

**Contact details of bodies designated to assist service recipients
(Article 21 Bodies)
24/08/2015**

Member State	Body designated (for providing information to consumers)	Body designated (for providing information to businesses)
Austria	<p>Europäisches Verbraucherzentrum Österreich (European Consumer Centre Austria)</p> <p>Mariahilfer Straße 81 A-1060 Wien Tel: 0043 1 588 77-334 or 342 Fax: 0043 1 588 77-71 E-mail: info@europakonsument.at http://www.europakonsument.at</p>	<p>Wirtschaftskammer Österreich (Austrian Federal Economic Chamber)</p> <p>Wiedner Hauptstraße 63 A-1045 Wien Tel: +43 (0) 5 90 900 - 4356 Fax: +43 (0) 5 90 900 - 114356 E-mail: euoinfo@wko.at http://wko.at/eu</p>
Belgium	<p>SPF Economie, PME, Classes moyennes et Energie (DG Contrôle et Médiation - Coopération internationale)</p> <p>WTC III, Boulevard Simon Bolivar, 30 1000 Bruxelles Tél. : +32 (0) 800 120 33 Fax : +32 (0) 800 120 33 E-mail: CONSUMER21SERVICES@economie.fgov.be http://economie.fgov.be/</p>	<p>SPF Economie, PME, Classes moyennes et Energie (DG Contrôle et Médiation - Coopération internationale)</p> <p>WTC III, Boulevard Simon Bolivar, 30 1000 Bruxelles Tél. : +32 (0) 800 120 33 Fax : +32 (0) 800 120 33 E-mail: BUSINESS21SERVICES@economie.fgov.be http://economie.fgov.be/</p>
Bulgaria	<p>Point of Single Contact in cooperation with the European Consumer Centre (European Consumer Centre – Bulgaria)</p> <p>14 Bacho Kiro Str. 1000 Sofia Tel: +359 2 986 7672 Fax: +359 2 987 5508 E-mail: ecc.bulgaria@kzp.bg http://ecc.kzp.bg/</p>	<p>Point of Single Contact</p> <p>Postal address: Tel.: Fax: E-Mail: Web-address:</p>

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Croatia	<p>European Consumer Center Croatia (ECC-Net)</p> <p>Ministry of Economy Ulica grada Vukovara 78 10000 Zagreb</p> <p>Tel: +385 1 6109 744 Fax: +385 1 6109 150 E-mail: info@ecc-croatia.hr Web: www.ecc-croatia.hr</p>	<p>Point of Single Contact Croatia</p> <p>Croatian Chamber of Economy Business Information Centre Nova cesta 3-7, p.p. 630 10000 Zagreb</p> <p>Tel: +385 1 4606 708 Fax: +385 1 4606 782 E-mail: info@psc.hr poslovne-informacije@hgk.hr Web: www.psc.hr</p>
Cyprus	<p>European Consumer Centre (Cyprus) (ECC-Net)</p> <p>6, Andrea Araouzou str. 1421 Nicosia, Cyprus Tel.: + 357 22 867167 Fax: + 357 22 375120 E-mail: ecccyprus@mcit.gov.cy www.ecccyprus.org</p>	<p>Point of Single Contact Cyprus (Ministry of Commerce, Industry and Tourism)</p> <p>13-15, Andrea Araouzou street 1421 Nicosia, Cyprus Tel.: + 357 22 409345 Fax: + 357 22 409432 E-mail: onestopshop@mcit.gov.cy www.businessincyprus.gov.cy</p>
Czech Republic	<p>Points of Single Contact (Ministry of Industry and Trade)</p> <p>Politických vězňů 20 112 49 Prague 1 Tel: +420 224 852 421 Fax: +420 224 853 079 E-mail: sluzby@mpo.cz www.mpo.cz</p>	<p>Points of Single Contact (Ministry of Industry and Trade)</p> <p>Politických vězňů 20 112 49 Prague 1 Tel.: +420 224 852 421 Fax: +420 224 8153 079 E-mail: sluzby@mpo.cz www.mpo.cz</p>

