NOTICES FROM MEMBER STATES

Commission communication concerning Article 4(3) of Directive 98/27/EC of the European Parliament and of the Council on injunctions for the protection of consumers' interests, concerning the entities qualified to bring an action under Article 2 of this Directive

(Text with EEA relevance)

(2008/C 63/06)

The authorities of the Member States concerned have recognised the entities mentioned below as being qualified to bring actions for an injunction under Article 2 of Directive 98/27/EC.

BELGIUM

Name of the entity	Contact details	Purpose
1. **Association belge des consommateurs Tests-Achats/Belgische Verbruikersunie Test-Aankoop**	rue de Hollande/Hollandstraat, 13 B-1060 Bruxelles Tel. (32-2) 542 35 55 Fax (32-2) 542 32 50 E-mail: membres@test-achats.be leden@test-aankoop.be www.test-achats.be www.test-aankoop.be	— Promotes, defends and represents consumer interests (initiatives, activities, studies, research, publications on consumer issues, individualised services and support for members, etc.). — Promotes and supports the recruitment and development of legal persons whose main objective is to promote and defend consumer interests
2. **Organisation des consommateurs a.s.b.l./Consumentenorganisatie v.z.w/Verbraucherschutzzentrale V.o.E.**	Neustraße, 119 B-4700 Eupen Tel. (32-2) 087 59 18 50 Fax (32-2) 087 59 18 51 E-mail: info@vsz.be www.cec-ecc.be www.evz.be	— Informs and advises private persons on consumer problems. — Intervenes with the authorities and takes steps to protect consumers. — Rights and individual and collective consumer representation. — Cross-border consumer issues. — Preventive measures and help for private persons with excessive debts

BULGARIA

Name of the entity	Contact details	Purpose
1. **Комисия за защита на потребителите/Consumer Protection Committee**	Slaveikov Sq. 4A BG-1000 Sofia Tel. (+395-2) 987 7445 Fax (+395-2) 988-42-18 e-mail: info@kzp.bg web: www.kzp.bg	— Is responsible for the application of consumer protection law (general product safety, protection of economic interests, out-of-court settlement of consumer disputes, protection of consumers' collective interests). — Provision of consumer information and advice. — Settlement of consumer disputes. — Manages the work of the conciliation committees for out-of-court disputes, including that of the conciliation committee for payment disputes. — Examines consumer complaints. — RAPEX contact point for the rapid exchange of information on dangerous products. — Coordinates the activities of other qualified entities under Regulation (EC) No 2006/2004 on consumer protection cooperation. — Is responsible for the implementation of 12 Directives coming under the scope of Regulation (EC) No 2006/2004

Name of the entity	Contact details	Purpose
2. **Българска национална асоциация на потребителите/ Bulgarian National Consumers' Association**	Stefan Stambolov St 35A BG-1000 Sofia Tel./Fax: (+395-2) 8333 285	— Provides consumers with information on: goods and services placed on the market; risks associated with the use of products and services and ways of avoiding them; various means of protecting consumers' economic interests; legislation in force in the Republic of Bulgaria. — Prepares proposals for legal, economic and political measures to protect consumers and the environment
3. **Потребителски център за информация и изследвания/ Consumer Centre for Information and Research**	Knyaz Aleksandr Battenberg Boulevard 27 BG-4000 Plovdiv Tel. (+395-32) 68 74 78 (+359) 0 886 330 770 (+359) 0 894 799 288 e-mail: ydavch@yahoo.com	— Independent consumer monitoring. — Informing consumers on the state of the market for goods and services. — Informing consumers and specialised entities about infringements of state standards and other legal instruments governing the production and trade of goods and services
4. **Съюз на застрахованите в България/Union of Insured Persons in Bulgaria**	Residential Complex „Lazur" Block 7, Entry A BG-8001 Burgas Tel./Fax (+395-56) 83 14 62 e-mail: union_insured_bg@abv.bg	— Protects the interests of insured persons. — Informs consumers on insurance matters
5. **Регионален съюз на потребителите-98, гр. Видин/Regional Association of Consumers — 98, Vidin**	Blintsi Square 2 11th floor, room 10 BG-3700 Vidin Tel./Fax (+395-94) 601 431 e-mail: rsp_vd_98@abv.bg	— Socially useful activities to protect consumers
6. **Независим съюз на потребителите в България/Independent Union of Consumers in Bulgaria**	Klokotnitsa St 35-37 BG-1000 Sofia Tel./Fax (+395-2) 83 19 000 Vezrazhdane Square 1, room 224 Pleven Tel. (+395-64) 801 941 Fax (+395-64) 83 50 02 Sofia office Tel./Fax (+395-2) 931 56 24 e-mails: maks@rambler.bg head@users.bg consumers_bg@mail.bg	— Provides consumers with information on: goods and services placed on the market; risks associated with the use of products and services and ways of avoiding them; various means of protecting consumers' economic interests; legislation in force in the Republic of Bulgaria. — Prepares proposals for legal, economic and political measures to protect consumers and the environment
7. **Национална лига — потребители на услуги/National League — Consumers of Services**	Residential Complex „Lazur", Block 9, Entrance 3 BG-8001 Burgas Tel. (+395-56) 888 955 mobile phone: (+395) 0 889 61 51 08 e-mail: National_league@abv.bg	— Informs consumers on their rights. — Addresses irregularities in the market for services and duly notifies the competent consumer bodies. — Assists consumers in the event of problems
8. **Асоциация „Помощ за потребителя"/Consumer Assistance Association**	Residential Complex „Lyulin" Block 901, Entrance D, flat 98 BG-1324 Sofia Tel. (+395-2) 36 35 41 mobile phone: (+395) 0 88 879 55 22 e-mails: app_ngo@abv.bg gvladimirov@abv.bg	— Organises seminars and provides training on consumer affairs. — Sets up consumer information and consultation centres. — Institutes class actions to defend consumers' interests. — Initiates legislative developments in the field of consumers' rights. — Participates in the work of state consultative bodies in the field of consumer protection. — Provides mediation and participates in the work of the conciliation committees. — Tests products and is involved in official controls

Name of the entity	Contact details	Purpose
9. **Федерация на потребителите в България/Federation of Consumers in Bulgaria**	Stefan Stambolov St 35A BG-1000 Sofia Tel./Fax (+395-2) 931 98 11 (+395-2) 833 32 85 e-mail: fcb@mobikom.com or bap@mail.orbiTel.bg	The organisation's activities focus on the protection of consumers' economic interests, by: — participating in the preparation of laws and regulations, — preparing opinions on governmental, departmental and municipal decisions concerning specific consumer interests and the formation of public opinion in this area, — providing consultation and advice on the resolution of concrete problems encountered by consumers and citizens, — working together with manufacturers and dealers in compensating consumers who purchase low-quality or dangerous products, or products with inadequate guarantees or after-sales services, — engaging in effective partnership in State and municipal bodies responsible for monitoring the safety and quality of consumer goods, — conducting market studies and ensures wide publicity of their findings in order to provide guidance and shape new trends in consumer behaviour, — informing the public on consumers' opinions, evaluations and preferences concerning goods and services placed on the market, in the context of annual nominations and awards, — instituting class actions to protect consumers

CZECH REPUBLIC

Name of the entity	Contact details	Purpose
1. **Sdružení českých spotřebitelů**	Budějovická 73 CZ-140 00 Praha 4 Tel. (420) 261 262 280, (420) 602 561 856 Fax (420) 261 262 268 E-mail: spotrebitel@regio.cz www.regio.cz/spotrebitel	Acts in the field of consumer protection through a wide range of activities including offering information and advice in disputed cases
2. **Sdružení obrany spotřebitelů České republiky**	Rytířská 10 CZ-110 00 Praha 1 Tel. (420) 224 239 940 Fax (420) 224 239 941 E-mail: sos@spotrebitele.info www.spotrebitele.info	Defends the interests of consumers especially in areas where the powers of the individual are not sufficient to defend themselves
3. **Občanské sdružení spotřebitelů TEST**	P.O. box 14 Kykalova 1 CZ-140 21 Praha 1 Tel. (420) 222 135 491 Fax (420) 222 135 491 E-mail: dtest@dtest.cz www.spotrebiTel.cz	Covers all consumer protection issues
4. **Spotřebitelský poradenský a informační servis**	Šárecká 15 CZ-160 00 Praha 6 Tel. (420) 224 811 111 Fax (420) 233 326 185 E-mail: poradna@spotrebiTel.cz	Covers all consumer protection issues
5. **Sdružení ochrany spotřebitelů a pacientů**	Třída Karla IV. 430 CZ-500 02 Hradec Králové Tel. (420) 495 215 266 Fax (420) 499 215 266 E-mail: sosp_p.krejcar@quick.cz	Covers all consumer protection issues

DENMARK

Name of the entity	Contact details	Purpose
1. **Forbrugerombudsmanden**	Amagerfælledvej 56 DK-2300 København S Tel. (45) 32 66 90 00 Fax (45) 32 66 91 00 E-mail: fs@fs.dk Website: www.fs.dk (English: www.consumer.dk/index-uk.htm)	According to the Marketing Act, the main task of the Consumer Ombudsman is to ensure due observance of the law, specifically in the area of consumer rights. The Consumer Ombudsman is authorised to *initiate actions under the following Directives*: — Council Directive 84/450/EEC of 10 September 1984 relating to the approximation of the laws, regulations and administrative provisions of the Member States concerning misleading advertising, — Council Directive 85/577/EEC of 20 December 1985 to protect the consumer in respect of contracts negotiated away from business premises, — Council Directive 87/102/EEC of 22 December 1986 for the approximation of the laws, regulations and administrative provisions of the Member States concerning consumer credit, and its latest amendment through Directive 98/7/EC, — Council Directive 89/552/EEC of 3 October 1989 on the coordination of certain provisions laid down by Law, Regulation or Administrative Action in Member States concerning the pursuit of television broadcasting activities, as amended by Directive 97/36/EC, — Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours, — Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts, — Directive 94/47/EC of the European Parliament and the Council of 26 October 1994 on the protection of purchasers in respect of certain aspects of contracts relating to the purchase of the right to use immovable properties on a time-share basis, — Directive 97/7/EC of the European Parliament and of the Council of 20 May 1997 on the protection of consumers in respect of distance contracts, — Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees, — Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market ('Directive on electronic commerce')
2. **Lægemiddelstyrelsen**	Frederikssundsvej 378 DK-2730 Brønshøj Tel. (45) 44 88 91 11 Fax (45) 44 91 73 73 E-mail: dkma@dkma.dk Website: www.dkma.dk	The remit of the Danish Medicines Agency is to authorise the marketing of pharmaceuticals that are proven to be effective and safe, to help ensure that public health insurance expenditure in connection with medical treatment is proportionate to the expected medical results, to oversee the pharmaceutical sector and the sector for manufacture of pharmaceutical equipment. The Danish Medicines Agency is authorised to *initiate actions* in the event of violations of Council Directive 92/28/EEC of 31 March 1992 on the advertising of medicinal products for human use

GERMANY

Name of the entity	Contact details	Purpose
1. **Aktion Bildungsinformation e. V. (ABI)**	Tel.: (49) 0711/29 93 35 Fax (49) 0711/29 93 30 E-mail: info@abi-ev.de www.abi-ev.de Alte Poststr. 5 D-70173 Stuttgart	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interest of consumers (Article 2 of the Statutes)

Name of the entity	Contact details	Purpose
2. **AGPF — Aktion für Geistige und Psychische Freiheit Bundesverband für Sekten- und Psychomarktberatung e.V.**	Tel.: (49) 0228/63 15 47 E-mail: AGPF@AGPF.de www.AGPF.de Im Blankert 35 D-53229 Bonn	Protects consumers' interests by providing information and advice on matters relating to sects and the psycho-market; authorised to bring collective actions in the interests of consumers
3. **Berliner Mieterverein e.V.**	Tel.: (49) 030/22 62 61 18 Fax (49) 030/22 62 61 62 E-mail: bmv@berliner-mieterverein.de www.berliner-mieterverein.de Wilhelmstr. 74 D-10117 Berlin	Protects tenants' interests in Berlin by providing information and advice; authorised to bring collective actions in the interests of tenants
4. **Bund der Energieverbraucher e.V.**	Tel.: (49) 02 224/922 70 Fax (49) 02 224/103 21 E-mail: info@energieverbraucher.de www.energieverbraucher.de Grabenstr. 17 D-53619 Rheinbreitbach	Protects energy consumers' interests by providing information and advice; authorised to bring collective actions in the interests of energy consumers
5. **Bund der Versicherten e.V.**	Tel.: (49) 04 193/942 22 Fax (49) 04 193/942 21 E-mail: info@bundderversicherten.de www.bundderversicherten.de Postfach 1153 D-24547 Henstedt-Ulzburg	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
6. **Bundesverband der Verbraucherzentralen und Verbraucherverbände — Verbraucherzentrale Bundesverband e.V. (VZBV)**	Tel.: (49) 030/258 00-0 Fax (49) 030/25 80 02 18 E-mail: info@vzbv.de www.vzbv.de Markgrafenstr. 66 D-10969 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
7. **Bundesverband privater Kapitalanleger e.V.**	Tel.: (49) 0551/531 41 03 Fax (49) 0551/457 10 E-mail: BVKapital@aol.com www.bundesverband-privater-Kapitalanleger.de Am Goldgraben 6 D-37073 Göttingen	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
8. **Deutsche Gesellschaft für Sonnenenergie e.V.**	Tel.: (49) 089/52 40 71 Fax (49) 089/52 16 68 E-mail: info@dgs.de www.dgs.de Augustenstr. 79 D-80333 München	Protects consumers' interests by providing information and advice, especially in the fields of renewable energy forms and rational use of energy, focusing particularly on solar energy; authorised to bring collective actions in the interests of consumers
9. **Deutsche Schutzvereinigung Auslandsimmobilien e.V.**	Tel.: (49) 0761/550 12 Fax (49) 0761/550 13 E-Mail info@dsa-ev.de www.dsa-ev.de Zähringer Str. 373 D-79108 Freiburg	Protects the interests of private house, flat and land owners with property abroad and other persons with interests in foreign property by providing information and advice; authorised to bring collective actions in the interests of the abovementioned persons
10. **Deutscher Mieterbund — Mieterverein Hamm und Umgebung e.V.**	Tel.: (49) 02381/200 56 Fax (49) 02381/200 58 Südring 1 D-59065 Hamm	Protects tenants' interests in the Hamm region by providing information and advice; authorised to bring collective actions in the interests of tenants

