

EU Group Actions

S t r e n g t h i n N u m b e r s

GROUP ACTION WHAT ?

A **Group Action** procedure is the answer to situations where many people are harmed or suffer loss. It would enable European consumers to be represented together, as one, by a consumer organisation who would seek fair compensation in court.

BEUC has been calling on the EU to put in place a much-needed **Group Action** procedure for many years. It is currently undergoing a public consultation on the topic. Efficient, fair, flexible and long overdue, it's time that Europe's consumers have at hand an effective means of having their rights recognised.

GROUP ACTION WHEN ?

Group Actions can be used in many different scenarios, whether it would be systematic overcharging for mobile phone bills, environmental damage affecting many people, negligent financial advice etc. Imagine you are unfortunately caught in one of the two situations below. A **Group Action** would be the best way to address it and find a legal resolution.

1 At the airport, your family holiday flight is cancelled at short notice and without much explanation. To make matters worse, you receive no info about your rights such as phonecall, rerouting, accommodation, food and water. Other passengers are similarly affected. You have to find somewhere to stay temporarily and try to reorganise plans. Afterwards when recontacting the airline you receive no satisfactory follow-up.

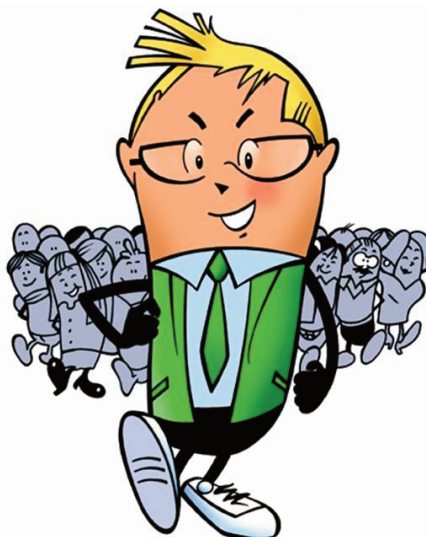
2 Shortly after making a decision to lose weight on advice of your doctor, you improve your diet and take an over the counter medicine which advertises "aids weight loss". Soon after, this medicine is discovered to cause serious side-effects such as stroke or heart attack. Many hundreds of takers are seriously harmed, of which you are one. It is later revealed the pharmaceutical company was aware of the dangers, but chose to keep the medicine on the market.

GROUP ACTION HOW ?

BEUC is currently coordinating with its consumer organisation members across the EU a 1 month information campaign highlighting the need for cross-border collective redress at European level.

(See web links on the next page)

This is in the context of the current European Commission public consultation on collective redress to which BEUC is responding on behalf of European consumers.



Click on the members' website below for further information
and to participate in the EU **Group Action** campaign

Austria

Arbeitskammer – AK
www.arbeiterkammer.at

Bulgaria

Bulgarian National Consumers Association
www.aktivnipotrebiteli.bg

Cyprus

Cyprus Consumers' Association
www.cyprusconsumers.org.cy

Czech Republic

Czech association of consumers TEST
www.dtest.cz

Denmark

Forbrugerrådet
www.fbr.dk

France

UFC – Que Choisir
www.quechoisir.org

Consommation, Logement et Cadre de Vie – CLCV
www.clcv.org

Germany

Verbraucherzentrale Bundesverband - vzbv
www.vzbv.de

Greece

KEPKA
www.kepka.org

Hungary

National Association for Consumer Protection in Hungary (NACPH)
www.ofe.hu

Malta

Ghaqda tal-Konsumaturi - CA Malta
www.camalta.org

Netherlands

Consumentenbond - CB
www.consumentenbond.nl

Portugal

Associação Portuguesa. para a Defesa do Consumidor - DECO
www.deco.proteste.pt

Poland

Association of Polish Consumers - Stowarzyszenie Konsumentów Polskich (SKP)
www.skp.pl

