

# Winning consumer confidence

A guide for (future) MEPs in eight commitments

## ENERGY & SUSTAINABILITY

COMMITMENT

Guarantee all EU consumers access to the energy services of their choice without compromising the needs of current and future generations.

Ensure consumer goods and services are sustainable and accessible for all; enable consumers to act 'sustainably' easily.

## FINANCIAL SERVICES

COMMITMENT

Guarantee access to secure, affordable, transparent, fair and efficient financial services.

## CONSUMER CONTRACTS

COMMITMENT

Strengthen consumers rights when buying goods and services on and off-line, and make them future-proof.

## FOOD

COMMITMENT

Help consumers to easily make informed choices, improve access to safe and healthy foods and promote sustainable food production & consumption.

## DIGITAL WORLD

COMMITMENT

Empower consumers to play a central role in a safe, fair and competitive digital market.

## HEALTH

COMMITMENT

Put consumers' health first: promote high quality information and health care for all.

## SAFETY

COMMITMENT

Ensure safer products and reduce consumer and environmental exposure to dangerous chemicals.

## GROUP ACTION

COMMITMENT

Fully compensate all EU consumers who have suffered damages caused by the same trader.

Want to sign up to the Pact?

Send an email to [elections@beuc.eu](mailto:elections@beuc.eu), or log on to [www.consumerpact.eu](http://www.consumerpact.eu) from 2 April...





Arbeiterkammer (AT)



Verein für  
Konsumenteninformation (AT)



Test Achats - Test Aankoop (BE)



Българска национална асоциация  
на потребителите - БНАП (BG)



Fédération Romande  
des Consommateurs (CH)



ΚΥΠΡΙΑΚΟΣ ΣΥΝΔΕΣΜΟΣ  
ΚΑΤΑΝΑΛΩΤΩΝ (CY)



Sdružení Ochrany Spotřebitelů  
České Republiky (CZ)



Stiftung Warentest (DE)



Verbraucherzentrale  
Bundesverband (DE)



Forbrugerrådet (DK)



Eesti Tarbijakaitse Liit (EE)



Confederación de Consumidores  
y Usuarios (ES)



Organización de Consumidores  
y Usuarios (ES)



Kuluttajat-Konsumenterna ry (FI)



Kuluttajavirasto (FI)



Suomen Kuluttajaliitto (FI)



Confédération de la Consommation,  
du Logement et du Cadre de Vie (FR)



Organisation Générale des  
Consommateurs (FR)



UFC - Que Choisir (FR)



Consumer Focus (GB)



Which? (GB)



Ένωση Καταναλωτών η Ποιότητα  
της Ζωής - ΕΚΠΟΙΩ (GR)



Γενική Ομοσπονδία  
Καταναλωτών Ελλάδος (GR)



Κέντρο Προστασίας  
Καταναλωτών - ΚΕΠΚΑ (GR)



Országos Fogyasztóvédelmi  
Egyesület (HU)



Hrvatski Savez Udruza za Zaštitu  
Potrošač - "Potrošač" (HR)



Consumers' Association  
of Ireland (IE)



Neytendásamtökin (IS)



Altroconsumo (IT)



Union Luxembourgeoise  
des Consommateurs (LU)



Latvijas Patērētāju interešu  
aizsāvēšanas asociācija (LV)



Organizacija na Potrosuvacite  
n Makedonija (MK)



Għaqda Tal-Konsumaturi (MT)



Consumentenbond (NL)



Forbrukerrådet (NO)



Federacja Konsumentów (PL)



Stowarzyszenie Konsumentów  
Polskich (PL)



Associação Portuguesa para a  
Defesa do Consumidor (PT)



Asociația pentru Protecția  
Consumatorilor din România (RO)



Sveriges Konsumenter (SE)



Zveza Potrošnikov Slovenije (SI)



Združenie Slovenských  
Spotrebiteľov (SK)