Name of the entity	Contact details	Purpose
11. **Deutscher Mieterbund — Mieterverein Iserlohn e.V.**	Tel.: (49) 02371/234 89 Fax (49) 02371/234 89 E-mail: info@mieterverein-iserlohn.de www.mieterverein-iserlohn.de Vinckestr. 4 D-58636 Iserlohn	Protects tenants' interests in Iserlohn by providing information and advice; authorised to bring collective actions in the interests of tenants
12. **Deutscher Mieterbund — Mieterverein Kassel und Umgebung e.V.**	Tel.: (49) 0561/10 38 61 Fax (49) 0561/10 37 39 E-mail: mietervereinkassel@t-online.de www.mieterverein-kassel.de Königsplatz 59 Eingang Poststraße 1 D-34117 Kassel	Protects tenants' interests in the Kassel region by providing information and advice; authorised to bring collective actions in the interests of tenants
13. **Deutscher Mieterbund — Mieterverein Schwerin und Umgebung e.V.**	Tel.: (49) 0385/71 46 68 Fax (49) 0385/71 46 69 E-mail: information@mieterverein-schwerin.de www.mieterverein-schwerin.de Dr.-Külz-Str. 18 D-19053 Schwerin	Protects tenants' interests in the Schwerin region by providing information and advice; authorised to bring collective actions in the interests of tenants
14. **Deutscher Mieterbund — Mieterverein Siegerland und Umgebung e.V.**	Tel.: (49) 0271/519 97 Fax (49) 0271/205 50 E-mail: info@mieterverein-siegerland.de www.mieterverein-siegerland.de Koblenzer Str. 5 D-57072 Siegen	Protects tenants' interests in the Siegerland region by providing information and advice; authorised to bring collective actions in the interests of tenants
15. **Deutscher Mieterbund — Landesverband Mecklenburg-Vorpommern e.V.**	Tel.: (49) 0385/71 24 60 Fax (49) 0385/71 46 69 E-mail: information@mieterverein-schwerin.de www.mieterverein-schwerin.de Dr.-Külz-Str. 18 D-19053 Schwerin	Protects consumers' interests in the field of tenancy law in Mecklenburg-Vorpommern by providing information and advice; authorised to bring collective actions in the interests of tenants
16. **Deutscher Mieterbund — Landesverband Schleswig-Holstein e.V.**	Tel.: (49) 0431/97 91 90 Fax (49) 0431/979 19 31 E-mail:info@mieterbund-schleswig-holstein.de www.mieterbund-schleswig-holstein.de Eggerstedtstr. 1 D-24103 Kiel	Protects consumers' interests in the field of tenancy law in Schleswig-Holstein by providing information and advice; authorised to bring collective actions in the interests of tenants
17. **Deutscher Mieterbund — Kieler Mieterverein e.V.**	Tel.: (49) 0431/97 91 90 Fax (49) 0431/979 19 31 E-mail: info@kieler-mieterverein.de www.kieler-mieterverein.de Eggerstedtstr. 1 D-24103 Kiel	Protects consumers' interests in the field of tenancy law in Kiel by providing information and advice; authorised to bring collective actions in the interests of tenants
18. **Deutscher Mieterbund — Mieterverein Groß-Velbert und Umgebung e.V.**	Tel.: (49) 02051/25 24 23 Fax (49) 02051/25 40 38 E-mail: mietervereinVelbert@t-online.de Friedrich-Ebert-Str. 62-64 D-42549 Velbert	Protects tenants' interests in the Velbert region by providing information and advice; authorised to bring collective actions in the interests of tenants

Name of the entity	Contact details	Purpose
19. **Deutscher Mieterbund — Mieterschutzverein Wiesbaden und Umgebung e.V.**	Tel.: (49) 0611/37 90 41 Fax (49) 0611/30 99 78 E-mail: info@mieterverein-wiesbaden.de www.mieterverein-wiesbaden.de Adelheidstr. 70 D-65185 Wiesbaden	Protects tenants' interests in the Wiesbaden region by providing information and advice; authorised to bring collective actions in the interests of tenants
20. **Deutscher Mieterbund — Mieterbund Rhein-Ruhr e.V.**	Tel.: (49) 0203/555 08 11 Fax (49) 0203/55 74 56 E-mail: dmb-rhein-ruhr@t-online.de www.mieterbund-rhein-ruhr.de Rathausstr. 18-20 47166 Duisburg	Protects tenants' interests in Duisburg by providing information and advice; authorised to bring collective actions in the interests of tenants
21. **DMB — Mieterschutzverein Frankfurt am Main e.V.**	Tel.: (49) 069/560 10 57 Fax (49) 069/56 89 40 E-mail: mieterschutzverein.frankfurt.de www.mieterbundhessen.de/frankfurt Eckenheimer Landstraße 339 D-60320 Frankfurt am Main	Protects tenants' interests in Frankfurt am Main by providing information and advice; authorised to bring collective actions in the interests of tenants
22. **DMB — Mieterverein Leverkusen e.V.**	Tel.: (49) 02171/40 40 70 Fax (49) 02171/278 45 E-mail: info@mieterverein-leberkusen.de www.dmb-mieterverein-leverkusen.de Kölner Str. 35-41 D-51379 Leverkusen	Protects tenants' interests in Leverkusen by providing information and advice; authorised to bring collective actions in the interests of tenants
23. **DMB — Mieterverein Stuttgart und Umgebung e.V.**	Tel.: (49) 0711/21 01 60 Fax (49) 0711/236 92 23 E-mail: info@mieterverein-stuttgart.de www.mieterverein-stuttgart.de Moserstr. 5 D-70182 Stuttgart	Protects tenants' interests in the Stuttgart region by providing information and advice; authorised to bring collective actions in the interests of tenants
24. **Flensburger Mieterverein e.V.**	Tel.: (49) 0461/230 50 Fax (49) 0461/125 38 E-mail: mieterverein-flensburg@t-online.de www.flensburger-mieterverein.de Norderhofenden 10 D-24937 Flensburg	Protects tenants' interests in Flensburg by providing information and advice; authorised to bring collective actions in the interests of tenants
25. **Mieter helfen Mietern — Hamburger Mieterverein**	Tel.: (49) 040/43 13 94-0 Fax (49) 040/43 13 94 44 E-mail: info@mhmhamburg.de www.mhmhamburg.de Bartelsstraße 30 D-20357 Hamburg	Protects tenants' interests in Hamburg by providing information and advice; authorised to bring collective actions in the interests of tenants
26. **Mieter helfen Mietern, Münchner Mieterverein e.V.**	Tel.: (49) 089/44 48 82-0 Fax (49) 089/444 88 210 E-mail: info@mhmmuenchen.de www.mhmmuenchen.de Weißenburger Str. 25 D-81667 München	Protects tenants' interests in Munich by providing information and advice; authorised to bring collective actions in the interests of tenants
27. **Mieter und Pächter e.V.**	Tel: 0231/ 52 85 28 Fax (49) 0231/52 81 06 E-mail: service@mieterschutz.com www.mieterschutz.com Prinzenstr. 7 D-44135 Dortmund	Protects the interests of tenants and lessees in Dortmund by providing information and advice; authorised to bring collective actions in the interests of tenants

Name of the entity	Contact details	Purpose
28. **Mieterverein Baden-Baden und Umgebung e.V.**	Tel.: (49) 07221/255 12 Fax (49) 07221/39 28 31 E-mail: mieterverein-baden-baden@t-online.de Lange Straße 13 D-76530 Baden-Baden	Protects tenants' interests in the Baden-Baden region by providing information and advice; authorised to bring collective actions in the interests of tenants
29. **Mieterverein Bochum, Hattingen und Umgegend e.V.**	Tel.: (49) 0234/961 14-0 Fax (49) 0234/961 14 11 E-mail: info@mieterverein-bochum.de www.mieterverein-bochum.de Brückstr. 58 D-44787 Bochum	Protects tenants' interests in Bochum, Hattingen and the region by providing information and advice; authorised to bring collective actions in the interests of tenants
30. **Mieterverein Bremen e.V.**	Tel.: (49) 0421/32 02 09 Fax (49) 0421/337 92 08 E-mail: info@mieterverein-bremen.de www.mieterverein-bremen.de An der Weide 23 D-28195 Bremen	Protects tenants' interests in the Bremen region by providing information and advice; authorised to bring collective actions in the interests of tenants
31. **Mieterverein für Lüdenscheid und Umgegend e.V.**	Tel.: (49) 02351/224 61 Fax (49) 02351/394 50 E-mail: mail@mieterverein-luedenscheid.de www.mieterverein-luedenscheid.de Lösenbacher Str. 3 D-58507 Lüdenscheid	Protects tenants' interests in the Lüdenscheid region by providing information and advice; authorised to bring collective actions in the interests of tenants
32. **Mieterverein Gelsenkirchen e. V. Im Deutschen Mieterbund**	Tel.: (49) 0209/249 18 Fax (49) 0209/14 69 49 E-mail: info@dmb-ge.de www.mieterverein-ge.de Gabelsberger Str. 9 D-45879 Gelsenkirchen	Protects the interests of tenants and lessees by providing information and advice; authorised to bring collective actions in the interests of tenants
33. **Mieterverein Hannover und Umgebung e.V.**	Tel.: (49) 0511/121 06-0 Fax (49) 0511/121 06 16 E-mail: info@mieterverein-hannover.de www.mieterverein-hannover.de Herrenstraße 14 D-30159 Hannover	Protects tenants' interests in the Hanover region by providing information and advice; authorised to bring collective actions in the interests of tenants
34. **Mieterverein Heidelberg und Umgebung e.V.**	Tel.: (49) 06221/204 73 Fax (49) 06221/16 34 18 E-mail: beratung@mieterverein-heidelberg.de www.mieterverein-heidelberg.de Poststraße 46 D-69115 Heidelberg	Protects tenants' interests in the Heidelberg region by providing information and advice; authorised to bring collective actions in the interests of tenants
35. **Mieterverein Karlsruhe e.V.**	Tel.: (49) 0721/37 50 91 Fax (49) 0721/37 81 25 E-mail: info@mieterverein-karlsruhe.de www.mieterverein-karlsruhe.de Ritterstr. 24 D-76137 Karlsruhe	Protects tenants' interests in issues relating to tenancy, leasing and property in the City of Karlsruhe and administrative district by providing information and advice; authorised to bring collective actions in the interests of tenants
36. **Mieterverein Köln e.V.**	Tel.: (49) 0221/202 37-0 Fax (49) 0221/240 46 20 E-mail: mieterverein@netcologne.de www.mieterverein-koeln.de Mühlenbach 49 D-50676 Köln	Protects tenants' interests in Cologne by providing information and advice; authorised to bring collective actions in the interests of tenants

Name of the entity	Contact details	Purpose
37. **Mieterverein München eingetragener Verein**	Tel.: (49) 089/55 21 43-0 Fax (49) 089/55 45 54 E-mail: hausmeister@mieterverein-muenchen.de www.mieterverein-muenchen.de Sonnenstr. 10 D-80331 München	Protects tenants' interests in Munich by providing information and advice; authorised to bring collective actions in the interests of tenants
38. **Mieterverein VIADRINA**	Tel.: (49) 0335/685 02 60 Fax (49) 0335/685 02 58 E-mail: mieterverein.ffo@t-online.de www.mieterverein-ffo.city-map.de Halbe Stadt 21 D-15230 Frankfurt/O.	Protects tenants' interests in the Frankfurt (Oder) region by providing information and advice; authorised to bring collective actions in the interests of tenants
39. **PRO BAHN Oberbayern — Gemeinnütziger Fahrgastverband**	Tel.: (49) 089/53 00 31 Fax (49) 089/53 75 66 www.pro-bahn.de Schwanthaler Str. 74 D-80336 München	Protects consumers' interests in matters relating to public transport by providing information and advice; authorised to bring collective actions in the interests of consumers
40. **Schutzgemeinschaft für Bank- und Sparkassenkunden e.V.**	Tel.: (49) 09232/70 07 87 Fax (49) 09232/70 07 86 E-mail: info@sg-banken.de www.sg-banken.de Ludwigstr. 97 D-95632 Wunsiedel	Protects consumers' interests in banking matters by providing information and advice; authorised to bring collective actions in the interests of consumers
41. **Schutzverband für Verbraucher und Dienstleistungsnehmer — Endverbraucher, Kapitalanleger, Versicherte e.V.**	Tel.: (49) 06106/25 88 30 Fax (49) 06106/25 88 31 www.s-vd.de Spessartring 47 D-63110 Rodgau	Protects the interests of consumers and service users by providing information and advice; authorised to bring collective actions in the interests of consumers and service users
42. **Verbraucherzentrale Baden-Württemberg e.V.**	Tel.: (49) 0711/66 91 10 Fax (49) 0711/66 91 50 E-mail:info@verbraucherzentrale-bawue.de www.verbraucherzentrale-bawue.de Paulinenstr. 47 D-70178 Stuttgart	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
43. **Verbraucher-Zentrale Brandenburg e.V.**	Tel.: (49) 0331/298 71 30 Fax (49) 0031/298 71 77 E-mail: info@vzb.de www.vzb.de Templiner Str. 21 D-14473 Potsdam	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
44. **Verbraucher-Zentrale Hamburg e.V.**	Tel.: (49) 040/24 83 20 Fax (49) 040/24 83 22 90 E-mail: info@vzhh.de www.vzhh.de Kirchenallee 22 D-20099 Hamburg	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
45. **Verbraucher-Zentrale Hessen e.V.**	Tel.: (49) 01805/97 20 10 Fax (49) 069/97 20 10 40 E-mail: vzh@verbraucher.de www.verbraucher-zentrale-hessen.de Große Friedberger Str. 13-17 D-60313 Frankfurt/M.	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers

