

EUROPEAN CONSUMER CENTRE GIE LUXEMBOURG

# ANNUAL REPORT

---

2023



# IMPRINT

## LEGAL INFORMATION

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Direction de la protection des  
consommateurs



Co-funded by  
the European Union



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## FOREWORD

### **Karin Basenach**

Director

In 2023, the European Consumer Centre GIE Luxembourg achieved 2 new records, handling 4 190 cases on various cross-border consumer issues and recovering €779 500 for consumers.

The ECC Luxembourg, in collaboration with its European network ECC-Net, has made every effort to be in close contact with consumers, providing them with the knowledge they need to exercise their rights as consumers in the European Union.

We are delighted to be able to present this annual report, featuring the main commitments of 2023, an overview of cases submitted by consumers, and detailed information on our activities and events.

In 2024, the ECC Luxembourg will actively pursue its mission of defending consumer rights in Europe.

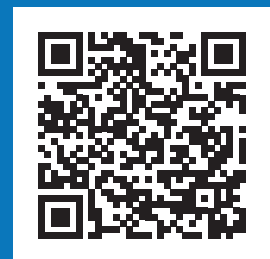
## Our Mission

The European Consumer  
Centre Luxembourg offers

- information
- advice
- assistance

**free of charge**

for consumers in Europe



Watch our presentation



# 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](mailto:info@cecluxembourg.lu)
- via our contact forms on [cecluxembourg.lu](http://cecluxembourg.lu)
- via consultations at our offices at 271, route d'Arlon, L-1150 Luxembourg

### LEGAL FORM

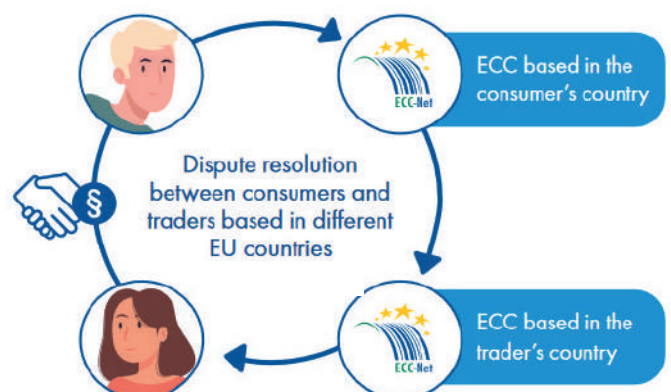
The ECC Luxembourg is an independent organisation in the form of a GIE- Groupement d'Intérêt Economique.

### HOW DOES IT WORKS ?

#### How we accomplish our mission

The ECC-Net's legal experts assist consumers to solve their cross-border problems free of charge by providing strong legal expertise. The network offers a unique overview and reliable information about consumer affairs in the Internal Market which can be used for policy making in collaboration with European and national stakeholders.

#### Our help for consumers



# HISTORICAL BACKGROUND

**1991**

Creation of the « Euroguichet-Consumer » in Luxembourg.

**2003**

The ECC Luxembourg becomes an GIE - Groupement d'Intérêt Economique.

**2005**

Creation of the ECC-Network (fusion of the « Euroguichet » network with the European Judicial Network, EEJ-Net).

**2020**

The ECC Luxembourg is moving to 271, Route d'Arlon 1150 Luxembourg.

**2021**

The ECC Luxembourg celebrates its 30th anniversary.

**2023**

New records, with 779 500€ recovered for consumers and 4 190 cases handled.



## GOVERNANCE

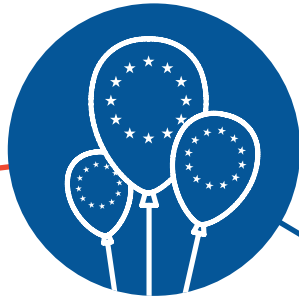
The European Consumer Centre Luxembourg - Groupement d'Intérêt Économique (GIE) is administrated by a management board with 6 members:  
**(composition on 31.12.2023)**

- 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 ministère de la Protection des consommateurs 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 il y a vingt ans 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 Luxembourgeoise des Consommateurs (ULC).



