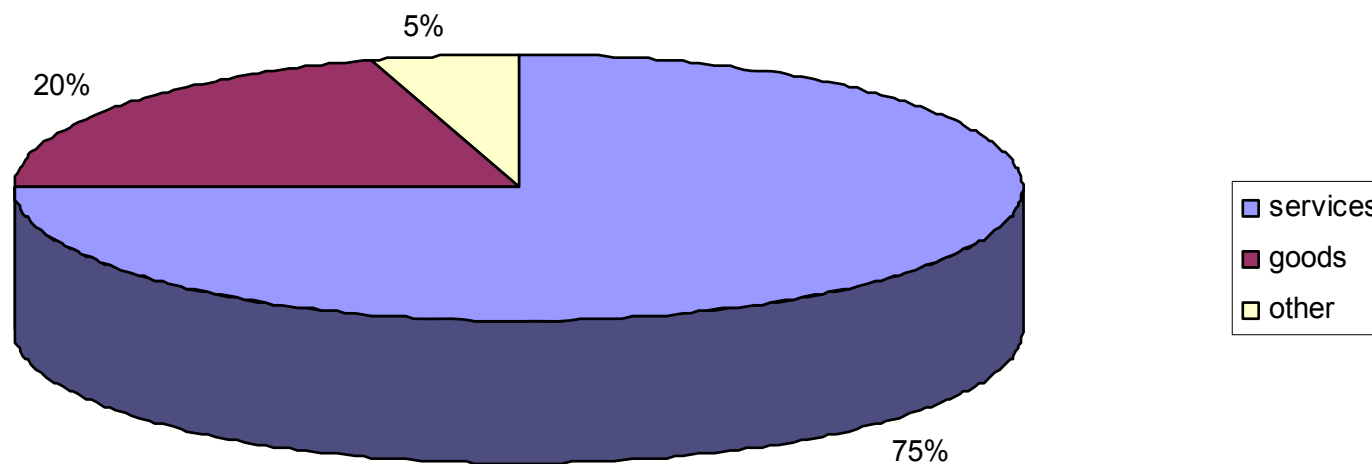


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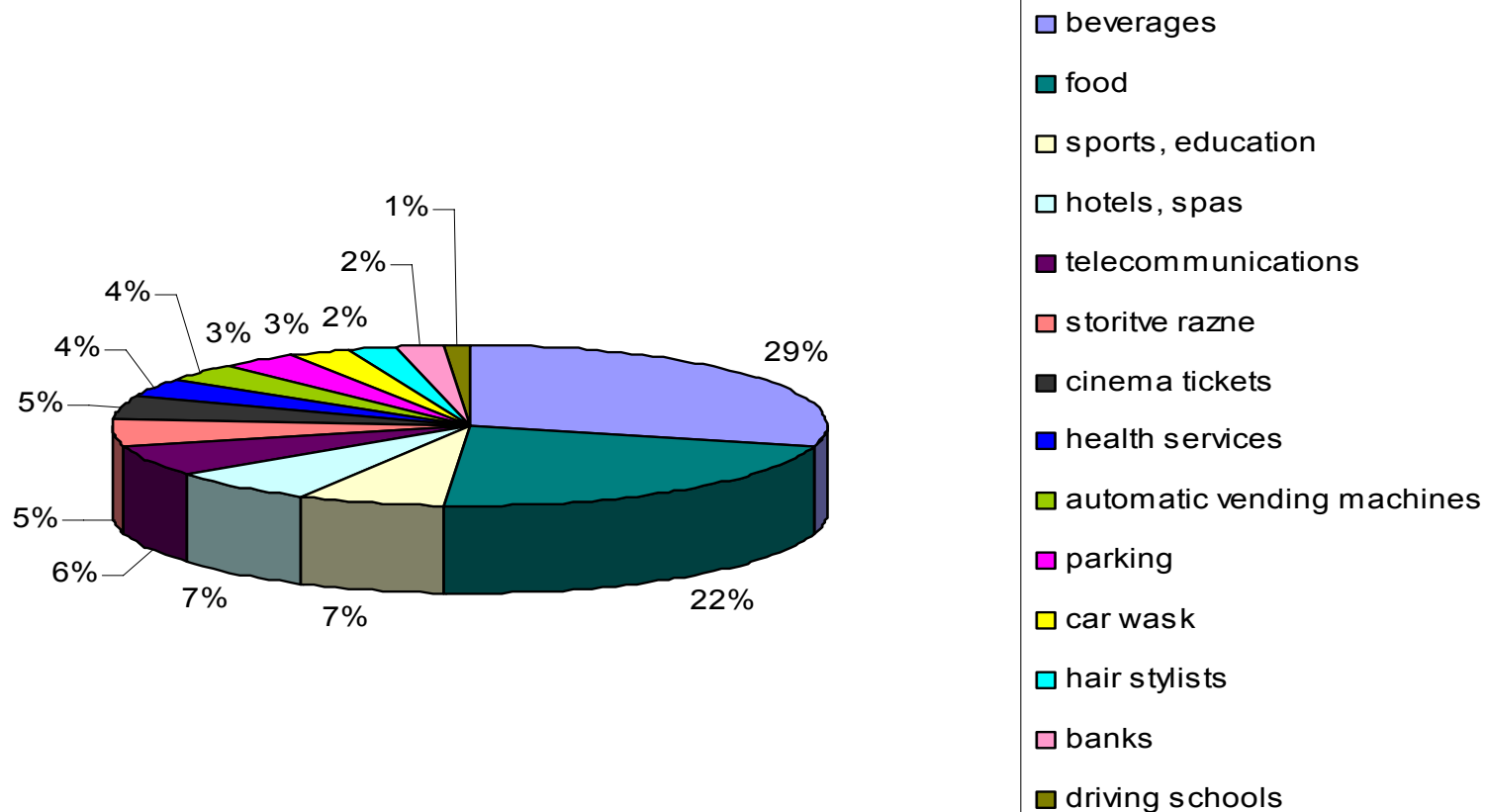
Zveza potrošnikov Slovenije

