

European
Consumer Centre
Luxembourg



EUROPEAN CONSUMER CENTRE GIE LUXEMBOURG

ANNUAL REPORT

2024

IMPRINT

LEGAL INFORMATION

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LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de l'Agriculture,
de l'Alimentation et de la Viticulture
Direction de la protection des
consommateurs

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FOREWORD



**Thomas
Segrétain**
Director

2024 has been an important year, marked by changes and developments for the European Consumer Centre GIE Luxembourg.

With rising figures and new records achieved, our commitment to European consumers is now well established. Thanks to a highly dedicated team and the collaboration with all ECC-Net members, we have been able to support more consumers and offer them the expertise they need to defend their rights.

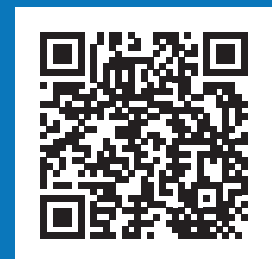
This annual report, available in digital format, highlights the major achievements of 2024 as well as the key initiatives of the year. It also reflects the continuous development of our mission and our desire to be even closer to consumers.

As I take on the role of the Director of ECC Luxembourg, I look forward to building on this progress and strengthening the solid foundations established over the years. Several challenges lie ahead, but our commitment remains unchanged: to stand by consumers and defend their rights with determination.

Our Mission

The European Consumer
Centre (ECC) Luxembourg

- informs you about your rights, and
- offers assistance **free of charge** in case of a dispute with a professional based in another EU country



Watch our video to find out more



EUROPEAN CONSUMER CENTRE GIE **LUXEMBOURG**

FREE CONSUMER PROTECTION ACROSS EUROPE

CONTACT

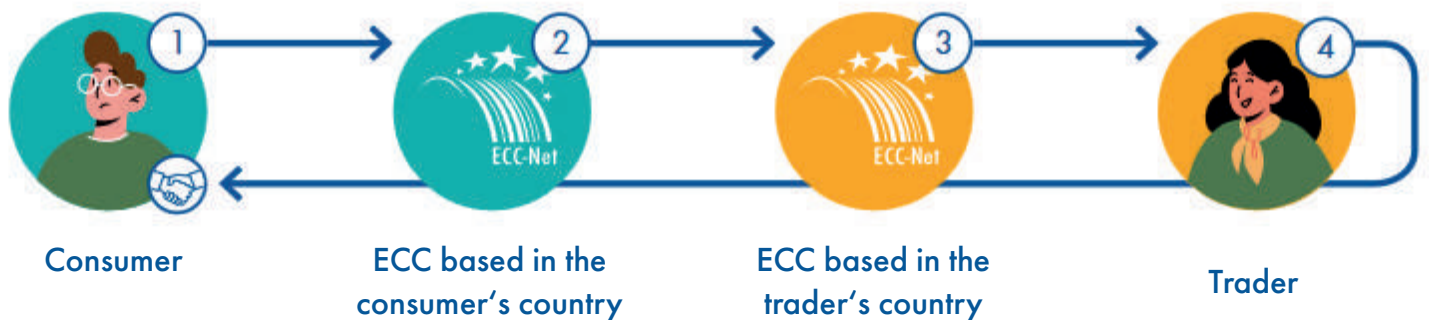
The ECC Luxembourg is at the disposal of consumers:

- by phone on +352 268 464 -1
- by email at info@cecluxembourg.lu
- via our contact forms on cecluxembourg.lu
- via consultations at our offices at 271, route d'Arlon, L-1150 Luxembourg

LEGAL FORM

The ECC Luxembourg is an independent organisation in the form of a GIE- Groupement d'Intérêt Economique

HOW DOES IT WORK ?