Romania

Association for Consumers' Protection - APC
www.apc-romania.ro

Slovenia

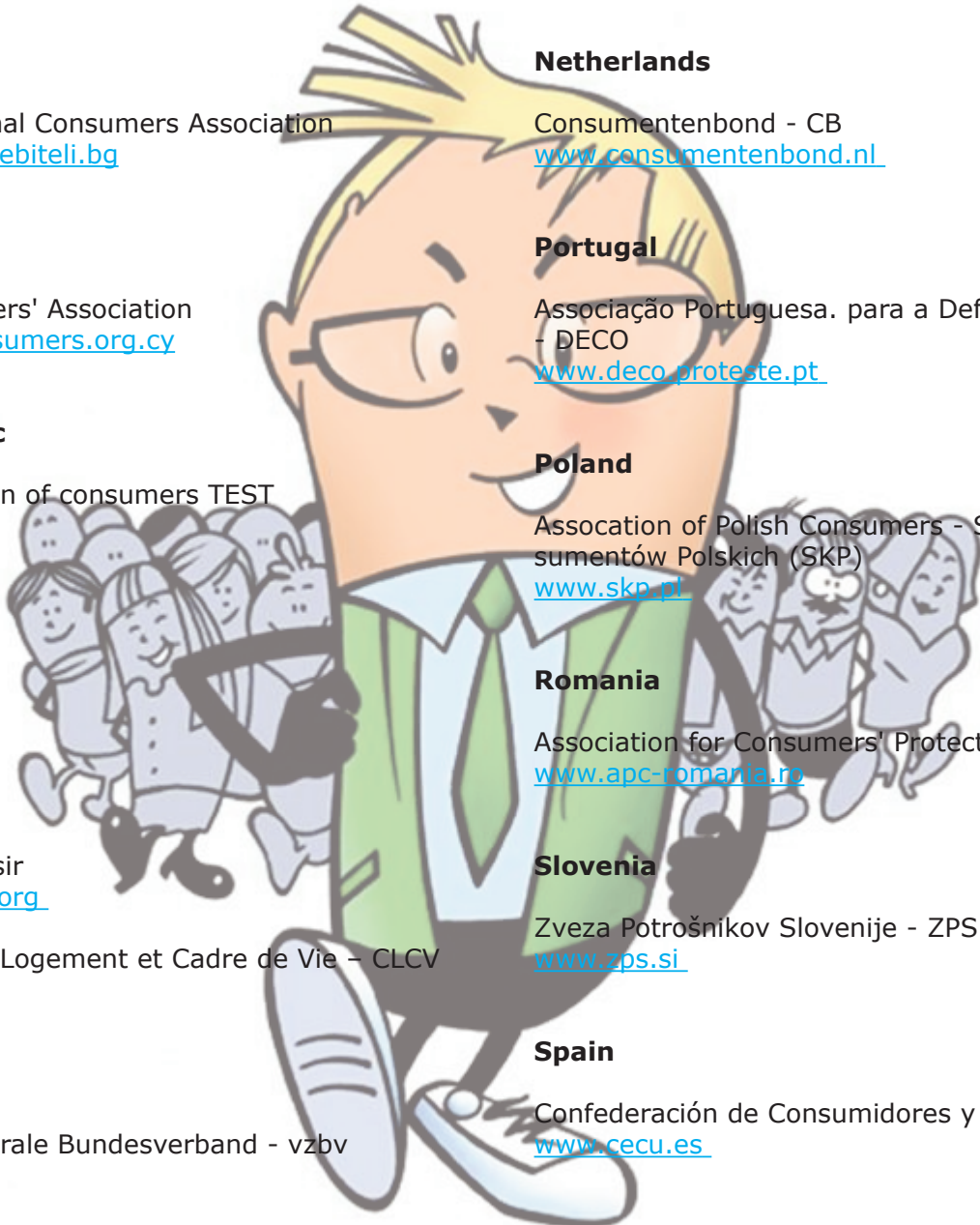
Zveza Potrošnikov Slovenije - ZPS
www.zps.si

Spain

Confederación de Consumidores y Usuarios - CECU
www.cecuc.es

Switzerland

Fédération Romande des Consommateurs - FRC
www.frc.ch



Collective Redress



Collective problems in Europe need a collective solution...

When?

Poisoning



Travel chaos



Bill shocks



Dangerous items

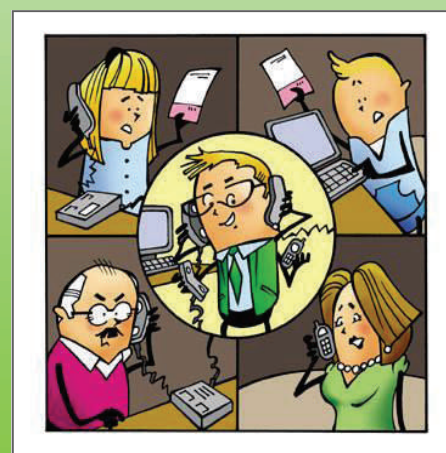


How?

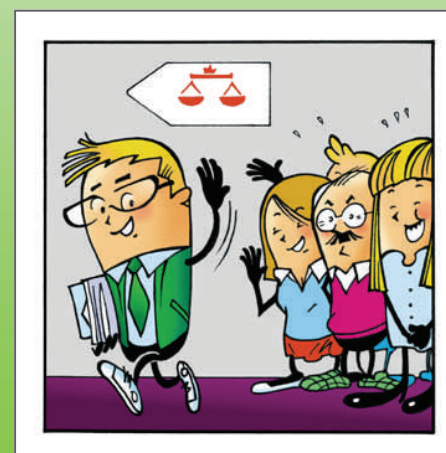
Frustration



Assistance



Justice



Solution