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DU GRAND-DUCHÉ DE LUXEMBOURG



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!

## OUR OTHER EXPERTISE

Europe has established a series of laws designed to guarantee consumers' rights. However, faced with the complexity of these regulations, some consumers may feel the need to request assistance.

One of ECC Luxembourg's mission is to inform consumers about these regulations.



1. The ECC Luxembourg has been designated as contact point and provides consumers with information on issues relating to the **Services Directive**. This directive aims to remove barriers to trade in services in the EU.
2. The ECC Luxembourg is also contact point for the „**Geoblocking**“ regulation, which aims to fight unjustified geographical blocking and other forms of discrimination based on nationality, place of residence of consumers or place of establishment of the professional.
3. In addition, the European Commission has set up the **ODR platform** to help consumers and traders to settle online disputes more easily. The ECC Luxembourg is the contact point.
4. Since 2017, ECC Luxembourg is the contact point for consumers and professionals in relation to the **European payment order**. This payment order simplifies, accelerates and reduces the costs of cross-border disputes in civil and commercial matters if the claim is not contested by the debtor.



5. The ECC can also support consumers who wish to initiate a **European Small Claims Procedure**. This procedure aims to improve access to justice by simplifying procedures for settling cross-border disputes in civil and commercial matters up to a value of 5000 €.
6. The ECC Luxembourg is also contact point regarding the **alternative dispute resolution of cross-border consumer dispute**, and signposts consumers to mediation bodies in Europe.
7. Since 2020, the ECC Luxembourg has been designated as the **external alert body** and is thus empowered to issue alerts to the competent authorities in order to take effective action against traders who do not respect EU consumer rights



# INSTITUTIONAL INVOLVEMENT

Throughout the year, the ECC Luxembourg worked closely with various national institutions, with a common goal of better serving consumers in Europe. The ECC Luxembourg also took part in a number of consumer protection events and workshops.



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG



Parlement européen  
Bureau de liaison  
au Luxembourg



## ECC TEAM



Behind, left to right: Alexander Kaiser (intern) - Christoph Neisius - Cédric Arnasalon - Bradley Lawson - Julie Jasson - Kevin Wiseler - Laura Haas - Antonin Georgery Terrazzani - Pauline Champenois  
 Front, left to right: Jean-Loup Stradella - Gaëtane Frey - Karin Basenach - Kelly Mulombe - Nathalie Oliveira

## Composition

- 1 Director and 1 Assistant Director
- 7 Case Handlers
- 2 Experts in air passenger law
- 1 Executive Assistant
- 1 Communication Officer

## NEWS & CONSUMER FEEDBACK



Globally, 41% of consumers chose to contact us by phone, 28% preferred to use the contact forms available on our website and 25% contacted us by email. The ECC is also pleased to welcome consumers to its premises, where they can have a face-to-face consultation. This option is chosen by 3% of consumers. The final 3% are the other alternatives (letters, transfer from another organisation, etc.).

During the past year, 380 consumers have also agreed to share their opinion on our services via a satisfaction survey, carried out through the European Union's survey system.

Of the 380 respondents, 63% are men and 37% are women. The majority of respondents are in the 35-49 age range. The overall satisfaction rate is 90.26%, which is in line with our desire to offer the best possible service to our customers.

## OVERVIEW 2023

# 779 500 €

**is the total amount recovered for  
the benefit of consumers**

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.



## SUCCESS STORIES



(1) Every year, a dance school, based in Luxembourg, organise a trip to New York (USA) for its students. The dance school takes in charge all the organisation part, and book flight tickets for 48 passengers with a German airline. To ensure that check-in runs without a hitch, the dance school sent all contact details in advance. They arrived at the airport on time, but the check-in procedure was so slow that the whole group missed their flight. The airline agreed to rebook all passengers on two separate flights, but a group of 36 passengers had to spend a night in a hotel, for a total cost of 1 747 euros.

