



The Consumer Voice in Europe

CPC-BEUC workshop: “New market trends and persisting consumer issues”

16 October 2024

As part of their ongoing cooperation, the European Commission, the members of the Consumer Protection Cooperation (CPC) Network and BEUC, the European Consumer Organisation, held a joint workshop on 16 October 2024 in Brussels.

The half-day workshop brought together more than 80 participants from EU and EEA countries to exchange views on new market trends and persisting consumer issues.

In the first part of the workshop, the European Commission and BEUC exchanged views on enforcement priorities in the area of consumer protection. Both parties also shared their visions on possible ways to further strengthen enforcement cooperation mechanisms of the CPC Regulation.

In the second part of the workshop, participants split into smaller groups composed of representatives from CPC authorities and BEUC member organisations to discuss in more detail how to improve consumer protection for instance in relation to online fairness, sustainability, energy, travel and online fraud.

Thanks to the different geographical and organisational backgrounds of participants, the discussions during the workshop explored the challenges of consumer protection from multiple angles and thereby illustrated the benefits of cooperation between consumer protection authorities and consumers organisations from across Europe.