Name of the entity	Contact details	Purpose
46. **Verbraucher-Zentrale Niedersachsen e.V.**	Tel.: (49) 0511/911 96-0 Fax (49) 0511/911 96 10 www.verbraucherzentrale-niedersachsen.de Herrenstr. 14 D-30159 Hannover	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
47. **Verbraucherzentrale Rheinland-Pfalz V.**	Tel.: (49) 06131/284 80 Fax (49) 06131/28 48 66 www.verbraucherzentrale-rlp.de Ludwigstr. 6 D-55116 Mainz	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
48. **Verbraucherzentrale Sachsen-Anhalt e.V.**	Tel.: (49) 0345/298 03 29 Fax (49) 0345/298 03 26 www.vzsa.de Steinbockgasse 1 D-06108 Halle	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
49. **Verbraucher Zentrale Thüringen e.V.**	Tel.: (49) 0361/555 14-0 Fax (49) 0361/555 14 40 E-mail: info@vzth.de www.vzth.de Eugen-Richter-Str. 45 D-99085 Erfurt	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
50. **Verbraucher-Zentrale des Landes Bremen e.V.**	Tel.: (49) 0421/16 07 77 Fax (49) 0421/160 77 80 E-mail: verbraucherzentrale bremen@t-online.de www.verbraucherzentrale-bremen.de Altenweg 4 D-28195 Bremen	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
51. **Verbraucherzentrale des SaarlandesLandesarbeitsgemeinschaft der Verbraucherverbände e.V.**	Tel.: (49) 0681/500 89-0 Fax (49) 0681/588 09 22 E-mail: vz-saar@vz-saar.de www.vz-saar.de Hohenzollernstraße 11 D-66117 Saarbrücken	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
52. **Verbraucherzentrale Berlin e.V.**	Tel.: (49) 030/214 85-0 Fax (49) 030/211 72 01 E-mail: mai@verbraucherzentrale-berlin.de www.verbraucherzentrale-berlin.de Bayreuther Str. 40 D-10787 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
53. **Verbraucherzentrale Mecklenburg-Vorpommern e.V.**	Tel.: (49) 0381/208 70 50 Fax (49) 0381/208 70 30 E-mail: info@nvzmv.de www.nvzmv.de Strandstr. 98 D-18055 Rostock	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
54. **Verbraucher-Zentrale Nordrhein-Westfalen — Landesarbeitsgemeinschaft der Verbraucherverbände e.V.**	Tel.: (49) 0211/380 90 Fax (49) 0211/380 91 72 www.vz-nrw.de Mintropstr. 27 D-40215 Düsseldorf	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers

Name of the entity	Contact details	Purpose
55. **Verbraucher-Zentrale Sachsen e.V.**	Tel.: (49) 0341/688 80 80 Fax (49) 0341/689 28 26 E-mail: vzs@vzs.de www.vzs.de Bernhardstr. 7 D-04315 Leipzig	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
56. **Mieterverein Oberhausen, Mühlheim und Bottrop e.V.**	Tel.: (49) 0208/857 29-0 Fax (49) 0208/20 24 44 E-mail: dmb.rhein-ruhr@t-online.de www.mieterbund-rhein-ruhr.de Willy-Brandt-Platz 4 D-46045 Oberhausen	Protects members' interests in matters relating to tenancy and property by providing information and advice; authorised to bring collective actions in the interests of tenants
57. **Deutscher Mieterbund e.V.**	Tel.: (49) 030/223 23-0 Fax (49) 030/22 32 31 00 E-mail: info@mieterbund.de www.mieterbund.de Littenstraße 10 D-10179 Berlin	Protects, promotes and represents all tenants interests; authorised to bring collective actions in the interests of tenants
58. **Deutscher-Anleger-Schutz-bund e.V.**	Tel.: (49) 069/23 85 38-0 Fax (49) 069/23 85 38 10 E-mail: info@deutscher-anlegerschutzbund.de www.deutscher-anlegerschutzbund.de An der Dammheide 10 D-60486 Frankfurt/M.	Undertakes preventive measures against the grey capital market and prevention of offences in this area by, among other means, providing information and protecting consumers' interests; authorised to bring collective actions in the interests of consumers
59. **Allgemeiner Automobil-Club (ADAC) e.V.**	Tel.: (49) 089/767 60 Fax (49) 089/76 76 25 00 E-mail: adac@adac.de www.adac.de Am Westpark 8 D-81373 München	Protects and promotes the interests of motor transport; protection of road users, in particular consumer protection; authorised to bring collective actions in the interests of consumers
60. **DMB — Landesverband Hessen e.V.**	Tel.: (49) 0611/308 17 19 Fax (49) 0611/37 80 70 E-mail: info@mieterbund-hessen.de www.mieterbund-hessen.de Adelheisdstr. 70 D-65185 Wiesbaden	Protects tenants' interests in Hessen by providing information and advice; authorised to bring collective actions in the interests of tenants
61. **Verbraucherzentrale Bayern e.V.**	Tel.: (49) 089/539 87-0 Fax (49) 089/53 75 53 E-Mai: info@verbraucherzentrale-bayern.de www.verbraucherzentrale-bayern.de Mozartstr. 9 D-80336 München	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
62. **Mieterverein zu Hamburg von 1890 r.V.**	Tel.: (49) 040/879 79-0 Fax (49) 040/87 97 91 10 E-mail: info@mieterverein-hamburg.de www.mieterverein-hamburg.de Glockengießerwall 2 D-20095 Hamburg	Protects tenants' interests in the greater Hamburg region by providing information and advice; authorised to bring collective actions in the interests of tenants
63. **Mieterverein Düsseldorf e.V.**	Tel.: (49) 0211/169 96-0 Fax (49) 0211/35 15 11 E-mail: info@mieterverein-duesseldorf.de www.mieterverein-duesseldorf.de Oststraße 47 D-40211 Düsseldorf	Protects tenants' interests in the Düsseldorf region by providing information and advice; authorised to bring collective actions in the interests of tenants

Name of the entity	Contact details	Purpose
64. **Bauherren-Schutzbund e.V.**	Tel.: (49) 030/312 80 01 Fax (49) 030/31 50 72 11 E-mail: office@bsb-ev.de www.bsb-ev.de Kleine Alexanderstr. 9/10 D-10178 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
65. **Foodwatch e.V.**	Tel.: (49) 030/24 04 76-0 Fax (49) 030/24 04 76 26 E-mail: info@foodwatch.de www.foodwatch.de Brunnenstr. 181 D-10119 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
66. **Mieterverein für den Regierungsbezirk Trier e.V.**	Tel.: (49) 0651/994 09 70 Fax (49) 0651/99 40 09 74 E-mail: mieterverrein@ipcon.de www. Mieterverein-trier.de Walramsneustr. 8 D-54290 Trier	Protects tenants' interests in the Trier region by providing information and advice; authorised to bring collective actions in the interests of tenants
67. **Verbraucherzentrale Schleswig-Holstein**	Tel.: (49) 0431/590 99-0 Fax (49) 0431/590 99 77 E-mail: info@verbraucherzentrale-sh.de www.verbraucherzentrale-sh.de Bergstr. 24 D-24103 Kiel	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
68. **Miet- und Pachtverein e.V. Bad Kreuznach**	Tel.: (49) 0671/679 48 Fax (49) 0671/738 42 E-mail: kontakt@mieterverein-bad-kreuznach.de www.mieterverein-bad-kreuznach.de Gustav-Pfarrius-Str. 1-3 D-55543 Bad Kreuznach	Protects tenants' interests in the Bad Kreuznach region by providing information and advice; authorised to bring collective actions in the interests of tenants
69. **Schutzgemeinschaft für Bankkunden e.V.**	Tel.: (49) 09131/81 71 79 Fax (49) 09131/81 71 78 E-mail: support@schuba.info www.schuvoba.de Hofmannstr. 103 D-91052 Erlangen	Protects consumers' interests in matters relating to financial services by providing information and advice; authorised to bring collective actions in the interests of consumers
70. **Deutsche Umwelthilfe e.V.**	Tel.: (49) 07732/99 95-0 Fax (49) 07732/99 95 77 E-mail: info@duh.de www.duh.de Fritz-Reichle-Ring 4 D-78315 Radolfzell	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers
71. **Schutzgemeinschaft für Grundbesitz in Italien e.V.**	Tel.: (49) 08856/817 95 Fax (49) 089/14 88 28 65 87 E-mail: sg-italien@gmx.de www.schutzgemeinschaft-italien.de Ahornstr. 13 D-82377 Penzberg	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers

Name of the entity	Contact details	Purpose
72. **Schutzgemeinschaft der Kapitalanleger e.V.**	Tel.: (49) 089/59 99 87 33 Fax (49) 089/54 88 78 58 E-mail: info@sdk.org www.sdk.org Karlsplatz 3 D-80335 München	Protects the interests of (minority) shareholders and other investors by providing information and advice; authorised to bring collective actions in the interests of consumers
73. **Vereinigung kritischer Verbraucher e.V.**	Tel.: (49) 0331/55 05 894 Fax (49) 0331/55 05 895 E-mail: info@vereinigung-kritischer-verbraucher.de www. vereinigung-kritischer-verbraucher.de Sellostraße 29 D-14471 Potsdam	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers

ESTONIA

Name of the entity	Contact details	Purpose
1. **Tarbijakaitseamet**	Kiriku 4 EE-15071 Tallinn Tel. (372-6) 20 17 00 Faks: (372-6) 20 17 01 E-mail: info@consumer.ee Veebiaadress: www.consumer.ee	Supervision of general consumer protection in connection with the marketing of goods and the provision of services, and supervision of consumer contracts in connection with package travel guarantees
2. **Ravimiamet**	Ravila 19 EE-50411 Tartu Tel. (372-7) 37 41 40 Faks: (372-7) 37 41 42 E-mail: sam@sam.ee Veebiaadress: www.sam.ee	Supervision in connection with the marketing and advertising of medicines

IRELAND

Name of the entity	Contact details	Purpose
1. **Director of Consumer Affairs**	4 Harcourt Road Dublin 2 Ireland Tel. (353-1) 402 55 00 Fax (353-1) 402 55 01 E-mail: odca@entemp.ie Website: www.odca.ie	Independent statutory officer responsible for providing consumers with advice and information, regulating credit intermediaries, licensing pawnbrokers and enforcing a wide range of consumer protection legislation

GREECE

Name of the entity	Contact details	Purpose
1. **Νέο Ινστιτούτο Καταναλωτών (NEO INKA)/Consumers' association — New consumers' institute (NEO INKA)**	Καλυψούς 105/Kalipsous 105 GR-176 71 Καλλιθέα/Kallithea Tel.: (30) 21 09 57 7 8 77 Fax (30) 21 09 53 34 71 E-mail: inka@inka.org.gr Website: www.inka.org.gr	Protects consumers' rights and interests
2. **Κέντρο Προστασίας Καταναλωτών (ΚΕΠΚΑ)/Consumers' protection centre of Thessaloniki (KEPKA)**	Τσιμισκή/Tsimiski 54 GR-546 23 Θεσσαλονίκη/Thessaloniki E-mail: consumers@kepka.org Website: www.kepka.org Tel. (30) 23 10 26 94 49 Fax (30) 23 1024 22 11	Protects consumers' rights and interests

Name of the entity	Contact details	Purpose
3. **Ένωση Καταναλωτών — Ποιότητα Ζωής (ΕΚΠΟΙΖΩ)/Consumers' association «the quality of life» (EKPIZO)**	Βαλτετσίου/Valtetsiou 43-45 GR-106 81 Αθήνα/Athens E-mail: ekpizo@ath.fothenet.gr Website: www.ekpizo.gr Tel. (30) 21 03 30 44 44 Fax (30) 21 03 30 05 91	Protects consumers' rights and interests
4. **Ελληνική Καταναλωτική Οργάνωση (ΕΚΑΤΟ)/Greek consumers' organisation (EKATO)**	Δημοκρίτου/Dimokritou 10 GR-54 352, Θεσσαλονίκη/Thessaloniki E-mail: info@ekato.org & ekato@ekato.org Website: www.ekato.org/ Tel. (30) 23 10 22 64 26 94 93 21 Fax (30) 23 10 90 85 19, (30) 23 10 22 64 26	Protects consumers' rights and interests
5. **Ινστιτούτο καταναλωτών (ΙΝΚΑ) Ιωαννίνων/Consumers' institute (INKA) of Ioannina**	Θ.Πασχίδη/Th. Paskidi 52 GR-45 445 Ιωάννινα/Ioannina E-mail: ioannina@inka.gr Tel. (30) 26 51 06 51 78 Fax (30) 26 51 06 51 78	Protects consumers' rights and interests
6. **Ένωση για τα δικαιώματα των πολιτών/Citizens' rights organisation**	Λυκαβηττού/Likavipou 18 GR-106 73 Αθήνα/Athens Tel. (30) 21 03 60 04 10 Fax (30) 21 03 60 04 11	Protects consumers' rights and interests
7. **Ινστιτούτο Καταναλωτών (ΙΝΚΑ) Μακεδονίας/Consumers' institute (INKA) of Macedonia**	Μοναστηρίου/Monastiriou 17 GR-54627 Θεσσαλονίκη/Thessaloniki E-mail: Macedonia@inka.gr Website: www.inkamak.eisodos.com Tel. (30) 23 10 53 52 63 (11 72 1) Fax (30) 23 10 51 74 92	Protects consumers' rights and interests
8. **Ινστιτούτο Καταναλωτών (ΙΝΚΑ) Κέρκυρας/Consumers' institute (INKA) of Corfu**	Ακαδημίας/Akadimias 3 GR-49 100 Κέρκυρα/Kerkira Tel. (30) 26 61 04 58 2 6 Fax (30) 26 61 03 62 50	Protects consumers' rights and interests
9. **Ένωση Καταναλωτών Αιτωλοακαρνανίας/Consumer Association of Aitoloakarnania**	Σ.Τσικνιά/S. Tsiknia 48 (πρώην Τσαλδάρη/formerly Tsaldari) GR-30100 Αγρίνιο/Agrinio E-mail: INKA-AIT@OTENET.GR Tel. (30) 26 41 02 44 44 Fax (30) 26 41 02 13 44	Protects consumers' rights and interests
10. **Ένωση Καταναλωτών Βόλου και Θεσσαλίας/Consumer Association of Volos & Thessaly**	Αγίου Νικολάου/Agiou Nikolaou 104 GR-38221, Βόλος/Volos Tel. (30) 24 21 04 56 15 Fax (30) 24 21 07 13 31	Protects consumers' rights and interests
11. **Ένωση Καταναλωτών Ελλάδας/Consumer Association of Greece**	Γούναρη/Gounari 4-6 GR-185 31, Πειραιάς/Peiraias Tel. (30) 21 04 11 10 80 Fax (30)21 04 11 10 80	Protects consumer's rights and interests.
12. **Ένωση Πολιτών/Citizens' association**	Αλκυόνης/Alkionis 9 GR-175 61 Π. Φάληρο/P. Faliro Tel. (30) 21 09 82 91 52 Fax (30) 21 09 82 50 96	Protects consumer's rights and interests

