BEUC The European Consumer Organisation
The Consumer Voice in Europe

CONSUMERS COUNCIL OF CANADA

CHECKLIST

A CLOSER EU-CANADA RELATIONSHIP THAT WORKS FOR CONSUMERS

Why it matters to consumers

As rising geopolitical tensions and food, energy and housing costs put pressure on consumers, the European Consumer Organisation (BEUC) and Consumers Council of Canada (CCC) welcome closer EU-Canada ties.

The success of the EU-Canada relationship should be measured by what it delivers for consumers: access to safer and more sustainable products, easier travel and payments, and stronger protection when things go wrong. BEUC and CCC call on the EU and to the Canadian government to:

1

BRING TANGIBLE BENEFITS TO CONSUMERS

- **In the energy transition:** Canada and the EU should secure resilient supplies of clean technologies and critical raw materials. They should share best practices on their electrification plans and on affordable housing to help consumers reduce their energy and mobility bills.
- **While travelling:** The EU and Canada should facilitate travel by reducing roaming charges and unnecessary costs and making visa and electronic travel authorisation procedures simpler and more affordable.
- **With payments:** Canada and the EU should promote faster, cheaper and more transparent cross-border payments through greater interoperability between payment systems. This would benefit people travelling, studying or visiting family.

2

ENHANCE COOPERATION TO BETTER PROTECT CONSUMERS

- **With safe products:** The EU and Canada should strengthen product safety cooperation through rapid information sharing, joint products sweep, coordinated enforcement and recalls. They should focus on unsafe products sold online.

- **With better enforcement of existing laws and access to redress:** Canada and the EU should coordinate enforcement of consumer protection laws and share investigation information and evidence. They should focus on unfair practices such as dark patterns and financial scams on social media ads. Canada and the EU should also improve cross-border complaints handling and redress.

- **With better access to right to repair:** The EU and Canada should improve access to affordable spare parts, repair information, diagnostics and interoperable tools, including software and updates needed to keep products functional and secure.

- **With safe, trustworthy and responsible AI.** The EU and Canada should enhance the cooperation on AI standards, skills development and regulation. The digital trade agreement between Canada and the EU should fully preserve consumer digital rights on both sides and should not weaken our respective AI and data protection regulations.

This cooperation should be structured through **an EU-Canada informal consumer dialogue**. This dialogue could gather officials of the EU and Canadia, replicating the positive past experience of the EU-US informal consumer dialogue.

3

ENSURE TRANSPARENCY AND MEANINGFUL ENGAGEMENT WITH CONSUMER ORGANISATIONS

- **Ensure a voice for consumers:** Consumer organisations provide independent evidence about people's experiences and expectations and identify harmful business practices. They could bring shared consumer concerns and examples of cross-border harm to a potential EU-Canada informal consumer dialogue. Government support and adequate resources ensure Canadian and European consumer groups can contribute effectively.

- **Be transparent:** We also call on Canada and the EU to be transparent about the progress towards their closer ties. They should establish early, regular and structured engagement with consumer organisations and the broader civil society. This engagement should take the form of a transparent consultation process.

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