N=1.800

Break-down of the Reports from the Consumers on Price Rises (Services, Goods, Other)



Break-down of the consumer reports on price rises in services

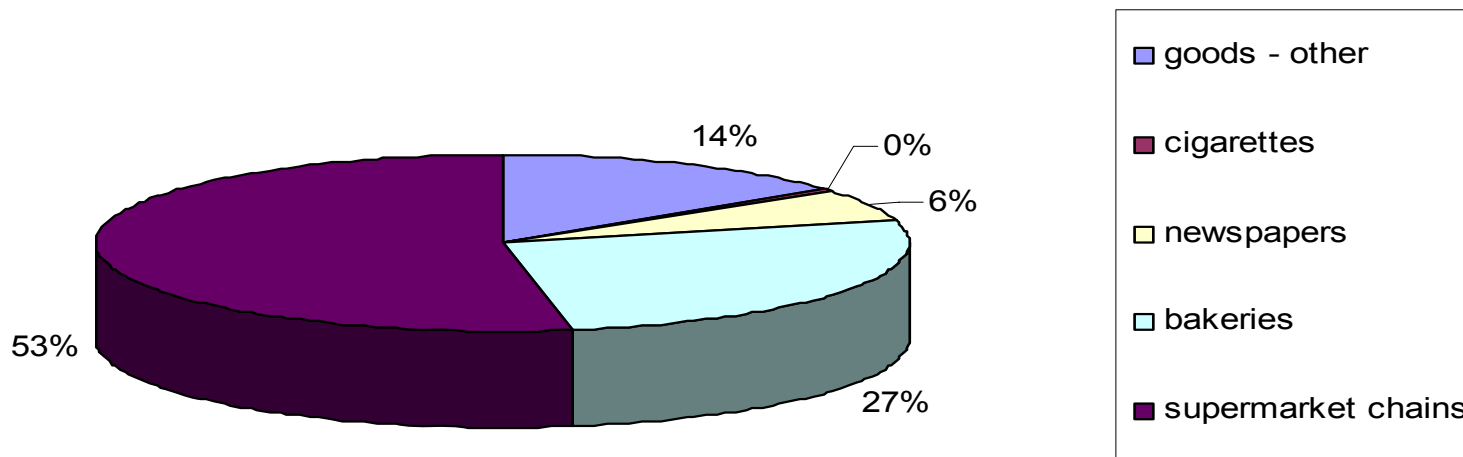


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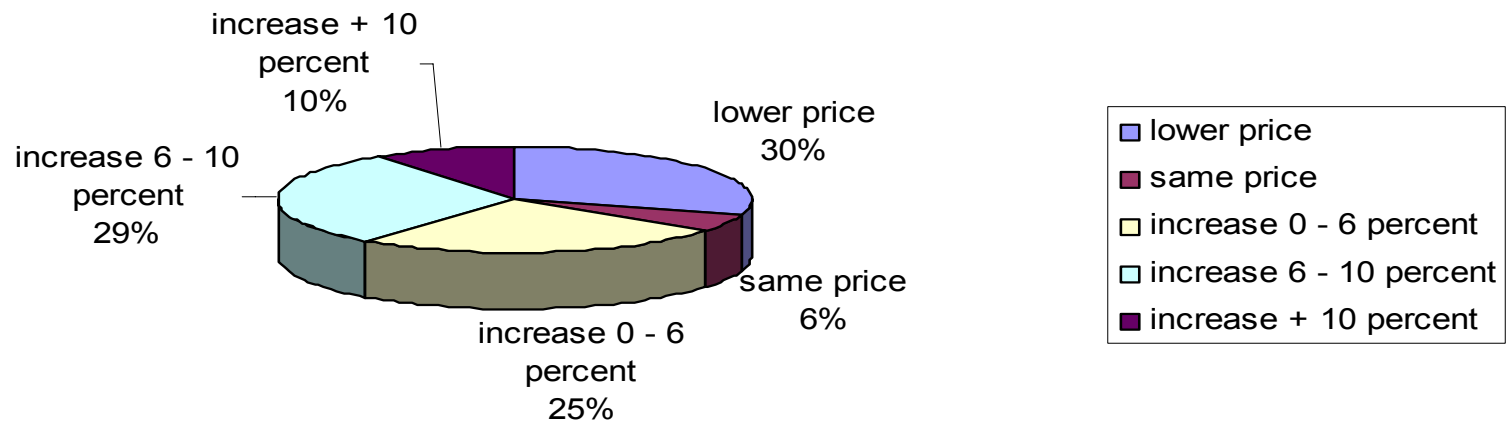
Zveza potrošnikov Slovenije

N=1.350

Break-Down of the Consumer Reports on Noted Price Rises in Goods



Analysis of the Price Movement of Hot Drinks in Bars in the Centre of Ljubljana (October 2006 - March 2007)



Consumer Response on SCA's Euro-related Activities

**Slovene consumer has
become more critical and has
more self-esteem in relation to
the providers of goods and
services!**