Name of the entity	Contact details	Purpose
13. **Εμπορικό και Βιομηχανικό Επιμελητήριο Αθηνών/Athens Chamber of Commerce and Industry**	Ακαδημίας/Akademias str 7 GR-10671 Αθήνα/Athens Tel. (30) 21 03 60 48 15-9, 36 024 11-9 Fax (30) 21 03 61 64 64 Διεύθ. ηλεκ. ταχ.: info@acci.gr E-mail: info@acci.gr Website: www.acci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
14. **Βιοτεχνικό Επιμελητήριο της Αθήνας/Athens Chamber of Handicrafts**	Ακαδημίας/Akademias 18 GR-10671 Αθήνα/Athens Tel. (30) 21 03 68 07 00 Fax (30) 21 03 61 47 26 E-mail: info@acsmi.gr Website: www.acsmi.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
15. **Επαγγελματικό Επιμελητήριο Αθηνών/Athens Chamber of Tradesmen**	Πανεπιστημίου/Panepistsimiou 44 GR-10679 Αθήνα/Athens Tel. (30) 21 03 60 16-5, 36 33 08-0 (President's office) Fax (30) 21 03 61 97 35 E-mail: eea@eea.gr Website: www.eea.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
16. **Εμπορικό και Βιομηχανικό Επιμελητήριο Θεσσαλονίκης/ Thessaloniki Chamber of Commerce and Industry**	Τσιμισκή/Tsimiski 29 GR-54624 Θεσσαλονίκη/Thessaloniki Tel. (30) (30)23 10 37 01 00, 37 01 10 Fax (30) 23 10 37 01 14-37 01 66 E-mail: root@ebeth.gr Website: www.ebeth.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
17. **Βιοτεχνικό Επιμελητήριο Θεσσαλονίκης/Thessaloniki Chamber of Handicrafts**	Αριστοτέλους/Aristotelous 27 GR-54624 Θεσσαλονίκη/Thessaloniki Tel. (30) 23 10 24 16 68, 24 16 89 Fax (30) 23 10 23 26 67 E-mail: info@veth.gr Website: www.veth.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
18. **Επαγγελματικό Επιμελητήριο Θεσσαλονίκης/Thessaloniki Chamber of Tradesmen**	Αριστοτέλους/Aristotelous 27 GR-54624 Θεσσαλονίκη/Thessaloniki Tel. (30) 23 10 27 52 55, 27 13 40, 27 14 88 (President's office), 22 00 50 Fax (30) 23 10 27 16 49, 25 72 83 E-mail: epepthe@otenet.gr epepthe@otenet.gr Website: www.uhcci.gr/epimelitiria/EETH.html	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
19. **Εμπορικό και Βιομηχανικό Επιμελητήριο Πειραιά/Piraeus Chamber of Commerce and Industry**	Λουδοβίκου/Loudovikou 1, Πλ. Οδησσού/ Odissos Square GR-18531 Πειραιάς/Piraeus Tel. (30) 21 04 17 72 41-5 Fax (30) 21 04 17 86 80 E-mail: evepgr1@acci.gr evepgr1@acci.gr Website: www.uhcci.gr/epimelitiria/EBEP.html	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
20. **Βιοτεχνικό Επιμελητήριο Πειραιά/Piraeus Chamber of Handicrafts**	Καραΐσκου/Karaiskou 111 GR-18532 Πειραιάς/Piraeus Tel. (30) 21 04 11 04 43, 41 21 298, 41 74 765 Fax (30)21 04 17 94 95, 41 74 152 E-mail: info@bep.gr Website: www.bep.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
21. **Επαγγελματικό Επιμελητήριο Πειραιά/Piraeus Chamber of Tradesmen**	Αγίου Κωνσταντίνου/Agiou Konstantinou 3 GR-18531 Πειραιάς /Piraeus Tel. (30) 21 04 12 15 03, 41 26 917 Fax (30) 21 04 12 27 90 E-mail: eepir@otenet.gr Website:www.eep.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
22. **Εμπορικό και Βιομηχανικό Επιμελητήριο Ροδόπης/ Chamber of Industry and Commerce of Rodopi Prefecture**	Βασ. Γεωργίου/Vassileios Georgiou 2β GR-69100 Κομοτηνή/Komotini Tel. (30) 25 31 02 28 31, 36 83 1 Fax (30) 25 31 02 67 14 E-mail: ccirodop@otenet.gr info@rodopicci.gr Website: www.rodoppicci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
23. **Επαγγελματικό και Βιοτεχνικό Επιμελητήριο Ροδόπης/ Chamber of Tradesmen and Handicrafts of Rodopi Prefecture**	Καβείρων/Kaveiron 12 GR-69100 Κομοτηνή/Komotini Tel. (30) 25 31 02 25 47, 340 06, 814 70-9 Fax (30) 25 31 02 58 66 E-mail: info@everodopi.gr Website: www.everodopi.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
24. **Επιμελητήριο Αιτωλοακαρνανίας/Chamber of Aitoloakarnania Prefecture**	Παπαστράτου/Papastratou 53 και Σμύρνης/& Smirnis GR-30100 Αγρίνιο/Agrinio Tel. (30) 26 41 02 25 25, 572 62 Fax (30) 26 41 02 25 90 E-mail: contact@epimetol.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
25. **Επιμελητήριο Αργολίδας/ Chamber of Argolida Prefecture**	Κορίνθου/Korinthou 23 GR-21200 Άργος/Argos Tel. (30) 27 51 06 72 16, 630 23, 66 968 Fax (30) 27 51 024 595 E-mail: ebear@otenet.gr Website: www.arcci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
26. **Επιμελητήριο Αρκαδίας/ Chamber of Arcadia Prefecture**	25ης Μαρτίου και Πανός/Panos & Martiou 21 GR-22100 Τρίπολη/Tripoli Tel. (30) 27 10 22 71 41, 22 71 42, 23 71 23 Fax (30) 27 10 23 37 38 E-mail: info@arcadianet.gr info@arcadianet.gr Website: www.arcadianet.gr www.ikenet.gr, www.eic.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
27. **Επιμελητήριο Άρτας/Chamber of Arta Prefecture**	Μ. Γραικού και Φλέμινγκ/Graikou & Flemig GR-47100 Άρτα/Arta Tel. (30) 26 81 02 87 28, 786 54 Fax (30) 26 81 07 86 54 E-mail: epimarta@otenet.gr Website: www.arta.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
28. **Επιμελητήριο Αχαΐας/Chamber of Ahaia Prefecture**	Μιχαλακοπούλου/Mihalakopoulou 58 GR-26221 Πάτρα/Patra Tel. (30) 26 10 27 77 79, 27 76 79, 27 80 56 Fax (30) 26 10 27 65 19 E-mail: ea@e-a.gr Website: www.e-a.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
29. **Επιμελητήριο Βοιωτίας/ Chamber of Viotia Prefecture**	Λ.Κουτσοπετάλου/L.Koutsopetalou 1 GR-32100 Λειβαδιά/Livadia Tel. (30) 22 61 02 82 81, 276 64 Fax (30) 22 61 02 13 47 E-mail: info@viotiachamber.gr Website: www.viotiachamber.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
30. **Επιμελητήριο Γρεβενών/ Chamber of Grevena Prefecture**	Εμμανουήλ Παππά/Emmanouil Papa 7 GR-51100 Γρεβενά/Grevena Tel. (30) 24 62 08 55 01 (-3), 855 04, 855 05 Fax (30) 24 62 08 03 10-803 33 E-mail: ebegreve@grevenanet.gr Website: www.grevena.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
31. **Επιμελητήριο Δράμας/Chamber of Drama Prefecture**	Λαμπριανίδου/Labrianidiou 40 GR-66100 Δράμα/Drama Tel. (30) 25 21 02 27 50, 249 95 Fax (30) 25 10 25 835 E-mail: ccidrama@dramanet.gr Website: www.ccidrama.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
32. **Επιμελητήριο Δωδεκανήσων/ Chamber of Dodekanissa Prefecture**	Γρηγορίου Λαμπράκη/Grigoriou Labraki 8 GR-85100 Ρόδος/Rodos Island Tel. (30) 22 41 04 42 00 Κάλυμνος: (30) 22 43 05 15 17 Κως: (30) 22 42 02 61 79 Κάρπαθος: (30) 22 45 02 24 83 Fax (30) 22410 442 40 E-mail: info@ebed.gr Website: www.ebed.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
33. **Επιμελητήριο Έβρου/Chamber of Evros Prefecture**	Οδός Εμπορίου/Eboriou, 1ος όροφος/1st floor GR-68100 Αλεξανδρούπολη/Alexandroupoli Tel. (30) 25 51 02 62 23, 265 37 Fax (30) 25 51 02 32 53 E-mail: epimevro@otenet.gr Website: www.chamberofevros.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
34. **Επιμελητήριο Εύβοιας/Chamber of Evia Prefecture**	Ελ.Βενιζέλου/El. Venizelou 12 GR-34100 Χαλκίδα/Chalkida Tel. (30) 22 21 08 64 52 Fax (30) 22 21 08 09 18 E-mail: epimevia@hol.gr Website: www.eviachamber.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
35. **Επιμελητήριο Ευρυτανίας/ Chamber of Evritania Prefecture**	Νικολάου Τσιαμπούλα/Nikolaou Tsiaboula 5 GR-36100 Καρπενήσι/Karpenissi Tel. (30) 22 37 08 00 36, 236 28 Fax (30) 22 37 08 04 40	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
36. **Επιμελητήριο Ζακύνθου/ Chamber of Zakynthos Prefecture**	Λομβάρδου/Lombardou 20 GR-29100 Ζάκυνθος/Zakynthos Tel. (30) 26 95 04 19 40 (-1), 200 90-1-2 Fax (30) 26 95 02 31 35 E-mail: zantecci@otenet.gr Website: www.zantecci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
37. **Επιμελητήριο Ηλείας/Chamber of Ilia Prefecture**	28ης Οκτωβρίου και Πλ./Ηρώων28th of October str & Iroon Square GR-27100 Πύργος/Pyrgos Tel. (30) 26 21 03 41 54, 322 25, 368 95 Fax (30) 26 21 03 17 91 E-mail: ilich-gr@otenet.gr Website: www.helia.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
38. **Επιμελητήριο Ημαθίας/ Chamber of Imathia Prefecture**	Κεντρικής/Kentrikis 3 GR-59100 Βέροια/Veria Tel. (30) 23 31 02 54 70, 297 74, 247 34 Fax (30) 23 31 02 53 30 E-mail: chamimat@otenet.gr Website: www.imathiachamber.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
39. **Επιμελητήριο Ηρακλείου/ Chamber of Irakleion Prefecture**	Κορωναίου/Koroneou 9 GR-71202 Ηράκλειο/Irakleio Tel. (30) 28 10 24 70 00 Fax (30) 28 10 22 29 14 E-mail: root@ebeh.gr, kapetanaki@ebeh.gr Website: www.ebeh.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
40. **Επιμελητήριο Θεσπρωτίας/ Chamber of Thesprotia Prefecture**	Κυρα-Βασιλικής/Kyra Vassilikis 13, (1ος όροφος/1st floor) GR-46100 Ηγουμενίτσα/Igoumenitsa Tel. (30) 26 65 02 94 80 (-88) Fax (30) 26 65 02 94 89 E-mail: pezo@otenet.gr Website: www.uhcci.gr/epimelitiria/THESPROTIA.html	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
41. **Επιμελητήριο Ιωαννίνων/ Chamber of Ioannina Prefecture**	Τρικούπη και Οπλαρχηγού Πουτέτση/Trikoupi & Oplarhigou Poutesi 14 GR-45332 Ιωάννινα/Ioannina Tel. (30) 26 51 02 62 73 (President's office), 223 89, 247 09, 765 89 (EU Info Center) Fax (30) 26510 251 79	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
42. **Επιμελητήριο Καβάλας/ Chamber of Kavala Prefecture**	Ομονοίας/Omonias 50A GR-65302 Καβάλα/Kavala Tel. (30) 25 10 22 33 25, 22 33 28, 22 22 57, 22 22 12 Fax (30) 2510 835946 E-mail: eic157@otenet.gr Website: www.chamberofkavala.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
43. **Επιμελητήριο Καρδίτσας/ Chamber of Karditsa Prefecture**	Ηρώων Πολυτεχνείου/Iroon Polytehneiou 3 GR-43100 Καρδίτσα/Karditsa Tel. (30) 24 41 02 23 34, 223 01 Fax (30) 24 41 02 22 38 E-mail: karditsaacci@cld.gr Website: www.karditsaacci@cld.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
44. **Επιμελητήριο Καστοριάς Chamber of Kastoria Prefecture**	Μητροπόλεως/Mitropoleos 60 GR-52100 Καστοριά/Kastoria Tel. (30) 24 67 02 69 26, 289 81 (President's office), 295 28 Fax (30) 24 67 02 24 42 E-mail: kastcham@otenet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
45. **Επιμελητήριο Κέρκυρας/ Chamber of Corfu Prefecture**	Αριστοτέλους/Aristotelous 2 Τ.Θ./PO Box 426 GR-49100 Κέρκυρα/Corfu Tel. (30) 26 61 03 98 13, 398 14, 319 98 Fax (30) 26 61 04 00 88 E-mail: corfucci@otenet.gr Website: www.cci-kerkyra.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
46. **Επιμελητήριο Κεφαλονιάς και Ιθάκης/Chamber of Kefalinia and Ithaki Islands**	Λ.Βεργωτή/L. Vergoti 131 GR-28100 Αργοστόλι/Argostoli Tel. (30) 26 71 02 22 53, 249 59 Fax (30) 26 71 02 61 90 E-mail: chamberk@otenet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
47. **Επιμελητήριο Κιλκίς/Chamber of Kilkis Prefecture**	Γ.Καπετά/G.Kapeta 11 Τ.Θ./PO Box 40 GR-61100 Κιλκίς/Kilkis Tel. (30) 23 41 02 45 80, 245 81, 209 23 Fax (30) 23 41 02 09 24, 209 26 E-mail: ebekilk@otenet.gr Website: www.gbi.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
48. **Επιμελητήριο Κοζάνης/ Chamber of Kozani Prefecture**	Ι.Φαρμάκη/I.Farmaki 2 GR-50100 Κοζάνη/Kozani Tel. (30) 24 61 03 46 69, 416 93 Fax (30) 26 83 92 45 68 E-mail: Chambers@otenet.gr Website: www.kozani.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
49. **Επιμελητήριο Κορίνθου/ Chamber of Korinth Prefecture**	Ερμού/Ermou 2 GR-20100 Κόρινθος/Korinth Tel. (30) 27 41 02 44 64, 859 86, 264 04, 264 03 Fax (30) 27 41 02 11 73 E-mail: info@korinthcc.gr Website: www.korinthcc.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
50. **Επιμελητήριο Κυκλάδων/ Chamber of Cyclades Islands**	Αγ.Νικολάου 6/Ag.Nikolaou GR-84100 Ερμούπολη — Σύρος/Ermoupolis-Syros Tel. (30) 22 81 08 23 46, 802 46, 874 03 Fax (30) 22 81 0 8 65 55 E-mail: info@cycladescc.gr Website: www.cycladescc.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
51. **Επιμελητήριο Λακωνίας/ Chamber of Lakonia Prefecture**	Ξανθάκη/Xanthaki 3 GR-23200 Γύθειο/Gythio Tel. (30) 27 33 02 22 79, 238 04 Fax (30) 27 33 02 20 08 E-mail: gytheioc@otenet.gr Website: www.lcci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
52. **Επιμελητήριο Λάρισας/ Chamber of Larissa Prefecture**	Παπακυριαζή/Papakyriazi 44 GR-41222 Λάρισσα/Larissa Tel. (30) 24 10 53 64 53, 25 53 88 (President's office), 25 47 38, 53 64 52, 53 24 47, 53 69 00 Fax (30) 24 10 257522 E-mail: info@Larissa-chamber.gr Website: www.Larissa-chamber.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
53. **Επιμελητήριο Λασηθίου/ Chamber of Lassithi Prefecture**	Ι.Κουμουνδούρου/I.Koumoundourou 17 GR-72100 Άγιος Νικόλαος, Κρήτη/Agios Nikolaos, Creta Tel. (30) 28 41 02 22 31, 271 40, 271 50, 283 01 Fax (30) 28 41 02 38 31 E-mail: info@epimlas.gr Website: www.epimlas.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
54. **Επιμελητήριο Λέσβου/Chamber of Lesvos Island Prefecture**	Πλ.Κουντουριώτη/Kountourioti 71 GR-81100 Μυτιλήνη/Mytilini Tel. (30) 22 51 02 84 31, 285 64, 292 17, 299 32 (President's office) Fax (30) 232 75	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
55. **Επιμελητήριο Λευκάδας/ Chamber of Lefkada Island Prefecture**	Δ.Μακρή/D.Makri 5 GR-31100 Λευκάδα/Lefkada Tel. (30) 26 45 02 23 81 Fax (30) 26 45 02 23 81 E-mail: ebelef@otenet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
56. **Επιμελητήριο Μαγνησίας/ Chamber of Magnesia Prefecture**	Δημητριάδος/Dimitriados 176 GR-38221 Βόλος/Volos Tel. (30) 24 21 02 37 66, 232 71 Fax (30) 24 21 03 12 11 E-mail: info@c-magnesia.gr Website: www.c-magnesia.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
57. **Επιμελητήριο Μεσσηνίας/ Chamber of Messinia Prefecture**	Πλ. 23ης Μαρτίου/23rd Martiou Square GR-24100 Καλαμάτα/Kalamata Tel. (30) 27 21 06 22 00 Fax (30) 27 21 06 22 29, 827 41 E-mail: info@kalamata.chambernet.gr Website: www.kalamata.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
58. **Επιμελητήριο Ξάνθης/Chamber of Xanthi Prefecture**	Βασ.Κωνσταντίνου/Vass. Konstantinou 1 GR-67100 Ξάνθη/Xanthi Tel. (30) 25 41 02 51 05, 225 33 Fax (30) 25 41 02 59 87 E-mail: ebex@otenet.gr Website: www.ebex.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
59. **Επιμελητήριο Πέλλας/Chamber of Pella Prefecture**	25ης Μαρτίου/25th Martiou 13 GR-58200 Έδεσσα/Edessa Tel. (30) 23 81 02 65 55-6, 267 35 Fax (30) 23 8102 9029 E-mail: champella@pel.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
60. **Επιμελητήριο Πιερίας/Chamber of Pieria Prefecture**	28ης Οκτωβρίου/28th of October 9 GR-60100 Κατερίνη/Katerini Tel. (30) 23 51 02 32 11, 243 11 Fax (30) 23 51 02 51 24 E-mail: champier@otenet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
61. **Επιμελητήριο Πρέβεζας/ Chamber of Preveza Prefecture**	Δοδώνης/Dodonis 47 GR-48100 Πρέβεζα/Preveza Tel. (30) 26 82 02 94 14 Fax (30) 26 82 02 92 83 E-mail: info@preveza.chambernet.gr Website: www.preveza.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
62. **Επιμελητήριο Ρεθύμνου/ Chamber of Rethymnon Prefecture**	Εμ.Πορτάλιου/Em. Portaliou 23 GR-74100 Ρέθυμνο/Rethymnon Tel. (30) 28 31 02 22 14 Fax (30) 28 31 05 50 86 E-mail: eber@otenet.gr Website: www.eber.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
63. **Επιμελητήριο Σάμου/Chamber of Samos Island Prefecture**	Κουντουριώτη/Kountourioti 19 GR-83100 Σάμος/Samos Tel. (30) 22 73 08 79 70, 879 80 Fax (30) 22 73 02 27 84 E-mail: samcci@otenet.gr Website: www.samoscci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
64. **Επιμελητήριο Σερρών/Chamber of Serres Prefecture**	Π.Κωστοπούλου/Kostopoulou 2 GR-62122 Σέρρες/Serres Tel. (30) 23 21 09 97 20, 997 19 (γραφείο προέδρου) Fax (30) 23 21 09 97 40 E-mail: eves@otenet.gr Website: www.eves.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
65. **Επιμελητήριο Τρικάλων/ Chamber of Trikala Prefecture**	Βενιζέλου/Venizelou 1 GR-42100 Τρίκαλα/Trikala Tel. (30) 24 31 02 74 93, 249 89, 747 20 Fax (30) 24 31 03 89 45 E-mail: info@trikala.chambernet.gr Website: www.trikala.chambernet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
66. **Επιμελητήριο Φθιώτιδας/ Chamber of Fthiotida Prefecture**	Όθωνος/Othonos 3 GR-35100 Λαμία/Lamia Tel. (30) 22 31 02 21 12, 213 95 Fax (30) 22 31 03 09 85 E-mail: info@fthiotidoscc.gr Website: www.fthiotidoscc.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
67. **Επιμελητήριο Φλώρινας/ Chamber of Florina Prefecture**	Μεγαρόβου/Megarovou 15 GR-53100 Φλώρινα/Florina Tel. (30) 23 85 02 23 34, 224 66 Fax (30) 23 85 02 80 20 E-mail: eveflorinas@acn.gr http: Δικτυακός τόπος: www.ebef.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