HISTORICAL BACKGROUND

1991

Creation of the « Euroguichet-Consumer » in Luxembourg

2003

The ECC Luxembourg becomes a GIE - Groupement d'Intérêt Economique

2005

Creation of the ECC-Network (fusion of the « Euroguichet » network with the European Extra Judicial Network)

2020

The ECC Luxembourg moves to 271, Route d'Arlon 1150 Luxembourg

2024

€942,490 recovered for European consumers & 4,556 cases handled

2025

Our European network, the ECC-Net, celebrates its 20th anniversary



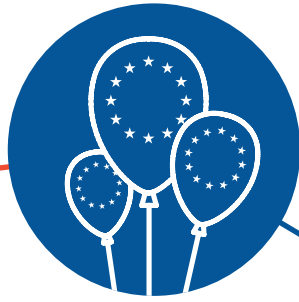
GOVERNANCE

The European Consumer Centre Luxembourg GIE - Groupement d'Intérêt Économique is administrated by a management board with 6 members (**composition on 31.12.2024**):

- Marie-Josée Ries, 271 Route d'Arlon, L-1150 Luxembourg
- Catherine Phillips, 271 Route d'Arlon, L-1150 Luxembourg
- Dominique Gurov, 19-21, boulevard Royal, L-2914 Luxembourg
- Nico Hoffmann, 55, rue des Bruyères, L-1274 Howald
- Aline Rosenbaum, 55, rue des Bruyères, L-1274 Howald
- Marcel Laschette, 55, rue des Bruyères, L-1274 Howald

Original version of the News: En date du 12 janvier 2023 et conformément au règlement européen établissant notamment un programme en faveur du Marché intérieur, le Gouvernement Luxembourgeois a désigné le Centre Européen des Consommateurs GIE comme organisme éligible à soumettre la demande de convention à la Commission européenne afin d'héberger le Centre européen des consommateurs pour le Luxembourg pour la période 2024-2028.

Cette désignation marque le prolongement d'une coopération très fructueuse depuis la création du GIE dans le but d'informer et de protéger les consommateurs lors de leurs activités transfrontalières.



OUR CO-FUNDERS

The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government and the Union Luxembourggeoise des Consommateurs (ULC).



LE GOUVERNEMENT
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Ministère de l'Agriculture,
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consommateurs



European
Commission

ECC-NETWORK

The ECC Luxembourg is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway (European Consumer Centres Network - ECC-Net). The ECC-Net also cooperates with the International Consumer Centre in the UK.



Scan for more information about our network

CONTACT POINTS

The European Union has introduced legislation that aims at strengthening consumer rights. However, due to the complexity and growing number of these regulations, some consumers may need help to find their way around.

One of the tasks of the ECC Luxembourg is to inform consumers about these regulations.



1. ECC Luxembourg provides consumers with information on issues related to the „**Services Directive**“. This directive aims to remove barriers to the free movement of services within the European Union.
2. The ECC Luxembourg is also point of contact for the **Geo-blocking Regulation**. The regulation aims to eliminate unjustified geographical restrictions and discrimination based on consumers' nationality or place of residence. It ensures that consumers have access to products and services on equal terms throughout the EU, regardless of their place of residence.
3. The European Commission has established the **Online Dispute Resolution (ODR)** platform to help consumers and traders resolve their online disputes more easily. As a point of contact, ECC Luxembourg is responsible for providing information and assisting consumers in discussing a solution directly with a trader or agreeing on a dispute resolution body to handle the complaint amicably.



4. ECC Luxembourg serves both consumers and professionals wishing to initiate a **European Payment Order (EPO) procedure**. This procedure aims to recover an undisputed sum of money owed by a debtor in another Member State.
5. ECC Luxembourg also assists consumers who wish to initiate a **European Small Claims Procedure (ESCP)**. This process aims to simplify access to justice by simplifying cross-border civil and commercial dispute resolution procedures for claims not exceeding €5,000.
6. ECC Luxembourg is also a point of contact regarding **ADR (Alternative Dispute Resolution)** for cross-border consumer disputes and signposts consumers to mediation bodies in Europe.
7. Since January 2020, ECC Luxembourg has been designated as the **external alert body** and is therefore authorised to issue alerts to the relevant authorities in order to take effective action against traders who fail to comply with EU consumer rights.

HUMAN RESOURCES

11 employees

45%

of the employees are
men



55%

of the employees are
women

Spoken languages



Length of service



9 years

average length of service of employees at the ECC Luxembourg

THE ECC LUXEMBOURG TEAM



From left to right: Gaëtane Frey, Cédric Arnasalon, Laura Haas, Kevin Wiseler, Julie Jasson, Kelly Mulombe, Nathalie Oliveira, Christoph Neisius, Pauline Champenois, Jean-Loup Stradella and Thomas Segrétain.