Thanks to ECC Luxembourg and ECC Germany, the group of students received a compensation of 600 euros per passenger and a reimbursement for accommodation costs. In total, the dance school received over 30 000 euros for unjustified denied boarding.



ONLINE

(2) Emma\* bought a pair of curtains online from a Belgian retailer. On reception, she finds that the colour doesn't match with what she ordered. Despite the store's efforts to find a solution, Emma insisted on receiving what she had ordered. This customer contacted us to find out about her rights, and thanks to our advice, she was able to exercise her right of withdrawal and recover a refund of €597.



(3) Antoine\* has ordered a furniture item from a store in France. He decided to pay a fee for a delivery to his apartment on the 2nd floor. On the day of delivery, and due to a technical problem, the delivery drivers finally delivered the furniture in front of the customer's home. This customer therefore requested a partial refund of the delivery charge. Following the intervention of ECC Luxembourg and ECC France, Antoine finally won his claim.

*\*to comply with the General Data Protection Regulation, all names used are pseudonyms.*

## ECC-NET ACTIONS

The ECC Luxembourg has also taken part in various communication initiatives within the ECC-Net network. These actions aim to increase visibility and access to information for consumers in the 27 countries of the European Union, as well as in Norway and Iceland.



- For the Safer Internet Day, on February 7, the network ECC-Net has shared an awareness campaign, with key information on how to protect personal data and guard against cybercrime.
- World Consumer Rights Day is celebrated every March 15. This day is very important for our network, and that's why we've taken the opportunity to remind the key rules for safe online shopping.
- To celebrate World Tourism Day, we launched a promotional campaign reminding consumers that ECCs are there to help them to enforce their rights as European travellers.
- The last campaign of the year was on the occasion of Black Friday, and provided tips on how to spot the real good deals.

The ECC-Net network has also published a practical guide to assist consumers who wish to participate in the Rugby World Cup (France) and the Paris Olympic Games.

## ADVERTISING CAMPAIGNS

### VACATION PLANS - BUT ALWAYS WITH ECC LUXEMBOURG

In July 2023, the ECC Luxembourg organised an information week for European travellers. During this week, consumers were invited to ask us all their questions during our „Midi du consommateur européen“. They could also discover all our tips on our social networks, in the national press, or by visiting us at Luxairport.



This week ended with the renewal of the collaboration protocol between the Directorate for Consumer Protection, the Union Luxembourgeoise des Consommateurs (ULC) and the ECC Luxembourg. This event was held in the presence of Minister Paulette Lenert, Minister for Consumer Protection, and aims to simplify the procedures for asserting the rights of air passengers.



### NATIONAL ADVERTISING CAMPAIGNS

Over the past year, the ECC Luxembourg has also launched different campaigns, for example, by contacting Luxembourg's municipalities and senior citizens' clubs.



## WELCOME TO CLÉMENTINE, THE NEW MASCOT FROM ECC LUXEMBOURG

In December 2023, the ECC Luxembourg shared 2 promotional videos in Luxembourg’s KINEPOLIS cinemas. The videos featured Clémentine, a consumer who runs into different consumer problems... but thankfully for her, the ECC Luxembourg is at the service of consumers all over Europe, free of charge.



## INFLUENCE MARKETING TO PROMOTE ECC LUXEMBOURG AMONG YOUNG PEOPLE

In 2023, the ECC Luxembourg has also collaborated with 3 Luxembourg ambassadors to inform and raise awareness on various consumer topics, such as counterfeiting, online shopping and travel. To discover this campaign, follow us on Instagram.



@emmainluxembourg

@nataschabintz



@paulina\_on\_the\_road

## EVENTS

### 9TH CONFERENCE ON ASPECTS OF EUROPEAN CONSUMER LAW

Wednesday 14th June, the ECC Luxembourg held its „9th conference on aspects of European consumer law“. This conference aims to bring consumer law practitioners up-to-date by providing an overview of the latest developments, legislative initiatives and case law in this field.