Name of the entity	Contact details	Purpose
68. **Επιμελητήριο Φωκίδας/ Chamber of Fokida Prefecture**	Γιδογιάννου/Gidogiannou 7 GR-33100 Άμφισσα/Amfissa Tel. (30) 22 65 02 86 97, 236 51 Fax (30) 22 65 02 21 85 E-mail: epim-fo@hol.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
69. **Επιμελητήριο Χαλκιδικής/ Chamber of Chalkidiki Prefecture**	Πολυτεχνείου/Polytehniou 58 GR-63100 Πολύγυρος/Polygyros Tel. (30) 23 71 02 42 00, 243 00 Fax (30) 23 71 02 13 55 E-mail: info@epichal.gr Website: www.epichal.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
70. **Επιμελητήριο Χανίων/Chamber of Chania Prefecture**	Ελ.Βενιζέλου/Elef.Venizelou 4 GR-73110 Χανιά-Κρήτη/Chania-Creta Tel. (30) 28 21 05 23 29, 453 49, 406 24 (President's office) Fax (30) 28 21 02 83 07 E-mail: epimel@chania-cci.gr Website: www.chania-cci.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'
71. **Επιμελητήριο Χίου/Chamber of Chios Island Prefecture**	Φιλίππου Αργέντη/Filipou Argenti 8 GR-82100 Χίος/Chios Tel. (30) 22 71 04 43 30-1 Fax (30) 22 71 04 43 32 E-mail: epimeliti@otenet.gr Website: chios.proodos.gr/chamber	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy. According to Article 10, pargraphes 9 and 15 of the Greek Law No 2251/94, 'Chambers of Commerce, Industry and Handicrafts can bring injunctive actions aiming to the protection of consumers' collective interests'

SPAIN

Name of the entity	Contact details	Purpose
1. **Instituto Nacional del Consumo**	Príncipe de Vergara, 54 E-28006 Madrid Tel. (34) 915 75 49 30	Promotes the rights of consumers and users
2. **Asociación de Usuarios de la Comunicación (AUC)**	Cavanilles, 29, 6º B E-28007 Madrid Tel. (34) 915 01 67 73	Defends the general, individual and collective interests and basic rights of consumers, as laid down by law
3. **Confederación Española de Organizaciones de Amas de Casa, Consumidores y Usuarios (CEACCU)**	San Bernardo, 97/99 E-28015 Madrid Tel. (34) 915 94 50 89	Defends the interests of housewives, consumers and users
4. **Dirección General de Consumo (Gobierno de Aragón)**	Paseo María Agustín 36, Edificio Pignatelli, Puerta 30, 2ª Planta, E-50004 Zaragoza Tel. (34) 976 71 56 12	Protects, educates and informs consumers and users
5. **Dirección General de Ordenación y Desarrollo Económico (Gobierno de la Rioja)**	C/ Portales, 46 E-26071 Logroño Tel. (34) 941 29 13 39	Informs and educates consumers and users and defends their rights and interests via its legislative powers
6. **Dirección General de Consumo (Gobierno de Madrid)**	C/ Ventura Rodríguez, nº 7 E-28008 Madrid Tel. (34) 915 80 22 00	Runs joint consumer-protection action plans. Adopts the necessary measures to protect consumers
7. **Dirección de Consumo (Gobierno Vasco)**	San Sebastián, 1 E-01010 Vitoria Tel. (34) 945 01 99 23	Plans and runs information campaigns. Draws up draft rules for protecting, training and informing consumers and users

Name of the entity	Contact details	Purpose
8. **Asesoría Jurídica Departamento de Comercio Turismo y Consumo (Generalidad de Cataluña)**	Paseo de Gracia, 105 (Torre Muñoz) E-08008 Barcelona Tel. (34) 934 84 93 00	Organises, plans, coordinates and oversees procedures to monitor the application of consumer and user protection regulations
9. **Dirección General de Consumo (Junta de Comunidades de Castilla-La Mancha)**	C/ Berna, 1 E-45071 Toledo Tel. (34) 925 28 45 29	Draws up consumer programmes covering information, education, investigation, training and technical, legal and administrative assistance
10. **Dirección General de Consumo (Junta de Andalucía)**	Plana Nueva, 4 E-41071 Sevilla Tel. (34) 955 04 14 78	Responsible for planning, management, coordination, technical monitoring and making proposals for action in the field of consumer and user protection
11. **Dirección General de Industria y Comercio (Gobierno de Navarra)**	Parque Tomás Caballero, 1, 4ª planta E-31005 Pamplona Tel. (34) 948 42 77 30	Informs and educates consumers on their rights and how to exercise them. Responds to their enquiries, claims and complaints
12. **Organización de Consumidores y Usuarios (OCU)**	Albarracín, 21 E-28037 Madrid Tel. (34) 902 30 01 87	Educates, informs, guides, defends and represents consumers and users
13. **Federación Unión Cívica de Consumidores y Amas de Hogar de España (UNAE)**	Villanueva, 8 E-28001 Madrid Tel. (34) 915 75 72 19	Protects consumers of goods and services, with particular focus on consumption within the family and the housewife as administrator of the household economy
14. **Asociación para la Defensa de los Impositores de Bancos y Cajas de Ahorro de España (ADICAE)**	Gavín, 12 E-50001 Zaragoza Tel. (34) 976 39 00 60	Defends consumer interests. Protects and advises consumers and users on all consumer issues
15. **Federación de Usuarios-Consumidores Independientes (FUCI)**	Joaquín Costa, 61 E-28002 Madrid Tel. (34) 915 64 01 18	Educates and informs consumers and users and promotes and develops their rights by publicising, encouraging the exercise of and demanding respect for these rights
16. **Confederación de Consumidores y Usuarios**	Cava Baja, 30 E-28005 Madrid Tel. (34) 913 64 02 76, (34) 913 64 05 22	Protects consumers, specifically through training, information and legal defence activities
17. **Asociación General de Consumidores (ASGECO Confederación)**	Plaza Navafría, 3 E-28027 Madrid Tel. (34) 914 02 36 11	Educates, informs and generally protects the interests of its members and consumers and users at large

FRANCE

Name of the entity	Contact details	Purpose
1. **Association de défense, d'éducation et d'information du consommateur (ADEIC)**	3, rue de la Rochefoucauld F-75009 Paris Tél. (33) 144 53 73 93 Fax (33) 144 53 73 94 E-mail: adeicnat@adeic.asso.fr Website: http://www.adeic.asso.fr Président: Patrick Mercier Secrétaire général: Christian Huard	Protection of consumers' economic interests