Change of management



In 2024, the ECC experienced an important turning point with the arrival of its new director, Thomas Segrétain, who succeeded Karin Basenach, after more than 20 years of dedicated service.



NEWS & CONSUMER FEEDBACK

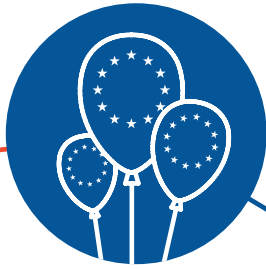
In 2024, 3 594 Luxembourgish residents contacted the ECC Luxembourg. Among them, 33% chose to contact us by phone, 31% preferred to use the contact forms available on our website and 26% reached out to us via email. The ECC is also pleased to welcome consumers to its premises, where they can have face-to-face consultations. This option is chosen by 2% of consumers. The remaining 8% used other methods, such as letters or referrals from other organizations.

344 consumers also gave their opinions on our services in a satisfaction survey, conducted via the European Union's survey system.

The overall satisfaction rate is 92.73%, reflecting our commitment to providing the best possible services to consumers. Additionally, 39% of respondents indicated they discovered our services through an online search, underscoring the strength of our online presence.

3,594

represents the number of consumers who requested assistance from ECC Luxembourg



OVERVIEW 2024

€942,490

**represents the total amount recovered for
the benefit of European consumers**

In 2024, ECC Luxembourg continued to fulfil its mission of supporting and assisting European consumers, handling a total of **4,556 cases**.

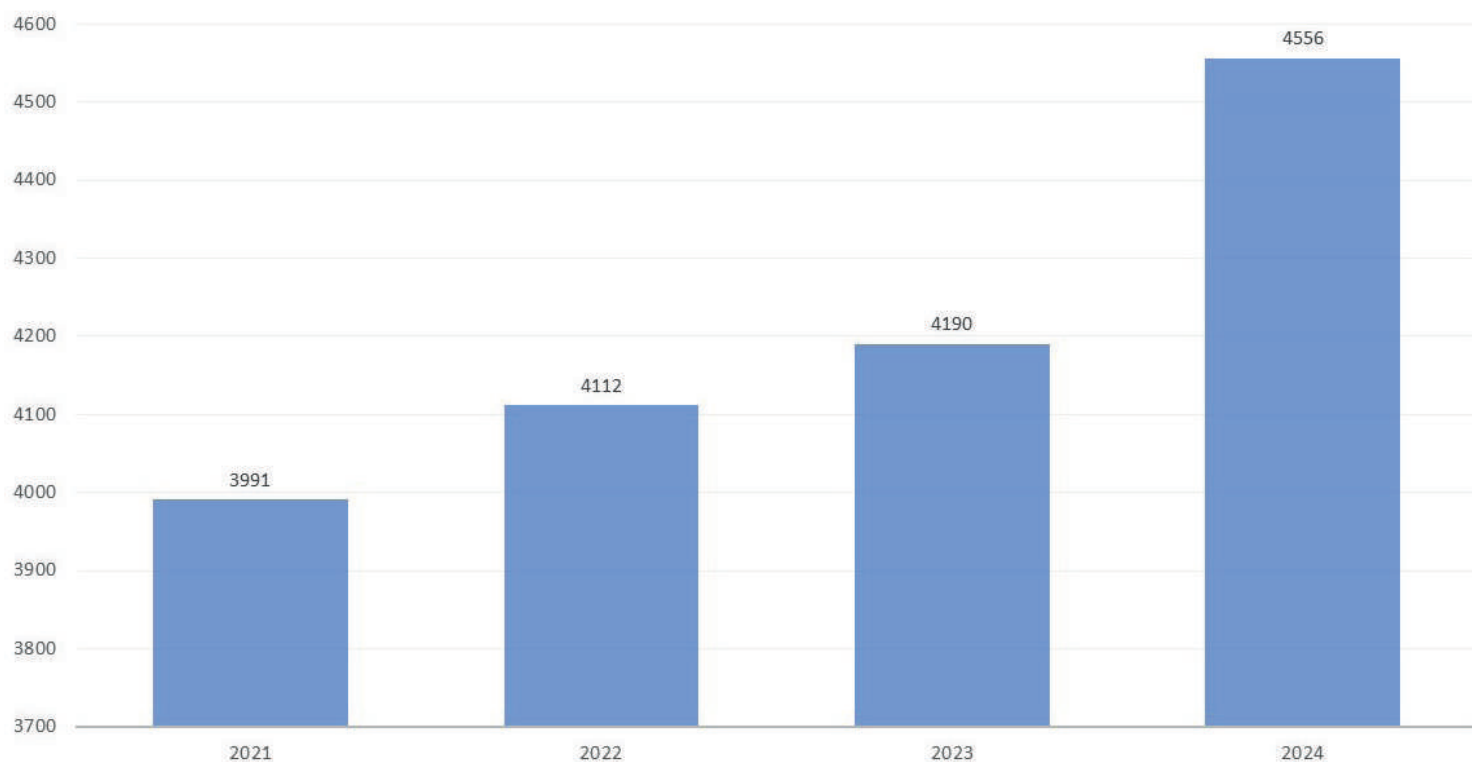
These cases are distributed as follows:

- **3,594 consumers living in Luxembourg** requested assistance from the ECC after encountering an issue with a trader based in another EU country;
- 962 consumers living in another EU country reported a dispute with a trader established in Luxembourg.

Of the 4,556 cases handled:

- **2,931 were information requests** from consumers seeking to better understand their rights and the steps to take;
- **1,625 were cross-border disputes**, requiring a specific intervention from the ECC-Net. **59% of these 1,625 disputes were settled amicably.**

This represents an increase of approximately 9% in the number of cases handled compared to the **4,190 cases** in 2023, reflecting a greater recognition of our services at both national and European levels.



€942,490 represents the amount that ECC Luxembourg has successfully recovered for the benefit of European consumers. This new record is significantly higher than in previous years, **with €779,500 in 2023 and €568,100 in 2022.**

This amount of **€942,490** was obtained in cases where ECC Luxembourg either helped consumers secure a refund from a trader or assisted them in defending themselves against an unjustified claim from a trader.

SUCCESS STORIES



ONLINE

Pierre*, a French consumer, ordered a smartphone online from a trader based in Luxembourg. However, the next day, he received the same device for his birthday.

So, he decided to refuse the delivery, which resulted in the package being automatically returned to the trader.

When he requested a refund, the seller refused, claiming that the parcel had never been collected. However, according to European regulations, it is the seller who remains responsible for the transportation until the goods are effectively received.

Unsure of how to assert his rights, Pierre reached out to ECC France, which then sought the intervention of ECC Luxembourg. Thanks to the collaboration between the two ECCs, the seller was reminded of his obligations and finally agreed to make a full refund.



A flight operated by a German airline was cancelled, leaving Sara and Ysaline*, two Luxembourgish passengers, stranded in Berlin. Forced to spend an additional night in Germany, they had to book a hotel near the airport.

Despite the cancellation being caused by a staff strike, the airline initially refused to compensate them.

However, thanks to the intervention of ECC Luxembourg and ECC Germany, the two friends were finally reimbursed for the costs incurred.



An Austrian consumer ordered a credit card from a bank based in Luxembourg, but his card was never delivered. To his surprise, a few days later, he discovered that several transactions totaling €1,000 had been made with the card he had never received.

The consumer immediately disputed these charges, but the bank insisted that the card had been sent.

Confronted with this challenging situation, he chose to reach out to the European Consumer Centre in his residence's country. ECC Luxembourg then got involved and contacted the bank. After discussions, the bank agreed to process the claim, cancelled the card, and refunded the debits. The issue was successfully resolved.

TOP 3 MOST CONCERNED SECTORS

1. **Air travel**, representing 17% of complaints handled;
2. **Purchasing and repairing of used vehicles**, representing 5% of complaints handled;
3. **Home maintenance work** (including all preventive, corrective, and maintenance actions aimed at ensuring proper functioning, safety, and durability), accounting for 3% of the complaints handled.

These statistics are calculated on the basis of the 3,594 complaints submitted directly to ECC Luxembourg. It can also be seen that most of the sellers involved in cross-border disputes are based in Germany, France and the Netherlands.



