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## Reflection to the questions on the Structured Dialog – Improving Enforcement of Consumer Rights

ECCG, 28 October 2013

The Czech Republic welcomes the questions as proposed that may facilitate discussion with the Commissioner Mr. N. Mamica on the occasion of the coming meeting of ECCG.

We are aware that there are a lot of issues that might be opened and tackled on the occasion of the meeting with Mr. Mamica as we consider the enforcement of the consumer rights a more general problem in the Czech Republic.

Generally, we believe that one of the crucial priorities in near future will be implementation and enforcement of the Directive on Consumer Rights.

Anyway, now we would like to mention just one issue, which closely relates to **unfair commercial practices**.

### Question 1:

- Unfair commercial practices, particularly aimed the elderly who suffer most from aggressive doorstep selling (which includes credit products); we may refer to the screening of the Czech movie "Crooks" (Šmejdi) on Tuesday 24 September 2013, in the European Parliament, which opened personally Mr. Mamica. This was reported via the Czech media broadly, including the Czech TV.

### Question 2:

- Implementation of the unfair trade practices by the European Commission for the unification of interpretation (including availability of this in the Czech language);
- To develop mechanisms and practices for use (obligatory?) of ADR, ODR for specific areas, related to unfair trade practices;

### Question 3:

- Modification of structure and contents of information on complaints provided to the European Commission (DG SANCO);

### Question 4:

- Quick obtaining information to consumer organizations about the existence of new practices through which online forums allow immediate legal analysis of the case;
- Recommended legal action would be immediately published online, and remote access to reach the largest number of consumers potentially at risk or already damaged the identified practices;
- Availability of reports on the frequency of cases with the same or similar facts showing the extent and impact of malpractice;
- Easier and more effective coordination of all (tens or even hundreds) of damaged for any complaint or other legal action;
- A stronger pressure on the seller, provider of service to avoid such practices.

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