Name of the entity	Contact details	Purpose
2. **Association Force — Ouvrière Consommateur (AFOC)**	141, avenue du Maine F-75014 Paris Tél. (33) 140 52 85 85 Fax (33) 140 52 85 86 E-mail: afoc@wanadoo.fr Website: perso.wanadoo.fr/afoc Président: Jean-Claude Mailly Secrétaire général: Raphaël Manzano	Protection of consumers' economic interests
3. **Association Léo Lagrange pour la défense des consommateurs (ALLDC)**	153, avenue Jean-Lolive F-93315 Pantin-Le-Pré-Saint-Gervais Cedex Tél. (33) 148 10 65 65 Fax (33) 148 10 65 71 E-mail: leo.lagrange.consom@wanadoo.fr Website: www.leolagrange-conso.org Président: Marc Lagae Secrétaire général: Yves Blein	Protection of consumers' economic interests
4. **Association Études et Consommation (ASSECO-CFDT)**	4, boulevard de la Villette F-75955 Paris Cedex 19 Tél. (33) 142 03 81 14 Fax (33) 153 72 85 56 E-mail: asseco@cfdt.fr Website: www.cfdt.fr/asseco Président: Yvonne Delemotte Secrétaire général: René Machabert	Protection of consumers' economic interests
5. **Confédération Générale du Logement (CGL)**	6/8, Villa Gagliardini F-75020 Paris Tél. (33) 140 31 90 22 Fax (33) 140 31 92 74 E-mail: CGL.Nat@wanadoo.fr Président: Henry de Gaulle Secrétaire général: Pierre Perio	Protection of consumers' economic interests
6. **Confédération de la Consommation du Logement et du cadre de vie (CLCV)**	17, rue Monsieur F-75007 Paris Tél. (33) 156 54 32 10 Fax (33) 143 20 72 02 E-mail: clcv@clcv.org Website: www.clcv.org Président: Reine-Claude Mader Secrétaire général: M.Alain Chosson	Protection of consumers' economic interests
7. **Conseil national des Associations Familiales Laïques (CNAFAL)**	108, avenue Ledru-Rollin F-75011 Paris Tél. (33) 147 00 02 40 Fax (33) 147 00 01 86 E-mail: cnafal@wanadoo.fr Website: www.cnafal.com Président: Michèle Fournier-Bernard Secrétaire général: Eric Comparat	Protection of consumers' economic interests
8. **Confédération Nationale des Associations Familiales Catholiques (CNAFC)**	28, place Saint-Georges F-75009 Paris Tél. (33) 148 78 81 61 Fax (33) 148 78 07 35 E-mail: cnafc-conso@afc.France.org Website: www.afcfrance.org Président: Paul de Viguerie Directeur: Olivier Braillon	Protection of consumers' economic interests

Name of the entity	Contact details	Purpose
9. **Confédération Nationale du Logement (CNL)**	8, rue Mériel F-93104 Montreuil Cedex Tél. (33) 148 57 04 64 Fax (33) 148 57 28 16 E-mail: cnl@lacnl.com Président: Jean-Pierre Giacomo Administrateur: Philippe Denizot	Protection of consumers' economic interests
10. **Confédération Syndicale des Familles (CSF)**	53, rue Riquet F-75019 Paris Tél. (33) 144 89 86 80 Fax (33) 140 35 29 52 E-mail: csf@csfriquet.org Website: www. csfriquet.org Président: M.Christian Zytynski Secrétaire général: François Édouard	Protection of consumers' economic interests
11. **Familles de France (FF)**	28, place Saint-Georges F-75009 Paris Tél. (33) 144 53 45 90 Fax (33) 145 96 07 88 E-mail: conso@familles-de-france.org Website: www.familles-de-france.org Président: Henri Joyeux Secrétaire général: Olivier Degauquier	Protection of consumers' economic interests
12. **Familles Rurales (FR)**	7, cité d'Antin F-75009 Paris Tél. (33) 144 91 88 88 Fax (33) 144 91 88 89 E-mail: famillesrurales@wanadoo.fr Website: www.famillesrurales.org Président: Thierry Damient Directeur: Jean-Yves Martin	Protection of consumers' economic interests
13. **Fédération nationale des Associations d'Usagers des transports (FNAUT)**	32, rue Raymond-Losserand F-75014 Paris Tél. (33) 143 35 02 83 Fax (33) 143 35 14 06 E-mail: fnaut@wanadoo.fr Website: perso.wanadoo.fr/fnaut Président: Jean Sivardière Secrétaire général: Simone Bigorgne	Protection of consumers' economic interests
14. **Association pour l'Information et la Défense des Consommateurs Salariés de la CGT (INDECOSA-CGT)**	263, rue de Paris F-93516 Montreuil Cedex Tél. (33) 148 18 84 26 Fax (33) 148 18 84 82 E-mail: indecosa@cgt.fr Website: www.cgt.fr/indecosa Président: Daniel Collet Secrétaire général: Daniel Tournez	Protection of consumers' economic interests
15. **Organisation Générale des Consommateurs (ORGECO)**	16, avenue du Château F-94300 Vincennes Tél. (33) 101 49 57 93 00 Fax (33) 143 65 33 76 E-mail: orgeco@wanadoo.fr Website: perso.wanadoo.fr/orgeco/ Président: Yves Sirot Sécrétaire général: Sylvie Martin-Pernot	Protection of consumers' economic interests

Name of the entity	Contact details	Purpose
16. **Union fédérale des Consommateurs — Que Choisir (UFC-QUE CHOISIR)**	11, rue Guénot F-75011 Paris Tél. (33) 143 48 55 48 Fax (33) 143 48 44 35 E-mail: mouvement@quechoisir.org Website: www.quechoisir.org Président: Alain Bazot Directeur: Jean-Louis Redon	Protection of consumers' economic interests
17. **Union Féminine Civique et Sociale (UFCS)**	6, rue Béranger F-75003 Paris Tél. (33) 144 54 50 54 Fax (33) 144 54 50 66 E-mail: ufcsnational@wanadoo.fr Website: www.ufcs.org Président: Chantal Jannet Secrétaire général: Elisabeth Leveque	Protection of consumers' economic interests
18. **Union Nationale des Associations Familiales (UNAF)**	28, place Saint-Georges F-75009 Paris Tél. (33) 149 95 36 00 Fax (33) 140 16 12 76 E-mail: nbrun@unaf.fr Website: www.unaf.fr Président: Hubert Brin Directeur: Monique Sassier	Protection of consumers' economic interests
19. **Direction générale de la concurrence, de la consommation et de la répression des fraudes (D.G.C.C.R.F.)**	59, boulevard Vincent Auriol F-75703 Paris Cedex 13	Protection of consumer interests; enquiries; injunctions

ITALY

Name of the entity	Contact details	Purpose
1. **A.C.U. ASSOCIAZIONE CONSUMATORI UTENTI — onlus**	Via Padre Luigi Monti, 20/C I-20162 Milano (MI) Tel. (39) 02-661 54 11 Fax (39) 02-642 52 93 associazione@consumatoriutenti.it www.consumatoriutenti.it; www.mangiosano.org	Seeks solely to achieve social solidarity by protecting the rights of consumers and users; prohibited from pursuing various activities; the main objective of the association is to secure benefits for consumers and users who are disadvantaged due to their physical, mental, economic, social or family situation (Article 3 of the Statutes)
2. **ADICONSUM ASSOCIAZIONE DIFESA CONSUMATORI E AMBIENTE — onlus**	Via G.M. Lancisi, 25 I-00161 Roma Tel. (39) 06-441 70 21 Fax (39) 06-44 17 02 30 adiconsum@adiconsum.it www.adiconsum.it	Seeks solely to protect the rights and interests of consumers and users including: rights relating to health, safety and quality of products and services; appropriate information and fair advertising; fairness, transparency and equality regarding contractual relations relating to goods and services; provision of public services in accordance with quality and efficiency standards; information on responsible, critical, appropriate and eco-friendly consumption as well as rational energy use; information on the use of money to prevent over-indebtedness and usury; assistance and support for those who fall victim to usury or need assistance (Article 1 of the Statutes)
3. **ADOC ASSOCIAZIONE DIFESA ORIENTAMENTO CONSUMATORI**	Via Lucullo, 6 I-00187 Roma Tel. (39) 06-482 58 49 Fax (39) 06-481 90 28 adoc@adoc.org www.adoc.org	Pursues the statutory aim of protecting consumers and users by undertaking actions which guarantee rights and safeguard a higher standard of living (Article 2 of the Statutes)

Name of the entity	Contact details	Purpose
4. **ADUSBEF ASSOCIAZIONE DIFESA UTENTI SERVIZI BANCARI, FINANZIARI, POSTALI, ASSICURATIVI — onlus**	Via Farini, 62 I-00185 Roma Tel. (39) 06-481 86 32 Fax (39) 06-481 86 33 info@adusbef.it www.adusbef.it	Operates in Italy with the aim of helping, protecting, representing and defending users of banking and financial services and those involved with common investment funds or any other activity directly or indirectly related to credit services (Article 1 of the Statutes)
5. **ALTROCONSUMO**	Via Valassina, 22 I-20159 Milano (MI) Tel. (39) 02-66 89 01 Fax (39) 02-66 89 02 88 pr@altroconsumo.it;press@altroconsumo.it www.altroconsumo.it	Promotes and defends the interests of consumers and users of goods and services and undertakes any initiative liable to guarantee such interests, both individually and collectively (Article 2 of the Statutes)
6. **ASSOUTENTI — onlus**	Via Celimontana,38 I-00184 Roma (RM) Tel. (39) 06-68 33 617 Fax (39) 06-686 74 34 info@assoutenti.it www.assoutenti.it	Pursues the sole aim of protecting users and consumers by carrying out social solidarity activities and protecting civil rights (Article 2 of the Statutes)
7. **C.T.C.U. — CENTRO TUTELA CONSUMATORI E UTENTI — onlus** **VERRAUCHERZENTRALE SUDTIROL**	Via Dodiciville, 2 I-39100 Bolzano (BZ) Tel. (39) 0471-97 55 97 Fax (39) 0471-97 99 14 www.centroconsumatori.it www.euroconsumatori.org www.assicurarsibene.it	The union of associations and organisations of the Alto Adige operates solely in the field of consumer protection. It seeks to protect the interests of consumers and users, employing its own and consumers' structures and autonomous departments which are separate from the other general activities (Article 1 of the Statutes)
8. **CITTADINANZATTIVA — onlus**	Via Flaminia, 53 I-00196 Roma Tel. (39) 06-36 71 81 Fax (39) 06-36 71 83 33 procuratori@cittadinanzattiva.it www.cittadinanzattiva.it	A public participation movement which seeks to protect human rights by promoting and practising social and political rights at national, European and international level. It seeks to eliminate waste and combat corruption and, working closely with the vast consumer movement, safeguard the rights of consumers and users and protect the environment, land, health as well as individual and collective security (Article 1 of the Statutes)
9. **CODACONS–COORDINAMENTO DELLE ASSOCIAZIONI PER LA DIFESA AMBIENTALE E DEI DIRITTI DEGLI UTENTI E CONSUMATORI — onlus**	Viale Mazzini, 73 I-00195 Roma Tel. (39) 06-372 58 09 Fax (39) 06-370 17 09 codacons.info@tiscali.it www.codacons.it	Pursues the sole aim of protecting, using its own legitimate means and in particular with recourse to legal instruments, the rights and interests of consumers and users, as well as immigrants and refugees, with regard to public organisations and private producers and providers of goods and services in order to eliminate the market distortions identified by the Commission for abuse and other offences against public administration (Article 2 of the Statutes)
10. **CODICI — CENTRO PER I DIRITTI DEL CITTADINO — onlus**	Viale Guglielmo Marconi, 94 I-00146 Roma Tel. (39) 06-55 30 18 08 Fax (39) 06-55 30 70 81 codicin@codici.org www.codici.org	Facilitates independent and democratic social training, without profit-making aims. The centre pursues the sole objective of carrying out any cultural, social, political and legal activities in order to promote, uphold and protect the rights and interests of consumers and users, and in particular those who are disadvantaged (Article 3 of the Statutes)
11. **CONFCONSUMATORI**	Via G. Mazzini, 43 I-43100 Parma (PR) Tel. (39) 052-123 01 34 Fax (39) 052-28 57 17 confcons@tin.it www.confconsumatori.it	Seeks solely to protect consumers and users, without pursuing profit-making aims, and focuses on achieving social solidarity (Article 2 of the Statutes)

Name of the entity	Contact details	Purpose
12. **FEDERCONSUMATORI — FEDERAZIONE NAZIONALE CONSUMATORI E UTENTI**	Via Palestro, 11 I-00185 Roma Tel. (39) 06-42 02 07 55 Fax (39) 06-47 42 48 09 federconsumatori@federconsumatori.it www.federconsumatori.it	Supports, provides training and information and protects all consumers and users, in particular those who are economically and socially disadvantaged (Article 2 of the Statutes)
13. **LA CASA DEL CONSUMATORE onlus**	Viale Monza, 137 I-20125 Milano (MI) Tel. (39) 02-28 38 92 82 Fax (39) 02-28 38 93 43 info@casadelconsumatore.it www.casadelconsumatore.it	Operates exclusively at EU, national, regional and local level in order to provide information and promote, support, protect, represent and defend the individual and collective rights and interests of consumers of goods and users of services as well as the various interests of consumers and users in general (Article 1 of the Statutes)
14. **LEGA CONSUMATORI onlus**	Via delle Orchidee, 4/A I-20147 Milano (MI) Tel. (39) 02-48 30 36 59 Fax (39) 02-48 30 26 11 ufficiostampa@legaconsumatori.it www.legaconsumatori.it	Seeks to promote, organise and enhance as effectively as possible the individual and collective resources of partners with regard to training, information and self-protection in order to identify and meet the needs of the community; promotes and coordinates the setting up of economic bodies based on self-management and the direct involvement of individuals in order to protect salary purchasing power and programmed and conscious consumption; seeks a new development model which takes into account new consumer means so as to determine and modify the forms of capitalist production, processing and marketing; protects the physical and moral well-being of citizens against production and service companies, including recourse to legal means; helps develop and support the ideals and values of the workers' and tenant farmers' movement, favouring forms of cooperation based on shared and mutual experience (Article 2 of the Statutes)
15. **MOVIMENTO CONSUMATORI**	Via Piemonte, 39/A I-00187 Roma Tel. (39) 06-488 00 53 Fax (39) 06-482 02 27 info@movimentoconsumatori.it www.movimentoconsumatori.it	Protects the rights and interests of consumers and users in general, as referred to in Article 2 of the law of 30 July 1998 (No 281), as well as those of savers; seeks to improve the quality of life of such persons; promotes the development of consumer culture and provides information and training on sustainable and environmentally compatible consumerism (Article 2 of the Statutes)
16. **MOVIMENTO DIFESA DEL CITTADINO — onlus**	Via Addis Abeba,1 I-00199 Roma Tel. (39) 06-86 39 92 08 Fax (39) 06-86 38 84 06 info@mdc.it www.helpconsumatori.it	Autonomous and non-profit-making association operating in Italy which seeks solely to achieve solidarity and social promotion and protect the rights of citizens, consumers and users (Article 1 of the Statutes)
17. **UNIONE NAZIONALE CONSUMATORI — onlus**	Via Duilio, 13 I-00192 Roma Tel. (39) 06-326 95 31 Fax (39) 06-323 46 16 info@consumatori.it www.consumatori.it	Pursues the statutory aims of representing and protecting indiscriminately the interests of all consumers, including users of public and private services, in particular those disadvantaged due to their weak negotiating position and the lack of information compared with professionals; defends, if required, legal rights against ordinary and administrative legal authorities and within international bodies and assists with regard to relations with suppliers of public and private goods and services (Article 2 of the Statutes)