Air travel



Used vehicles



Home
Maintenance
work

PROMOTION & AWARENESS

ENHANCING OUR DIGITAL PRESENCE

Last year, ECC Luxembourg launched a SEA campaign on Google to strengthen its digital presence. This initiative targeted users seeking for information on European consumer law by leveraging Google's advertising tools.



COLLABORATION WITH MOVEME

ECC Luxembourg was pleased to collaborate with MoveMe, a fast-growing SaaS company specialising in the relocation tech space, to enhance its visibility among newcomers. Through this collaboration, we were able to inform students and expatriates about their rights as consumers in Europe and the assistance we provide in the event of a dispute with a trader based in another EU country.





ECC LUXEMBOURG HITS THE BIG SCREENS

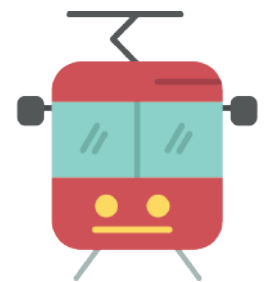
In July, ECC Luxembourg released two promotional clips in KINEPOLIS and UTOPIA cinemas across the country. These videos featured Clémentine, a consumer who encounters various consumption-related problems... but fortunately for her, ECC Luxembourg is at the service of consumers throughout Europe, and that for free.

A PRINT STRATEGY TO DIVERSIFY OUR COMMUNICATION CHANNELS

ECC Luxembourg has also strengthened its presence by investing in print media to reach a wider audience. Two advertisements were published in strategic magazines: the **Luxembourg Expat Hub Magazine**, designed for expatriates, and the **Inflight Magazine**, distributed on Luxair flights.

A HIGH-IMPACT CAMPAIGN IN THE TRAMS

In celebration of the holiday season, ECC Luxembourg launched a brand awareness campaign in the trams across the country. Many passengers had the opportunity to view our dynamic advertisement displayed on the welcome screens. This campaign allowed us to integrate our message into the daily lives of tram users.



Aide et conseil pour les consommateurs en Europe



Centre Européen des Consommateurs Luxembourg



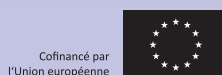
LE CENTRE EUROPÉEN DES CONSOMMATEURS LUXEMBOURG OFFRE GRATUITEMENT

INFORMATION | CONSEIL | ASSISTANCE

POUR LES CONSOMMATEURS EN EUROPE

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CONSULTATIONS SUR RDV

LE CENTRE EUROPÉEN DES
CONSOMMATEURS GIE LUXEMBOURG EST FINANCÉ PAR :



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG



A JOINT BROCHURE FROM DCP, ULC & ECC

In order to better inform consumers, ECC Luxembourg collaborated with the Directorate for Consumer Protection (DCP) and the Union Luxembourgeoise des Consommateurs (ULC) to create a joint brochure, presenting the competences of the three main consumer protection bodies in Luxembourg. This initiative aims to clarify each organisation's role and guide citizens more effectively to the right entity for their specific situation. As a result, consumers can easily identify the appropriate contact for their questions or in case of a dispute.

.....

A NEW STAND FOR ECC LUXEMBOURG

In 2024, ECC Luxembourg designed a promotional stand to provide a personalised point of contact and increase its visibility when participating in various events. Proof in the picture!



MEETING YOU AT VARIOUS EVENTS

ECC LUXEMBOURG CELEBRATES WORLD CONSUMER DAY AT THE BELLE-ETOILE SHOPPING CENTRE

March 15th – Our presence at the Belle-Etoile Shopping Centre was a valuable opportunity to interact with visitors, present our Centre and services, and answer all questions related to European consumer law.



FESTIVAL DES MIGRATIONS, DE LA CULTURE ET DE LA CITOYENNETÉ (24 & 25.02) & EUROPE DAY (09.05)

As every year, our participation in these two events was a great opportunity to meet attendees, raise awareness about our mission, and interact with numerous visitors.



YOUR LUXEMBOURG EXPAT DAY 2024 (01.09) : A SIGNIFICANT FIRST PARTICIPATION

For the very first time, ECC Luxembourg took part in the Expat Day, organised at the Neimënster Abbey. To provide visitors with comprehensive information about their consumer rights, we decided to set up a joint stand with the Directorate for Consumer Protection and the Union Luxembourgeoise des Consommateurs. This initiative brought together the three main consumer protection bodies and offered a joint information point where visitors could get answers to all their questions.