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Denmark	Forbruger Europa (ECC-Net) Carl Jacobsens Vej 35 2500 Valby Tel: +45 41 71 50 00 Fax: +45 41 71 51 00 E-mail: info@forbrugereuropa.dk www.forbrugereuropa.dk	Point of Single Contact (Danish enterprise and construction authority) Langelinje Alle 17 2100. Copenhagen Ø Tel: +45 35 66 000 E-mail: BusinessInDenmark@ebst.dk www.businessindenmark.dk
Estonia	EUROPEAN CONSUMER CENTRE ESTONIA (ECC-Net) EUROOPA LIIDU TARBIIJA NÖUSTAMISKESKUS Kiriku 4 15071 Tallinn Tel: +372/6201 708 Fax +372/6201 701 E-mail: consumer@consumer.ee http://www.consumer.ee/	Ministry of Economic Affairs and Communications Harju 11, 15072 Tallinn Tel: +372 6256 489 Fax: +372 6256 404 E-mail: SFD@mkm.ee www.mkm.ee
Finland	The Finnish Competition and Consumer Authority (FCCA) Haapaniemenkatu 4, Box 5 00531 Helsinki Tel: +358 29 5053 198 Fax: +358 9 876 4398 E-mail: palveludirektiivi@kkv.fi WWW: www.kkv.fi	Point of Single Contact (The Finnish Competition and Consumer Authority) Haapaniemenkatu 4, Box 5 00531 Helsinki Tel: +358 29 5053 198 Fax: +358 9 876 4398 E-mail: palveludirektiivi@kkv.fi WWW: www.eugo.fi
France	Centre Européen des Consommateurs France European Consumer Centre France (ECC-Net) c/o Zentrum für Europäischen Verbraucherschutz e.V. / Centre Européen de la Consommation Bahnhofsplatz 3 77694 Kehl Tel: +49 7851 991 48 0 Fax: +49 7851 991 48 11 E-mail: CEC-Services@euroinfo-kehl.eu http://www.cec-zev.eu	Enterprise Europe Network Paris Ile-de-France Centre Paris Ile-de-France Chamber of commerce and industry Centre d'information européenne 2 rue de Viarmes 75001 Paris Tél : +33 1 55 65 73 13 E-mail: europe@cci-paris-idf.fr http://www.pic2europe.fr/

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<p>Germany</p>	<p>Europäisches Verbraucherzentrum Deutschland (European Consumer Centre Germany)</p> <p>Bahnhofplatz 3 D-77694 Kehl Tel +49/78 51 991 48 0 Fax +49/78 51 991 48 11 E-mail: info@cec-zev.eu http://www.evz.de/</p>	<p>Germany Trade & Invest - Gesellschaft für Außenwirtschaft und Standortmarketing mbH (Bonn Office (Trade))</p> <p>Villemombler Straße 76 53123 Bonn Tel.: +49 228 24993-0 Fax.: +49 228 24993-212 E-mail: unternehmer@portal21.de http://www.portal21.de</p> <p>Headquarters Berlin: www.gtai.com</p>
<p>Greece</p>	<p>Ombudsman for Consumers</p> <p>Alexandras Ave 144 Athens 11471 Tel: +30 2106460862 Fax: +30 2106460414 Email: anaplirotis@synigoroskatanaloti.gr http://synigoroskatanaloti.gr</p>	<p>Enterprise Europe Network – Hellas Help – Forward Network</p> <p>Zalokosta 4 Athens 10671 Tel: +30 210 3607690 Fax: +30 210 3636109 Email: mkaratzia@help-forward.gr http://enterprise-hellas.gr / http://help-forward.gr</p>
<p>Hungary</p>	<p>European Consumer Centre Hungary (ECC-Net)</p> <p>H-1088 Budapest, József körút 6 Tel: +36 1 459 4832 Fax: +36 1 210 2539 E-mail: info@magyarefk.hu Web: www.magyarefk.hu</p>	<p>Enterprise Europe Network ITD Hungary Zrt.</p> <p>1061 Budapest, Andrásy út 12. Tel: 36 1 472 8100 Fax: 36 1 472 8101 E-mail: info@itd.hu www.itd.hu</p>
<p>Iceland</p>	<p>Neytendastofa (Consumer Agency)</p> <p>Borgartúni 21 105 Reykjavík</p> <p>Tel: + 354 – 510 11 00 Fax: + 354 – 510 11 01 E-mail: postur@neytendastofa.is http://www.neytendastofa.is</p>	<p>Efnahags- og viðskiptaráðuneytið (Ministry of Economic Affairs)</p> <p>Skuggasundi 3 150 Reykjavík</p> <p>Tel: + 354 – 545 8800 Fax: + 354 – 511 1161 E-mail: postur@evr.is http://www.evr.is</p>