CYPRUS

Name of the entity	Contact details	Purpose
1. **Competition and Consumer Protection Service of the Ministry of Commerce, Industry and Tourism**	Tel. (357) 22 86 71 53 Fax (357) 22 37 51 20 Email: perm.sec@mcit.gov.cy	The aim of the service is to safeguard consumers' health, safety and economic interests. The service is responsible for both the adoption of EU directives and the application of harmonized legislation

Name of the entity	Contact details	Purpose
2. **Cypriot Consumer Association**	Tel. (357) 22 51 61 12/3/4 Fax (357) 22 51 61 18 Email: cyconsas@spidernet.net και cca@spidernet.net www.cyprusconsumers.org.cy	The aim of the association is to defend consumers' rights as laid down by the United Nations and the EU and to educate consumers so that they are fully aware of their rights and obligations
3. **Pan-Cypriot Consumer and Quality of Life Union**	Tel. (357) 22 31 34 11 (357) 99 49 99 87 Fax (357) 22 42 61 07 Email: laristo@cytanet.com.cy www.consumersunion.org.cy	The aim is to defend and promote all consumers' rights indiscriminately and to safeguard their right to a comfortable and healthy life in a sustainable and developed environment

LATVIA

Name of the entity	Contact information	Purpose
1. **Patērētāju tiesību aizardzības centrs**	Tel. (371) 733 80 26 Fax (371) 733 80 24 E-pasts: tpkc@apollo.lv www.ptac.gov.lv	To implement the protection of consumer rights and interests

LITHUANIA

Name of the entity	Contact information	Purpose
1. **Nacionalinė vartotojų teisių apsaugos taryba prie Teisingumo ministerijos**	Vilniaus g. 25 LT-01119 Vilnius Tel. (370) 52 62 67 51 Fax (370) 52 79 14 66 El. p. taryba@nvtat.lt www.nvtat.lt	The National Service for the Protection of Consumer Rights is a government institute, responsible for conducting consumer protection policy and coordinating the activity of inspectorate institutions for product safety and the defence of consumer rights

LUXEMBOURG

Name of the entity	Contact details	Purpose
1. **Union luxembourgeoise des consommateurs nouvelle asbl**	55, rue des Bruyères L-1274 Howald Tél. (352) 49 60 22-1 Fax (352) 49 49 57 E-mail: ulc@pt.lu Website: www.ulc.lu	Information, education, protection, consumer protection, legal services, consultation with experts, legal assistance, representation with public authorities
2. **Automobile Club du Grand-Duché de Luxembourg asbl**	54, route de Longwy L-8007 Bertrange Tél. 45 00 45-1 Fax 45 04 55 E-mail: acl@acl.lu www.acl.lu	Protects and promotes the interests of car drivers as consumers

HUNGARY

Name of the entity	Contact details	Purpose
1. **Fogyasztóvédelmi Egyesületek Országas Szövetsége**	Logodi u. 22-24 H-1012 Budapest Tel. (36) 1 311 7030 Fax (36) 1 331 7386 E-mail: baranovszky@ofe.hu Contact: dr. Baranovszky György, President	Representation and protection of the interests of Hungarian consumers. Collaborates on formulating and legislating national consumer protection policy, and maintains relations with domestic and foreign consumer protection organisations

Name of the entity	Contact details	Purpose
2. **Országos Fogyasztóvédelmi Egyesület (OFE)**	Balaton u. 27 H-1055 Budapest Tel. (36) 1 31 17 030 Fax (36) 1 33 17 386	General representation and protection of consumer interests and enforcement of their rights. Collaborates on formulating and legislating consumer protection policy and setting official prices; assists with obtaining legal redress
3. **Magyar Energiafogyasztók Szövetségenek (MESZ) Consumers**	Fö u. 68 H-1027 Budapest Tel. (36) 1 224 14 78 Fax (36) 1 224 14 78	Represents, protects and enforces the interests of Hungarian energy consumers. Collaborates on the regulation of matters of energy management concerning small and large consumers and provides legal advice
4. **Csepeli Fogyasztóvédelmi Egyesület**	Petz Ferenc u. 8 H-1211 Budapest Tel. (36) 1 425 45 07 Fax (36) 1 425 45 07	General representation and protection of consumer interests and enforcement of their rights
5. **Magyar Autóklub Egyesület (MAK)**	Rómer Flóris u. 4/a H-1024 Budapest Tel. (36) 1 345 18 00 Fax (36) 1 345 18 01	Protection of the motoring interests of association members
6. **Csalán Környezet és Természetvédö Egyesület**	Kossuth L. u. 1, II/2 H-8200 Veszprém Tel. (36) 88 57 83 90 Fax (36) 88 57 83 91 E-mail: csalan@csalan.hu	Representation and protection of the interests of Hungarian consumers. Collaborates on formulating and legislating national consumer protection policy, and maintains relations with domestic and foreign consumer protection organisations

MALTA

Name of the entity	Contact details	Purpose
1. **Consumer and Competition Division**	Mireille Vella General Director Consumer and Competition Division Canon Road Santa Venera Malta Tel. (356) 2144 6250-5 Fax (356) 2149 6879 Email: mireille.vella@gov.mt	To enforce the corresponding national legislation transposing: — Council Directive 84/450/EEC of 10 September 1984 on the approximation of the laws, regulations and administrative provisions of the Member States concerning misleading advertising and subsequent amendments to the Directive, — Directive 97/7/EC of the European Parliament and of the Council of 20 May 1997 on the protection of consumers in respect of distance contracts, — Directive 2005/29/EC of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market and amending Directives 84/450/EEC, 97/7/EC, 98/27/EC and 2002/65/EC and Regulation (EC) No 2006/2004 (Unfair Commercial Practices Directive), — Council Directive 87/102/EEC of 22 December 1986 for the approximation of the laws, regulations and administrative provisions of the Member States concerning consumer credit and subsequent amendments to the Directive, — Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts, — Council Directive 85/577/EEC of 20 December 1985 to protect the consumer in respect of contracts negotiated away from business premises
2. **Malta Tourism Authority**	Frank Farrugia Director — Quality Assurance Directorate Malta Tourism Authority Auberge d'Italie Triq il-Merkanti Valletta Malta Tel. (356) 2291 5600 Fax (356) 2291 5897 Email: frank.farrugia@gov.mt	To enforce the corresponding national legislation transposing: — Directive 94/47/EC of the European Parliament and the Council of 26 October 1994 on the protection of purchasers in respect of certain aspects of contracts relating to the purchase of the right to use immovable properties on a time-share basis, — Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours. Both Directives have been transposed to by virtue of the Malta Travel and tourism Services Act (Cap. 409)

Name of the entity	Contact details	Purpose
3. **Broadcasting Authority**	7, Mile End Road Hamrun Malta Tel. (356) 2122 1281 Fax (356) 2124 0855 Email: kaquilina@ba-malta.org	To enforce the corresponding national legislation transposing Council Directive 89/552/EEC of 3 October 1989 on the coordination of certain provisions laid down by Law, Regulation or Administrative Action in Member States concerning the pursuit of television broadcasting activities (and as subsequently amended)
4. **Medicines Authority**	John-Joseph Borg Director — Post-Licensing Directorate Medicines Authority 198, Rue D'Argens Gzira Malta Tel. (356) 2343 9131 Fax (356) 2343 9158 Email:postlicensing.mru@gov.mt	To enforce the corresponding national legislation transposing Council Directive 92/28/EEC of 31 March 1992 regarding advertising of medicinal products for human use

NETHERLANDS

Name of the entity	Contact details	Purpose
1. **Consumentenbond**	Enthovenplein 1 Postbus 1000 2500 BA Den Haag Nederland Tel. (31-70) 445 45 45 Fax (31-70) 445 45 96 1e) Koos Peters kpeters@consumentenbond.nl 2e) Wibo Koole wkoole@consumentenbond.nl Website: www.consumentenbond.nl	Seeks to enable consumers to make easier and better choices in a sustainable and socially justifiable society

AUSTRIA

Name of the entity	Contact details	Purpose
1. **Wirtschaftskammer Österreich**	Wirtschaftskammer Österreich Wiedner Hauptstraße 63 A-1045 Wien Tel. (43-1) 501 05 42 96 Fax (43-1) 50 20 62 43 E-mail: huberta.maitz-strassnig@wko.at	Represents and promotes the common interests of its members and of industry and trade and individual members (§ 1 of the *Wirtschaftskammergesetz* = Chamber of Commerce Act). Protects the collective interests of consumers pursuant to § 28(1), § 28(a)(1), § 29(1) of the KSchG and § 1, § 2(1) and § 14(1) of the UWG
2. **Bundesarbeitskammer**	Bundesarbeitskammer Prinz-Eugen-Straße 20-22 A-1040 Wien Tel. (43-1) 501 65 25 50 Fax (43-1) 501 65 25 32 E-mail: helmut.gahleitner@akwien.or.at	Represents and promotes the social, economic, occupational and cultural interests of workers; contributes towards improving the economic and social situation of workers and their families, implements measures in matters relating to education, culture, environmental protection, consumer protection, organisation of leisure time, protection and promotion of health and living conditions and the promotion of full employment; involved in establishing prices and competition rules; provides advice and legal protection in matters pertaining to labour law and social law, including representation. Protects the collective interests of consumers pursuant to § 1, § 2(1) and § 14(1) of the UWG
3. **Präsidentenkonferenz der Landwirtschaftskammern**	Präsidentenkonferenz der Landwirtschaftskammern Österreichs Löwenstraße 12 A-1010 Wien Tel. (43-1) 534 41 85 00 Fax (43-1) 534 41 85 09 E-mail: pkrecht@pklwk.at	Promotes the national economic role of agriculture and forestry and represents their economic interests. Protects the collective interests of consumers pursuant to § 1, § 2(1) and § 14(1) of the UWG

Name of the entity	Contact details	Purpose
4. **Österreichischer Gewerkschaftsbund**	Österreichischer Gewerkschaftsbund Hohenstaufengasse 10-12 A-1010 Wien Tel. (43-1) 53 44 44 05 Fax (43-1) 53 44 45 52 E-mail: thomas.maurer-muehlleitner@oegb.or.at	Represents the social, economic and cultural interests of all gainfully employed people other than the self-employed (manual workers, white-collar workers, public servants, including apprentices or persons in a similar situation), the unemployed, even if they have not yet had the opportunity to be gainfully employed (other than in self-employment), pupils and students who intend to go into gainful employment (other than self-employment) and other occupational groups (such as freelancers or people working in private practice), provided they can be compared, in terms of their activity, with people who are gainfully employed other than in self-employment. Protects the collective interests of consumers pursuant to § 1, § 2(1) and § 14(1) of the UWG
5. **Verein für Konsumenteninformation**	Verein für Konsumenteninformation Mariahilferstraße 81 A-1010 Wien Tel. (43-1) 58 87 73 33 Fax (43-1) 588 77 75 E-mail: pkolba@vki.or.at	Advises, informs and protects consumers against misleading and unfair advertising and sales methods, and in legal matters pertaining to the purchase of goods and services. Protects the collective interests of consumers pursuant to § 1, § 2(1) and § 14(1) of the UWG
6. **Österreichischer Landarbeiterkammertag**	Österreichischer Landarbeiterkammertag Marco-d'Aviano-Gasse 1 A-1015 Wien Tel. (43-1) 512 23 31 Fax (43-1) 512 23 31/ 70 E-mail: oelakt@netway.at	Promotes cooperation between chambers of agricultural workers, provides advice and deals with common matters that fall within the sphere of responsibility of the chambers of agricultural workers (employees' section). Protects the collective interests of consumers pursuant to § 28(1), § 28(a)(1) and § 29(1) of the KSchG
7. **Österreichischer Seniorenrat (Bundesaltenrat Österreichs**	Österreichischer Seniorenrat (Bundesaltenrat Österreichs) Sperrgasse 8-10/III A-1150 Wien Tel. (43-1) 892 34 65 Fax (43-1) 892 34 65/24 E-mail: kontakt@seniorenrat.at	Ensures that all economic, social and cultural facilities are accessible to the older generation in keeping with its needs; contributes towards solving problems of social, old-age and health policy, and supports the provision of advice, information and care for the elderly. Protects the collective interests of consumers pursuant to § 28(1), § 28(a)(1) and § 29(1) of the KSchG
8. **Schutzverband gegen den unlauteren Wettbewerb**	Schutzverband gegen den unlauteren Wettbewerb Schwarzenbergplatz 14 A-1040 Wien Tel. (43-1) 514 50 32 92 Fax (43-1) 505 78 93 E-mail: office@schutzverband.at	Combats unfair competition, especially trade libel in economic life. Protects the collective interests of consumers pursuant to § 1, § 2(1) and § 14(1) of the UWG

POLAND

Name of the entity	Contact details	Purpose
1. **Rzecznik Praw Obywatelskich**	Biuro Rzecznika Praw Obywatelskich Al. Solidarności 77 PL-00-090 Warszawa Tel. centrala: (48-22) 551 77 00 Tel. przyjęcia interesantów: (48-22) 551 77 60; 551 78 11 Fax: (48-22) 827 64 53	Under Article 208 of the Constitution of the Republic of Poland, the Commissioner for Citizens' Rights shall safeguard the freedoms and rights of persons and citizens specified in the Constitution and other normative acts. His specific responsibilities were laid down in the Act of 15 July 1987 on the Commissioner for Citizens' Rights (consolidated text: Official Gazette 2001, No 14, p. 147). The Commissioner for Citizens' Rights takes appropriate action under the Act if he is informed of any infringement of freedoms or human and civil rights