ORIENTATION DAY (09.11)

ECC Luxembourg took part in the Orientation Day, organised by the Department of Integration of the Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees. This event provides signatories of the Welcome and Integration Contract (CAI) and members of the Biergerpakt to become familiar with administrative procedures, the country's institutions and community life in Luxembourg.



„MIDIS DU CONSOMMATEUR EUROPÉEN “

Throughout the year, 4 „Midis du consommateur européen“ were organised by the ECC Luxembourg, in collaboration with the European Commission Representation in Luxembourg and the European Parliament Information Office in Luxembourg.



LES MIDIS DU CONSOMMATEUR EUROPÉEN

21.02.2024

Together for a Better Internet

Venue: Foyer Européen (Luxembourg)

•

24.04.2024

Cyberattacks: What Should Consumers Watch Out For?

Venue: Foyer Européen (Luxembourg)

•

17.07.2024

Everything You Need to know for Stress-Free Travels

Venue: Foyer Européen (Luxembourg)

•

25.10.2024

AI: A Challenge for Consumer Protection?

Venue: Europa Experience – European Parliament (Luxembourg)

PRESS CONFERENCES

In 2024, the Minister for Consumer Protection, Martine Hansen, invited ECC Luxembourg to participate in two press conferences. The first, held in July, focused on air passenger rights, while the second, in October, was held to announce a change in the management of ECC Luxembourg and to welcome our new Director, Thomas Segrétain.

AN EUROPEAN NETWORK

Throughout the year, ECC Luxembourg also took part in various meetings within the European Network, ECC-Net. For example, a Cooperation Day in Brussels, an IT Tool Workshop in Utrecht, or a Communication Workshop on artificial intelligence in Sofia. We also had the pleasure of hosting a Study Visit in Luxembourg, bringing together the ECCs from Bulgaria, Ireland, Poland, Slovenia, and Latvia. Additionally, we visited the premises of the ECCs in France and Germany to strengthen our collaboration. Furthermore, regular online meetings were held to maintain constant communication and coordinate our actions at the European level.



Study Visit - 12/09



Study Visit - 03/12

PRESS COVERAGE

Publications, and in particular ECC Luxembourg's press releases, are mainly aimed to share information and raise consumer awareness on different topics. In 2024, new publications were developed, while others were updated.



104 media mentions

in 2024

(print and digital press publications, radio and TV)



26 press releases sent

in 2024

(in French, English and German)



3 infosheets published on our website

in 2024

(in French, English and German)

COMMUNICATION CHANNELS

In 2024, ECC Luxembourg focused on being as close as possible to consumers, using its various communication channels.

Social media



1,039 followers



688 followers



484 followers



393 followers

Website



36,158 visitors

63 news articles

62 Google reviews

Newsletter



9 newsletters

sent

355 contacts

CONSUMER INPUT

We would like to thank all the consumers who use our services. We're proud of the work we do every day. Our commitment and our dedication are paying off. Here are a few testimonials from satisfied consumers.



"What a pleasant surprise: I received the refund. Thank you for everything you do for consumers like me, who no longer know where to seek help"

- This consumer did reach her destination, but unfortunately, without her luggage. She had to purchase essential items in order to fully enjoy her stay. However, the airline refused to reimburse her expenses. Fortunately, she reached out to ECC Luxembourg for assistance.



"I am deeply grateful to have been able to rely on the European Consumer Centre Luxembourg. Your support from start to finish of this case highlights the importance of your mission to protect consumers"

- This consumer faced difficulties in asserting his warranty rights following an online purchase. However, thanks to our intervention, he was able to receive a full refund.

**YOUR CONSUMER RIGHTS DO NOT STOP AT THE
BORDER.**

**HAVE YOU ENCOUNTERED DIFFICULTIES AFTER
MAKING A PURCHASE ABROAD?**

**TAKE ADVANTAGE OF THE FREE SERVICES PROVIDED
BY ECC LUXEMBOURG AND THE EUROPEAN
CONSUMER CENTRES NETWORK.**