



1-2 June 2015

EUROPEAN
CONSUMER SUMMIT
BRUSSELS

Shaping the consumer policy of the future



June 2015

Věra Jourová
Commissioner for Justice, Consumers
and Gender Equality



*Justice and Consumers
Directorate General*



The 2015 European Consumer Summit, held on 1-2 June in Brussels, gathered representatives of the European Parliament, the European Commission, EU Member States, European Consumer Centres, enforcement and regulatory authorities, small-medium enterprises, consumer and business associations, the Organisation for Economic Co-operation and Development and the US Federal Trade Commission.



The Summit strengthened the notion that consumers are deeply embedded in the policy priorities set by the European Commission led by President Juncker, such as the Digital Single Market, the Energy Union and the Better Regulation initiative.

In the frame of the Summit, 4 parallel seminars took place:

- Consumer Information in the Digital Single Market 
- Energy Union: a New Deal for Energy Consumers 
- Effective Enforcement in the Digital Environment 
- Over-indebtedness – the Role of Debt Advice 

The participants' discussions in the plenary sessions and the key findings from the seminars show that consumer policy is a shared responsibility between consumer representatives, businesses, enforcers and policy-makers. All need to ensure a modern and robust consumer policy that drives growth and is more collaborative also at the international level.

Participants of the workshops noted:

- The importance of transparency of online platforms, such as the provision of clear terms and conditions, enforcement and stepping-up of legislation.
- Better targeted energy efficiency measures as the best long-term solution to energy vulnerability.
- Shared responsibility between all stakeholders in order to empower online consumers and develop international e-enforcement capacity.
- The rising demand for debt advice to consumers and the importance of evidence-based measures.



We are now working together with stakeholders who commended the new collaborative Commission structures that deliver on Digital Single Market, Energy Union and Capital Markets Union, and asked us to continue in this approach.

Quotes from some of the Summit speakers:

Věra Jourová, Commissioner for Justice, Consumers and Gender Equality, European Commission

“To defend consumer interests effectively, we need to work together. If we put our heads together, and learn from our experiences and insights, I think we can find the ideas, the solutions, and the policies for the coming years. That is what this Summit is all about.”

Vicky Ford, Chair, Committee on the Internal Market and Consumer Protection, European Parliament

“Innovative business models are popping-up into traditional sectors and in sectors that we would never even dream would ever exist, changing the way consumers shop, changing the shop itself and even changing the way the shop is set up. This is an exciting time to be involved in consumer policy in the digital world!”



Per Bolund, Minister for Financial Markets and Consumer Affairs, Sweden

“We need to have more fully harmonized rules in key areas and an effective enforcement at the EU level. Harmonized provisions save costs for business operators and make it easier for consumers to know what they can expect when shopping cross-border”.

Monique Goyens, Director General, BEUC

“Whatever our job is – consumer activist, working at the European Commission, in a consumer protection authority or in a Ministry – we are all committed to make markets work better for consumers”.

Paraskevi Michou, Acting Director General for Justice and Consumers, European Commission

“We need to restore consumers’ trust in the Digital Market. Restore their trust and confidence in the future and raise awareness on their rights and how to use them. This is the role of consumer policy”.

Robert Madelin, Director General for Communications Networks, Content and Technology

“What is on the to do-list: we have the Digital Single Market communication, we are now moving into the second year of the execution of the Connected Euro facility and if you put these two things together, I think that the to-do list already ticks a lot of the boxes that other Members of this panel have been mentioning.”

Numbers

440 Participants

58 Speakers

2 Plenary Sessions

4 Workshops

More than 370 tweets ([#ECS2015](#))

Examples for Tweets



EU Consumer Affairs

@EU_Consumer

‘The cost of legal fragmentation holds back businesses,’ says @VeraJourova [#ECS2015](#) pic.twitter.com/bft2qdLg5u



Monique Goyens

@moniquegoyens

“More harmonized rules are way forward for consumer trust says @bolund at [#ECS2015](#). To be combined with upgraded enforcement coordination”



Despina Spanou

@DespinaSpanou

@vickyford joins voices with traders and [#Consumers](#) at [#ECS2015](#) on not inundating [#Consumers](#) with more information [#popup](#)