



## IMI REPORT

Number: 9838.1

CPC - Request for information - Art. 11(1)

### Request Summary

#### Reference dates and information

Number of calendar days in which a reply is required	30
Number of calendar days in which the requested authority will reply	30
Date sent	15/03/2020
Date accepted	15/03/2020
Date due	14/04/2020

### Legal Basis

#### European legal basis

Applicable EU legislation	Directive (EU) 2015/2302 on package travel and linked travel arrangements
	Relevant articles in the selected EU legislation
Directive (EU) 2015/2302	(en) Sample

### Trader details

#### Name of the trader

Trader name	Known
Does the trader name include personal data?	Yes
Trader name (with personal data)	Sample 1
Does the trader have other trading name(s)?	Yes, see details below
Alternative name 1	Sample 2
Alternative name 2	Sample 3
Online Interface / Website of the trader	Known

## Details of the online interface - 1

Type of online interface	Mobile Application (App)
Name	Sample App
Direct link	https://www.sample.com/
Attachment	File name: Sample screenshot.png Added by: IT - CPC - Sample Authority Name Added on: 15/03/2020 22:56 CET
Additional information	(en) Sample

## Details concerning the trader

Name of trader's legal representative	Sample
Other representative of the trader (e.g.: executive)	Sample
Legal form of the trader	(AT) Aktiengesellschaft, AG
Is there a parent company?	Yes, see details below
Name of parent company	Sample
Name(s) of company director	Sample

## Type of business / sector

Type of business / sector	Known
Type of business / sector	Advertiser
Activity(ies) of the trader	Accounting/audit/business or legal consultancy services

## Identification

TAX / VAT number	Known
TAX / VAT	123
Other type of identification	Available
Commercial / company registration	Sample
Professional registration number	Sample
Bank account number	Sample
Other registration number	Sample

## Establishment details

Address of the trader	Known
Street name and number	Sample
Town / City	Sample
Postcode	Sample
Country	Bulgaria
Does the trader have an additional address?	Yes, see details below
Additional address of the trader	Sample
Does the trader also operate in other EEA countries?	Yes, see details below

EEA Member States where the trader operates	Austria Bulgaria Greece
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## E-mail address and other contact details

E-mail address and other contact details	Available
E-mail address (functional box)	Sample@Sample.Sample
Telephone number	123
Contact person	Sample
Contact person E-mail address	Sample@Sample.Sample
Social media account	Sample

## Additional Information and updates

Additional information about the trader	(en) Sample
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## Information on the infringement

### Type and nature of the infringement

Short summary of the infringement / suspected infringement	(en) Sample
Short summary of the infringement / suspected infringement - complementary information	(en) Sample
Nature of the infringement	Verified
Status of the infringement	Ongoing
Assumed type of infringement	Widespread infringement with a Union dimension
Justification why Union dimension of infringement is suspected	(en) Sample
Additional information about the infringement	(en) Sample

### Product/service and media involved

Name of product or service	(en) Sample
COICOP classification	CLOTHING AND FOOTWEAR (03)
Level 2	Clothing (03.1)
Level 3	Cleaning, repair and hire of clothing (03.1.4)
Advertising medium	Face to face
Sales medium	Face to face Social media
Estimated number of impacted consumers in total	20000
Estimated financial detriment / year	20000.0 EUR
Number of complaints received in total	999
Information on harmfulness of the infringement	Many consumers harmed Repetitive infringement Vulnerable consumers

## Request

### Compliance with the request

Compliance with the request	The requested authority is ready to comply with the request.
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### Involvement of designated bodies

Does the applicant authority agree to the involvement of designated bodies in processing this request, if the requested authority complies with the request?	Yes
Do you intend to involve designated bodies in the investigation relevant for this request (Article 7 of the CPC Regulation)?	Yes, see details below
Designated body name	(en) Sample
Contact details of the designated body	Sample

### Alerts concerning the infringement

Position of the applicant authority with regards to a potential alert concerning this infringement	An alert has already been sent or will be issued by the applicant authority
Does the requested authority agree with the above position concerning issuing the alert?	Yes

### Request category

Request category(ies)	[A] Information on the trader, on the infringement and on investigations, if any [B] Information on evidence of the infringement and/or on any enforcement measure taken by the requested authority [C] Other questions concerning mutual assistance under the CPC Regulation
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## Questions [A]