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<p>Ireland</p>	<p>European Consumer Centre Ireland (ECC-Net)</p> <p>MACRO Centre 1 Green Street Dublin 7 Tel: + 353 (0)1 8797647 Fax: +353 1 8734328 E-mail: info@eccireland.ie http://www.eccireland.ie/</p>	<p>Galway Chamber of Commerce</p> <p>Commerce House Merchant's Road Galway Tel: +353 (0)91 563536 Fax: +353 (0)91 561963 E-mail: www.galwaychamber.com</p>
<p>Italy</p>	<p>ECC-Net Italy</p> <p>Via G.M. Lancisi, 31 A - 00161 Rome Tel: +39 (0)6 44238090 Fax: +39 (0)6 44118348 E-mail: info@ecc-netitalia.it www.ecc-netitalia.it</p>	<p>Unioncamere (Chambers of Commerce) through points of single contacts:</p> <p>Sallustio 21 00187 Roma- Tel: +39 06-4704218 Fax:+39 06.4704240 E-mail: www.impresainungiorno.it</p>
<p>Latvia</p>	<p>European Consumer Centre Latvia ECC-Net (ECC Latvia)</p> <p>157 Kr.Valdemara Street, Room 228, Riga, LV-1013, Latvia Tel: +371 6738 86 25 Fax: +371 6738 86 25 E-mail: info@ecclatvia.lv http://www.ecclatvia.lv</p>	<p>Investment and Development Agency of Latvia</p> <p>2 Perses Street, Riga, LV-1442, Latvia Tel: +371 6703 94 30 Fax: +371 6703 94 31 E-mail: een@liaa.gov.lv http://www.liaa.gov.lv</p>
<p>Liechtenstein</p>	<p>Amt für Handel und Transport (Fachbereich Konsumentenschutz, Urheberrecht und unlauterer Wettbewerb)</p> <p>Postfach 684 9490 Vaduz Liechtenstein Tel: (+423) 236 69 04 Fax: (+423) 236 69 07 E-mail: info@aht.llv.li http://www.llv.li/llv-aht-home.htm</p>	<p>Einheitlicher Ansprechpartner/ Point of Single Contact (Amt für Volkswirtschaft / Office for Economic Affairs)</p> <p>Poststrasse 1 / Haus der Wirtschaft FL-9494 Schaan Tel.: +423 236 68 71 Fax: +423 236 68 89 E-mail: info@avw.llv.li http://www.eu-go.li/</p>

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<p>Lithuania</p>	<p>Europos vartotojų centras (ECC-Net) European Consumer Centre in Lithuania</p> <p>Odminių g. 12, LT-01122 Vilnius Tel.: +370 52650368 Fax: +370 52623123 E-mail: info@ecc.lt http://www.ecc.lt/</p>	<p>Public Institution Enterprise Lithuania Point of Single Contact for Services and Products</p> <p>A. Goštauto St. 40A, LT-01112 Vilnius, Lithuania Telephone +370 5 219 4342 Fax + 370 5 204 5808 E-mail: pgkc@enterpriselithuania.com http://www.businessgateway.lt</p> <p>Europos vartotojų centras (ECC-Net) European Consumer Centre in Lithuania</p> <p>Odminių g. 12, LT-01122 Vilnius Tel.: +370 52650368 Fax: +370 52623123 E-mail: info@ecc.lt http://www.ecc.lt/</p>
<p>Luxembourg</p>	<p>European Consumer Centre Luxembourg (ECC-Net)</p> <p>55 rue des Bruyeres L-1274 Howald Tel: +352 26 84 64-1 Fax: +352 26 84 57 61 E-mail: info@cecluxembourg.lu http://www.cecluxembourg.lu/</p>	<p>Entreprise Europe Network</p> <p>Chambre des Métiers Luxembourg 2, Circuit de la Foire Internationale Luxembourg-Kirchberg BP 1604 · L-1016 Luxembourg Tel: + 352 42 67 67 -1 Fax: + 352 42 67 87 E-mail: contact@cdm.lu http://www.eicluxembourg.lu/</p> <p>Espace Entreprises de la Chambre de Commerce de Luxembourg “Guichet unique” 7, rue Alcide de Gasperi Luxembourg - Kirchberg Tel: +352 42 39 39 – 330 Fax: +352 42 39 39 – 824 E-mail: entreprises@cc.lu http://www.cc.lu/</p>