Various topics of European consumers were covered, such as drones & safety risk management, the development of repair practices, dark patterns, the future of metaverse, the legal framework for influencers, the digital and green transitions, the sustainable consumer behaviour and EU travel law.

Participants had the option of taking part in person, at Neimënster Abbey, or online.





## „MIDIS DU CONSOMMATEUR EUROPÉEN “

Four „Midis du consommateur européen“ were organised by the ECC Luxembourg, in collaboration with the Representation of the European Commission in Luxembourg and the European Parliament Liaison Office in Luxembourg.



LES MIDIS DU  
CONSOMMATEUR  
EUROPÉEN

**20.01.2023**

**The EU's challenges for a more sustainable consumption.**

•

**10.07.2023**

**How can you travel this summer, and what are your rights as a European traveller?**

**We answer all your questions!**

•

**15.11.2023**

**How is the Digital Services Act (DSA) ensuring a safer and fairer online environment for all?**

•

**04.12.2023**

**The « European Disability Card » explained in detail!**





### 4 VISITOR GROUPS

The ECC Luxembourg welcomed 4 visitor groups in 2023, which could learn more about the ECC and its European network.



### EUROPE DAY FESTIVAL

On May 9, the ECC Luxembourg was also present at the Europe Day Festival, organised by the European Commission Representation in Luxembourg, to celebrate peace and unity in Europe.



Throughout the year, ECC Luxembourg also took part in various meetings with its European network, the EEC-Net. ECC Luxembourg was also a co-partner in an information session on „Cybercrime“ organised by BEE Secure. In addition, ECC also had the pleasure of participating in the event „la rentrée de la Clinique du Droit de l’Université de Luxembourg“.



Cooperation Day - 05/23



Visitor Groups - 07/23

## 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 2023, new publications were developed, while others were updated.



**83 press clippings in the media  
in 2023**  
(print and digital press publications, radio and TV)



**12 press releases sent  
in 2023**  
(in French, English and German)



**3 infosheets published on our website  
in 2023**  
(in French, English and German)

## COMMUNICATION CHANNELS

In 2023, ECC Luxembourg focused on being as close as possible to consumers, using its various communication channels.

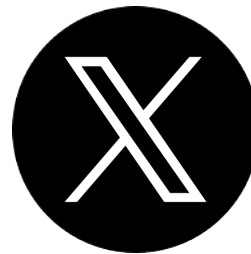
### Social media



959 followers



646 followers



489 followers



251 followers

### Website



39 170 visitors / year

31 published articles

### Newsletter



12 newsletters

sent

## PERLES

We would like to thank all the customers 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 customers.



"Thanks to your commitment, Europe's consumers can assert their rights without having to resort to lengthy and costly legal proceedings. It's always good to be able to resolve a consumer-related problem outside the courts."



"Thank you again for your support. I didn't know you existed, but I was lucky to stumble across your website: you gave me valuable advice, while following up my case with the travel agency."



"What a great surprise: I received my refund. Thank you for all you do for consumers who, like me, no longer know what to do. "



"I'd like to extend my warmest thanks. Without the ECC, we probably wouldn't have made it! Well done for your efficiency, your excellent follow-up and your expertise."

HAS YOUR FLIGHT BEEN CANCELLED OR DELAYED?  
DID YOUR ONLINE PURCHASE NOT GO AS PLANNED?  
ARE YOU VICTIM OF A SCAM? HAVE YOU AN ISSUE  
WITH A DELIVERY? HAVE YOUR CONSUMER RIGHTS  
GENERALLY NOT BEEN RESPECTED IN EUROPE?

**ECC LUXEMBOURG IS AVAILABLE FREE OF  
CHARGE TO HELP YOU**

**[www.cecluxembourg.lu/en](http://www.cecluxembourg.lu/en)**