### [A01] Is the trader concerned established in your Member State?

Request details	(en) Sample
Response	Yes
	Address of the trader
Street name and number	Sample
Town / City	Sample
Postcode	Sample
Country	Bulgaria
Does the trader have an additional address?	Yes, see details below
Additional address of the trader	(en) Sample
Trader URL	https://www.sample.com/
Detailed response	(en) Sample

**[A02] Can you identify the trader behind the online interface referred to in the request?**

Request details	(en) Sample
Response	Yes, see details below
Does the trader name include personal data?	Yes
Trader name (with personal data)	Sample
Street name and number	Sample
Town / City	Sample
Postcode	Sample
Country	Bulgaria
Name of trader's legal representative	Sample
Other representative of the trader (e.g.: executive)	Sample
Legal form of the trader	
Online interface of the trader accessible in the requested Member State	Sample
Does the trader have other trading name(s)?	Yes, see details below
Alternative name 1	Sample
Alternative name 2	Sample
Is there a parent company?	Yes, see details below
Name of parent company	Sample
Name(s) of company director	Sample
Detailed response	(en) Sample

**[A03] Does the trader act under different trading names in your Member State?**

Request details	(en) Sample
Response	Yes, see details below
Alternative name 1	Sample
Alternative name 2	
Alternative name 3	
Detailed response	(en) Sample

**[A04] Is the trader directing activities to consumers in your Member State?**

Request details	(en) Sample
Response	Yes
Potential number of impacted consumers	100
Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Detailed response	(en) Sample

**[A05] According to your assessment, is the trader's commercial practice in line with EU law requirements (including after sales)?**

Request details	(en) Sample
Response	No, see details below
Which infringements do you suspect? Select the applicable EU legislation	Directive (EU) 2015/2302 on package travel and linked travel arrangements
	Relevant article in the selected EU legislation
Directive (EU) 2015/2302	(en) Sample
Information on the national legal basis	Relevant
Details of national legal basis	(en) Sample
Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Link to national legal basis	<a href="https://www.sample.com/">https://www.sample.com/</a>
Detailed response	(en) Sample

**[A06] Have you received complaints on the issue?**

Request details	(en) Sample
Response	Yes
Number of complaints received in total	100
Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Detailed response	(en) Sample

**[A07] Would you agree that our officials could accompany / cooperate with your officials in the course of their investigation (Article 11(3) of the CPC Regulation)?**

Request details	(en) Sample
Response	Yes
Please provide further information on contact person(s) for organising the practical details	(en) Sample
Detailed response	(en) Sample

**[A08] Have you carried out any investigation regarding the same trader on this infringement / suspected infringement?**

Request details	(en) Sample
Response	Yes, see details below
Detailed response	(en) Sample

**Details of the investigation - 1**

Summary of the investigation	(en) Sample
Starting date of investigation	15/03/2020
Is the investigation still ongoing?	No, see details below
End date of the investigation	07/04/2020

Did your investigation show that there was a suspicion that the infringement was intra-union?	Yes, see details below
Further details	(en) Sample

**[A09] Other questions related to information on the trader, infringement or investigations**

Request details	(en) Sample
Detailed response	(en) Sample

**Questions [B]**

**[B01] Please provide any relevant evidence (document / data / information) available to your authority, or that you can obtain by using the powers outlined in Article 9(3) of the CPC Regulation, which is relevant to determine whether an infringement of EU consumer laws has occurred or is occurring.**

As applicant authority, we would like in particular to have the following evidence	(en) Sample
Request details	(en) Sample
Response	The requested evidence is attached below
Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Information about the evidence	(en) Sample
Do you agree that the applicant authority can disclose, in its proceedings, any evidence the requested authority provides / has provided to prove that the infringement has occurred or is occurring (concerning the rules on confidentiality and on professional and commercial secrecy laid down in Article 33 of the CPC Regulation)?	Yes
Conditions of disclosure (specify them if they are different per evidence)	(en) Sample
Detailed response	(en) Sample

**[B02] Could you indicate what type of evidence would your authority require to take an action against the trader, if we sent a request for enforcement measures?**

Request details	(en) Sample
Response	Yes, see details below
Type of evidence required	(en) Sample
Detailed response	(en) Sample

**[B03] Could you obtain written statements from consumers who have been harmed by the trader's commercial practice?**

Request details	(en) Sample
Response	Yes
Further details	(en) Sample

Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Would these consumers be willing to appear as witnesses in the relevant processes, if necessary?	Yes
Further details	(en) Sample
Detailed response	

**[B04] Have you taken any enforcement measure(s) on the trader concerned on the suspected infringement covered by this request?**