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Malta	European Consumer Centre (MALTA) (ECC-Net) 47 A, South Street, Valletta VLT 1101 Tel: +356 2122 1901 Fax: +356 2122 1902 E-mail: ecc.malta@gov.mt http://www.eccnetmalta.gov.mt	Malta Enterprise, Enterprise Centre, Industrial Estate San Gwann SGN3000 Malta Tel 00356 25423218 Fax 00356 25423401 email: info@maltaenterprise.com
Norway	The European Consumer Centre (ECC-Net) Forbruker Europa P.O. Box 4594 Nydalen 0404 Oslo Tel: +47 23 400 500 Fax: +47 23 400 501 E-mail: post@forbrukereuropa.no http://www.forbrukereuropa.no	Enterprise Europe Network Innovation Norway Po. box 448 - Sentrum N-0104 Oslo Norway Tel. +47 22 00 29 50 Fax +47 22 00 25 01 E-mail: bedriftieu@innovasjonorge.no http://www.bedriftieu.no/
Poland	Point of Single Contact Ministry of Economy Plac Trzech Krzyży 3/5 00-507 Warszawa Tel: (+48) 22 693 50 00 E-mail: epk@mg.gov.pl http://www.eu-go.gov.pl	Point of Single Contact Ministry of Economy Plac Trzech Krzyży 3/5 00-507 Warszawa Tel: (+48) 22 693 50 00 E-mail: epk@mg.gov.pl http://www.eu-go.gov.pl
Portugal	Centro Europeu do Consumidor (European Consumer Centre ECC-Net) Praça Duque de Saldanha, 31 – 1º 1069-013 Lisboa Tel: 00351 213564750 Fax: 00351 213564719 Web: http://cec.consumidor.pt E-mail: euroconsumo@dg.consumidor.pt	Instituto de Apoio às Pequenas e Médias Empresas e à Inovação – IAPMEI (Institute of Support to Small and Medium Enterprises and Innovation) Estrada do Paço do Lumiar, Campus Lumiar – Ed. A 1649-038 Lisboa Tel: 00351 213 836 000 Fax: 00351 213 836 283 Web: http://www.iapmei.pt/ E-mail: info@iapmei.pt

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<p>Romania</p>	<p>European Consumer Centre Romania (ECC-Net)</p> <p>Bd. Nicolae Balcescu nr. 32-34, etaj 4, ap. 16, Sector 1, Bucharest RO-010055, Tel: +40-(21)-315.71.49 Fax: +40-(21)-311.02.42 E-mail: office@eccromania.ro www.eccromania.ro</p>	<p>Name of designated body</p> <p>Postal address: Tel: Fax: E-mail: Web-address:</p>
<p>Slovakia</p>	<p>European Consumer Centre Slovakia (ECC-Net)</p> <p>Mierová 19 SK-827 15 Bratislava 212 Tel: +421/2/4854 2016 Fax: +421/2/4854 1627 E-mail: ecc@economy.gov.sk www.economy.gov.sk; www.mhsr.sk</p>	<p>Ministry of Economy of the Slovak Republic</p> <p>Mierová 19 SK-827 15 Bratislava 212 Tel: Fax: +421/2/4854 3818 E-mail: services21@economy.gov.sk www.economy.gov.sk www.mhsr.sk</p>
<p>Slovenia</p>	<p>Evropski potrošniški center (European Consumer Centre Slovenia (ECC-Net))</p> <p>Frankopanska 5 1000 Ljubljana Tel.: +386 1 432 30 35, Fax: +386 1 433 33 71 E-mail: epc@epc.si http://www.epc.si/</p>	<p>Obrotno-podjetniška zbornica Slovenije (Chamber of craft and small business) Celovška 71 p.p. 2350 1000 Ljubljana Tel.: +386 1 583 05 09 Fax: +386 1 583 08 30 E-mail: info@ozs.si http://www.ozs.si/</p> <p>Gospodarska zbornica Slovenije (Chamber of commerce and industry) Dimičeva 13 1504 Ljubljana Tel.: +386 1 5898 000 Fax: 386 1 58 98 100] E-mail: info@gzs.si www.gzs.si/eng</p>

