

Press release European Consumer Centre Luxembourg

Luxembourg, 23 February 2024

In 2023, ECC Luxembourg was more than ever at the service of consumers with 2 new records achieved

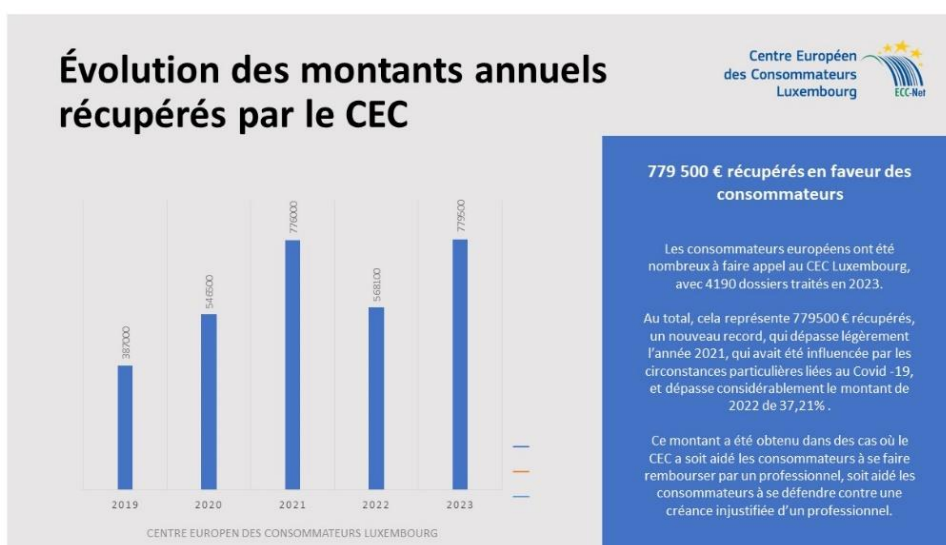
In 2023, the European Consumer Centre Luxembourg helped consumers in 4 190 cases, by answering 2 660 questions from consumers and handling 1 530 cross-border disputes. For these 1 530 cross-border disputes, the ECC Luxembourg was able to find an out-of-court solution in 69% of cases. For comparison, in 2022, the ECC Luxembourg handled 4 110 cases and in 2021, 3 992 cases. In 2023, the increase is around 5% compared to 2021.

Out of these 4 190 cases, the 4 main areas are air passenger rights (14%), car purchase and hire (8%), mobile phones and equipment (4%) and tourism (restaurants, hotels and timeshare) with 3%.

In 2023, another significant element is the amount of €779 500 that ECC Luxembourg successfully recovered for the benefit of consumers, marking a new record. The amount surpasses considerably the amount collected in 2022 (€568 100) and is slightly higher than the amount collected in 2021, which was influenced by the special circumstances relating to COVID-19 (€776 000). In 2023, the increase is 37,21% higher compared to 2022.

This amount of €779 500 was obtained in cases wherein the ECC either aided consumers in being reimbursed by a professional or wherein the latter helped consumers in defending themselves against an unjustified claim by a professional.

Below is a summary of the annual amounts recovered by the ECC over time (chart available in French).



Karin Basenach, Director, ECC Luxembourg: «For these two records, the fact that consumers are well informed and know that they can contact the ECC Luxembourg for any question relating to European consumer law certainly helps. Regarding the €779 500 recovery, the great expertise of the ECC's legal team and a certain willingness on the part of businesses to reach out-of-court settlements should also play a role. All in the spirit of effective consumer protection.»

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters.

The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government and the ULC. Our services are free of charge.



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