Request details	(en) Sample
Response	Yes, see details below
Detailed response	(en) Sample

**Undertaken measure(s) - 1**

Type of measure	6) Bringing about the cessation of infringements or prohibition of infringements
Brief description of the measure	(en) Sample
Date when the measure was taken	15/03/2020
Nature of the measure	Final
Attachment	File name: Sample attachment.txt Added by: BG - SLO Bulgaria 2019 Added on: 15/03/2020 23:09 CET
Is there any authority involved in taking this measure?	No

**[B05] Other questions related to the enforcement measure(s) on the trader concerned on the suspected infringement covered by this request**

Request details	(en) Sample
Detailed response	(en) Sample

**Questions [C]**

**[C01] Please provide information about the structure of consumer protection authorities (CPC competent authorities) in your country.**

Request details	(en) Sample
Detailed response	(en) Sample

**[C02] Please describe the investigation and enforcement powers available to your authority and the way how you exercise them.**

Request details	(en) Sample
Detailed response	(en) Sample

**[C03] Please provide information on how you instruct designated bodies and what are their competencies and powers (if applicable).**

Request details	(en) Sample
Detailed response	(en) Sample



## [C04] Other questions concerning mutual assistance under the CPC Regulation.

Request details	(en) Sample
Detailed response	(en) Sample

## Attachments and comments

### Attachments

Attachment	Attachment name: Sample attachment File name: Sample attachment.txt Added by: IT - CPC - Sample Authority Name Added on: 15/03/2020 22:59 CET Comment: (en) Sample
Attachment	Attachment name: Sample attachment 2 File name: Sample attachment.txt Added by: IT - CPC - Sample Authority Name Added on: 15/03/2020 22:59 CET Comment: (en) Sample

### Comments

Comment	Type: Initial or indicative reply Comment: (en) Sample Added by: IT - CPC - Sample Authority Name Added on: 15/03/2020 23:00 CET
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### Management Information

Form	CPC - Request for information - Art. 11(1)
Management type	Request
Number	9838
Status	Closed
Version	1
Last update	15/03/2020 23:16 CET

### History

History Item	Version: 1 Action: Reply accepted Old status: Answered - awaiting closure New status: Closed Modified by: USERNAME Sample Date: 15/03/2020 23:16 CET
History Item	Version: 1 Action: Reply sent Old status: Accepted New status: Answered - awaiting closure Modified by: USER Default Date: 15/03/2020 23:16 CET
History Item	Version: 1 Action: Request edited Old status: Accepted New status: Accepted Modified by: USER Default Date: 15/03/2020 23:09 CET

History Item	Version: 1 Action: Request accepted Old status: Awaiting acceptance New status: Accepted Modified by: USER Default Date: 15/03/2020 23:05 CET
History Item	Version: 1 Action: Request sent Old status: Draft New status: Awaiting acceptance Modified by: USERNAME Sample Date: 15/03/2020 23:00 CET
History Item	Version: 1 Action: Comment added Old status: Draft New status: Draft Modified by: USERNAME Sample Date: 15/03/2020 22:59 CET
History Item	Version: 1 Action: Attachment added Old status: Draft New status: Draft Modified by: USERNAME Sample Date: 15/03/2020 22:59 CET
History Item	Version: 1 Action: Attachment added Old status: Draft New status: Draft Modified by: USERNAME Sample Date: 15/03/2020 22:59 CET
History Item	Version: 1 Action: Request saved Old status: Initial status New status: Draft Modified by: USERNAME Sample Date: 15/03/2020 22:56 CET

### Requesting Authority

Authority name	CPC - Sample Authority Name
Authority informal title	CPC - Sample Authority Name
Country	Italy
Address	Street and number name 1040 Town name
Telephone	100
Fax	
E-mail	sample@authority.name

### Requesting Coordinator

Authority name	CPC - Sample Authority Name
Authority informal title	CPC - Sample Authority Name
Country	Italy
Address	Street and number name 1040 Town name
Telephone	100
Fax	
E-mail	sample@authority.name

## Responding Authority

Authority name	SLO Bulgaria 2019
Authority informal title	SLO Bulgaria 2019
Country	Bulgaria
Address	Main Street 1000 Sofia
Telephone	+123456789
Fax	
E-mail	slobg@slobg.zxca

## Responding Coordinator

Authority name	SLO Bulgaria 2019
Authority informal title	SLO Bulgaria 2019
Country	Bulgaria
Address	Main Street 1000 Sofia
Telephone	+123456789
Fax	
E-mail	slobg@slobg.zxca