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Spain	<p>European Consumer Centre (Spain) (ECC-Net) Instituto Nacional de Consumo</p> <p>C/ Principe de Vergara, 54 28006, Madrid Tel: +34 91 822 45 55 Fax: +34/ 91 822 45 62 E-mail: cec@consumo-inc.es http://cec.consumo-inc.es/</p>	<p>Ministerio de Industria, Turismo y Comercio Dirección General de Política de la PYME</p> <p>Pº de la Castellana, 160 - planta 12 28046 Madrid Tel: +34 900 19 00 92 Fax: +34 91 349 47 76 E-mail: infopyme@mityc.es http://www.ipyme.org/en-US/Contacto/Paginas/Contactenos.aspx</p>
Sweden	<p>The Swedish Consumer Agency (ECC-Net)</p> <p>Konsument Europa Konsumentverket Lagergrens Gata 8 Box 48 SE-651 02 Karlstad Tel: +46 (0)54 - 19 41 50 Fax: +46 (0)54 - 19 41 59: E-mail: info@konsumenteuropa.se http://www.konsumenteuropa.se/</p>	<p>The National Board of Trade</p> <p>Drottninggatan 89 Box 6803 113 86 Stockholm Tel: +46-8-690 48 80 Fax: +46-8-30 67 59 E-mail: serviceshelpdesk@kommers.se http://www.kommers.se/</p>
The Netherlands	<p>The Consumer Authority Consumentenautoriteit (BackOffice Consumentenautoriteit)</p> <p>Wijnhaven 24 Postbus 16759 2500 BT DEN HAAG Tel: +31 (0)70 330 59 81 Fax: +31 (0)70 330 59 89 E-mail: backoffice_ca@consumentenautoriteit.nl http://www.consumentenautoriteit.nl/</p>	<p>Antwoord voor bedrijven ("Dutch Point of Single Contact")</p> <p>Ministerie van Economische Zaken Projectdirectie Eerste Lijn voor Bedrijven Postbus 20101 2500 EC Den Haag Tel: +31 (0)88 602 44 44 E-mail: http://www.answersforbusiness.nl/en/contact www.answersforbusiness.nl</p>

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<p>United Kingdom</p>	<p>The European Consumer Centre for Services Trading Standards Institute (TSI)</p> <p>1 Sylvan Court Sylvan Way Southfields Business Park Basildon Essex SS15 6TH</p> <p>Tel: +44 (0)845 608 9494 E-mail: eccs@tsi.org.uk www.ukecc-services.net</p>	<p>Point of Single Contact: Business Link</p> <p>Department for Business, Innovation and Skills 1 Victoria Street London SW1H 0ET Tel: 0845 600 9 006 E-mail: psc@bis.gsi.gov.uk www.businesslink.gov.uk</p> <p>Businesses can find contact details for regional offices of Business Link through their website. Website: www.businesslink.gov.uk Online contact form: http://www.ukwelcomes.businesslink.gov.uk/bdotg/action/pscContactUs?site=2000&r.s=e&r.l1=1083499128&r.lc=en</p> <p>Nationwide helpline: +44 24 7647 2599</p>
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