

EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Directorate E: Consumers
Unit E3: Consumer enforcement and redress

Brussels,
DG JUST/E3/VP/mv

To Whom It May Concern,

The European Commission's DG Justice and Consumers has mandated Deloitte to carry out a study on "European Consumer Centres (ECCs): status review and future challenges".

The objectives of this study are to assess the current status of ECC activities, as well as the future challenges for the Centres and the extent to which they are prepared to meet the challenges. On this basis, recommendations to optimise the future work of the ECCs will be developed.

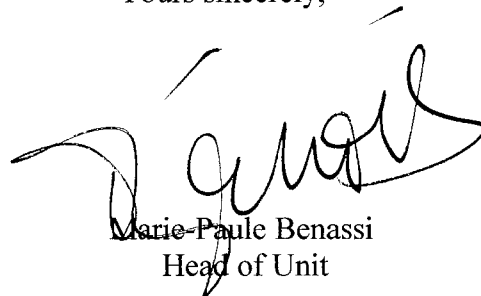
To achieve a successful outcome of this study, the cooperation of stakeholders is needed. Hence the study team will be seeking input from stakeholders including ministries, national authorities, consumer associations, business associations, professional associations, journalists and academics. To this end, Deloitte may contact you by telephone or e-mail. We would very much appreciate the assistance you give to the study team, and assure you that the information you provide will be anonymous when published.

The above-mentioned study will be concluded by end November 2017.

If you require any further information, please contact the functional mailbox JUST-E3@ec.europa.eu in DG JUST. The contact person within Deloitte is Éva Kamarás (email: ekamaras@deloitte.com).

We thank you in advance for your cooperation.

Yours sincerely,



Marie-Paule Benassi
Head of Unit