Name of the entity	Contact details	Purpose
2. **Rzecznik Ubezpieczonych**	Biuro Rzecznika Ubezpieczonych Aleje Jerozolimskie 44 PL-00-024 Warszawa Tel. (48-22) 333 73 92 (48-22) 333 73 28 Fax (48-22) 333 73 29 E mail: rzecznik@rzu.gov.pl	The Insurance Ombudsman acts on the basis of the Act of 22 May 2003 on the supervision of insurance and pensions and on the Insurance Ombudsman. Under the Act, the Insurance Ombudsman can request clarification from insurance companies, the Polish Motor Insurers' Bureau and the Insurance Guarantee Fund on: — individual matters, at the request of the policyholder, — general insurance conditions or internal regulations which, in the view of the Insurance Ombudsman, are disadvantageous for policyholders, and — non-compliant insurance services provided by insurers. In addition, the Insurance Ombudsman is authorised to refer to the Finance Minster issues concerning mandatory insurance or to call for possible changes in the regulations on mandatory insurance
3. **Rzecznik Konsumentów**	Miejski/Powiatowy Rzecznik Konsumentów — some 360 throughout the country Miejski Rzecznik Konsumentów w Warszawie Ul. Górskiego 7 PL-00-033 Warszawa Tel. (48-22) 826 17 12; Tel./Fax 827 76 37 E-mail: mrothert@warszawa.um.gov.pl konsument@warszawa.um.gov.pl	Under the Act of 15 December 2000 on Competition and Consumer Protection (Official Gazette 2003, No 86, p. 804 with subsequent changes), the Regional and Municipal Consumer Ombudsmen represent the local authorities in the field of consumer protection. The main responsibilities of the Consumer Ombudsman are: 1. to ensure free consumer advice and legal information in the field of consumer protection; 2. to propose new regulations and changes to regulations in local legislation in the field of consumer protection; 3. to take action against businesses in cases concerning the protection of consumer rights and interests; 4. to cooperate with the appropriate local branch of the Office for Consumer Protection, the Trade Inspectorate and consumer organisations; 5. to undertake other tasks as described in the Act or in specific regulations. The Consumer Ombudsman can, in particular, institute legal proceedings on behalf of consumers and, with their agreement, intervene in consumer protection proceedings already in progress
4. **Organizacje Konsumenckie**	1. **Federacja Konsumentów** Rady Krajowej Federacji Konsumentów: Plac Powstańców 1 PL-00-030 Warszawa Tel./Fax (48-22) 827 51 05 http://www.federacja-konsumentow.org.pl E-mail: biuro@federacja-konsumentow.org.pl 2. **Stowarzyszenie Konsumentów Polskich** ul. Nowowiejska 25 PL-00-665 Warszawa Tel. (48-22) 660 52 71 Fax (48-22) 825 68 31 E-mail: consumer@skp.pl http://www.skp.pl/	Under Article 39 of the Act of 15 December 2000 on Competition and Consumer Protection (Official Gazette 2003, No 86, p. 804 with subsequent changes), **consumer organisations** are empowered to represent consumer interests in cases against administrative bodies and local authorities and can participate in the creation of national consumer policy. The organisations mentioned in section 1 have the right to: 1. express their opinion on draft legislation and other documents concerning consumer rights and interests; 2. develop and promote consumer education programmes; 3. carry out tests of products and services and publish the results of such tests; 4. publish magazines, research projects, brochures and leaflets; 5. run a free consumer advice service and provide free help to consumers in settling their claims, unless the organisation's rules of operation require a fee to be charged for such services; 6. participate in standardisation work; 7. complete assignments on a national level in the field of consumer protection, as commissioned by national and local government bodies; 8. apply for subsidies from public funds to undertake the assignments specified in point 7 above

PORTUGAL

Name of the entity	Contact details	Purpose
1. **Associação de Consumidores da Região Autónoma dos Açores**	Tel. (351) 296 62 97 26 Fax (351) 296 62 97 26 Email:secretariadodeangradoheroismo@acra.pt consumidores@acra.pt web site: www.acra.pt	Promote public actions aimed at consumer information, awareness and education; encouraging and preparing consumers to defend their interests. Conduct studies and issue opinions, processing and publishing them when necessary. Create a legal advisory service for consumers in accordance with the terms to be defined by the Secretary General. Undertake or order analyses, tests and other examinations on the quality of products. Promote various types of meetings to discuss problems that affect Consumers
2. **Associação de Consumidores de Portugal**	Tel. (351) 239 40 48 40 Fax (351) 239 40 47 38 Email: acop.geral@mail.telepac.pt Website: http://planeta.clix.pt/acop	Protection of consumers that are its members and consumers in general. Promote, diffuse and oversee application and respect for the consumer rights recognised under the Constitution and by law. Study all issues that are of interest to consumers and seek solutions to them
3. **Associação de Consumidores de Setúbal**	Tel. (351) 265 23 79 70 Fax (351) 265 23 79 70 Email: acset-setubal@iol.pt Web-site	Defend consumers in general

ROMANIA

Name of the entity	Contact details	Purpose
1. **Asociatia pentru Protectia Consumatorilor din România (APC — România)**	Bd. N. Bălcescu nr. 32-34, et. 4 Cam. 16, sector 1 RO-010055 Bucureşti Tel. 021 311 02 43 Fax 021 315 71 49 E-mail: office@apc-romania.ro Website: www.apc-romania.ro	Represents consumers and promotes their interests, offers information for consumers and provides education

SLOVENIA

Name of the entity	Contact details	Purpose
1. **Društvo za varstvo potrošnikov Maribor**	Tel. (386-2) 251 68 83 Trubarjeva 3 SLO-2000 Maribor	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
2. **Mednarodni inštitut za potrošniške raziskave**	Tel. (386-1) 474 06 00 Fax (386-1) 433 33 71 Mipor@zps-zveza.si Frankopanska 5 SLO-1000 Ljubljana	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
3. **Obalno združenje potrošnikov Koper**	Tel. (386-5) 628 87 50 Fax (386-5) 654 08 80 ks_zusterna@siol.net Dolga reber 5 SLO-6000 Koper	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'

Name of the entity	Contact details	Purpose
4. **Varstvo potrošnikov Celje**	Tel. (386-3) 541 26 05 Fax (386-3) 492 35 11 janez.tercek@triera.net Gledališka ul. 2 p.p.297 SLO-3000 Celje	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
5. **Zavod za varstvo potrošnikov**	Tel. (386-1) 256 88 77 Fax (386-1) 256 88 77 varstvo.potrosnikov@siol.net Koprska 94 SLO-1000 Koper	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
6. **Združenje potrošnikov Gorenjske Kranj**	Tel. (386-4) 236 25 40 andrej.tavcar2@guest.arnes.si Bertoncljeva 23 SLO-4000 Kranj	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
7. **Združenje potrošnikov Posavja**	Fax (386-7) 814 91 49 metod.tekavcic@guest.arnes.si Cesta Krških žrtev 23 SLO- 8270 Krško	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
8. **Združenje potrošnikov Pomurja**	Tel. (386-2) 534 93 90 Fax (386-2) 534 93 91 zdr.pot.pom@siol.net Trg zmage 4 SLO-9000 Murska Sobota	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
9. **Združenje potrošnikov Primorske**	Tel. (386-5) 333 41 43 Fax (386-5) 33 46 51 toni.podbrscek@email.si Ur. Gradnikove brigade 33 SLO-5000 Nova Gorica	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
10. **Združenje potrošnikov Zasavja**	Tel. (386-3) 56 6 90 40 Fax (386-3) 56 69 041 tanja.drnovsek@siol.net Cesta zmage 33 SLO-1410 Zagorje ob Savi	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
11. **Zveza potrošnikov Slovenije — Društvo**	Tel. (386-1) 474 06 00 Fax (386-1) 433 33 71 zps@zps-zveza.si Frankopanska 5 SLO-1000 Ljubljana	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
12. **Zveza potrošniških združenj Slovenije**	Tel. (386-2) 534 93 90 Fax (386-2) 53 493 91 zdr.pot.pom@siol.net Trg zmage 4 SLO-9000 Murska sobota	Non-governmental consumer organisation According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'

Name of the entity	Contact details	Purpose
13. **Gospodarska zbornica Slovenije**	Tel. (386-1) 589 80 00 Fax (386-1) 589 81 00 infolink@gzs.si Dimičeva 13 SLO-1000 Ljubljana	Chamber of Commerce of Slovenia According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'
14. **Obrtna zbornica Slovenije**	Tel. (386-1) 583 05 00 Fax (386-1) 505 43 73 obrtna.zbornica@ozs.si Celovška 71 SLO-1000 Ljubljana	Chamber of Craft of Slovenia According to Articles 74, 75 and 76 of the Slovenian Consumer Protection Law, 'the Chambers of commerce and handicrafts can bring injunctive actions for the protection of consumers' collective rights'

SLOVAKIA

Name of the entity	Contact details	Purpose
1. **Združenie slovenských spotrebiteľov**	Palisády 22, Bratislava Tel. (421) 2 54 41 11 48 Fax (421) 2 54 41 11 48 E-mail: zss@zss.sk web: www.isnet.sk/zss	Representation of consumers in court. Providing expert consultation. Mediating solutions in disputes between consumers and sellers
2. **Ochrana spotrebiteľa Oravy**	Obrancov mieru 2, Dolný Kubín Tel. (421) 435 88 61 23 Mob. (421) 907 24 21 11 E-mail: osodk@centrum.sk	Mediating solutions in disputes between consumers and sellers
3. **Asociácia užívateľov služieb**	Robotnícka 6, Banská Bystrica Tel. (421) 484 13 87 08 E-mail: asu@pobox.sk	Representation of consumer interests in court
4. **Infospot, informačné a spotrebiteľské centrum**	Žabotova 2, Bratislava Tel. (421) 252 49 19 11 Mob. (421) 905 25 00 05 E-mail: infospot@vnet.sk	Out of court settlement of consumer disputes, representation in court, representation at the bodies of national administration
5. **Spotrebiteľská informačná agentúra**	Horný val 24, Žilina Tel. (421) 415 62 59 92 Fax (421) 415 00 08 33 E-mail: terc@slovanet.sk	Resolving consumer disputes through out of court settlements; representation of consumers in court
6. **Združenie na ochranu práv spotrebiteľov v Poprade**	Šrobárova 2676/30, Poprad Tel. (421) 908 32 74 64 E-mail: ochpp@pobox.sk	Protection of consumer rights at the place of settlement; representation of consumers in court
7. **Združenie bratislavských spotrebiteľov**	Stavbárska 60, Bratislava Tel. (421) 903 84 72 92 E-mail: zbs@pobox.sk	Representation of consumers and the submission of requests for court orders
8. **Združenie občianskej sebaobrany**	Mraziarenská 3, Bratislava Tel. (421) 255 41 01 75 Mob. (421) 904 88 32 49 (421) 903 70 34 73 E-mail: sebaobrana@szm.sk web: www.sebaobrana.szm.sk	Representation of consumers in consumer disputes especially for monopoly supply services
9. **Asociácia spotrebiteľských subjektov Slovenska**	Ul. 17. novembra 14, Stará Ľubovňa Tel. (421) 524 32 60 47 Fax (421) 524 32 60 47 E-mail: asociaciask@stonline.sk web: www.spotrebiteliask.sk	Provision of advisory services; help for consumers in court
10. **Regionálne združenie spotrebiteľov Regionspot**	Kapisztoryho 1, Nové Zámky Tel. (421) 35 42 32 64	Provision of advisory services; help for consumers in court

FINLAND

Name of the entity	Contact details	Purpose
1. **Kuluttaja-asiamies**	Puh. (358-9) 772 61 Faksi (358-9) 77 26 75 57 Sähköposti: posti@kuluttajavirasto.fi Internet-sivu: www.kuluttajavirasto.fi	Supervises marketing aimed at consumers and consumer contract conditions. Also supervises compliance of radio and television advertising with ethical principles and with regulations governing the protection of minors
2. **Kuluttajat — Konsumenterna ry**	Puh. (358-9) 87 75 01 20 Faksi (358-9) 87 75 01 20 Sähköposti: info@kuluttajat-konsumenterna.fi Internet-sivu: www.kuluttajat-konsumenterna.fi	Monitors the effectiveness and progress of consumer protection
3. **Suomen kuluttajaliitto**	Puh. (358-9) 454 22 10 Faksi (358-9) 45 42 21 20 Sähköposti: suomen@kuluttajaliitto.fi Internet-sivu: www.kuluttajaliitto.fi	Monitors consumers' market interests using civil action
4. **Kuluttajavirasto**	Puh. (358-9) 772 61 Faksi (358-9) 77 26 75 57 Sähköposti: posti@kuluttajavirasto.fi Internet-sivu: www.kuluttajavirasto.fi	Monitors package travel and security for this
5. **Rahoitustarkastus**	Puh. (358-10) 831 51 Faksi (358-10) 831 53 28 Sähköposti: rahoitustarkastus@rahoitustarkastus.fi Internet-sivu: www.rahoitustarkastus@fi	Supervises consumer credit marketing and contract conditions, together with the consumer ombudsman
6. **Lääkelaitos**	Puh. (358-9) 47 33 41 Faksi (358-9) 71 44 69 Sähköposti: kirjaamo@nam.fi Internet-sivu: www.laakelaitos.fi	Supervises advertising of medicines
7. **Sosiaali- ja terveydenhuollon tuotevalvontakeskus**	Puh. (358-9) 396 72 70 Faksi (358-9) 39 67 27 97 Internet-sivu: www.sttv.fi	Supervises tobacco and alcohol advertising
8. **Viestintävirasto**	Puh. (358-9) 696 61 Faksi (358-9) 696 64 10 Sähköposti: kirjaamo@ficora.fi Internet-sivu: www.ficora.fi	Monitors television and radio advertising, taking into account: — regulations on ethical principles and the protection of minors which affect advertising and television advertising, — alcohol and tobacco advertising
9. **Vakuutusvalvontavirasto**	Puh. (358-9) 415 59 50 Faksi (358-9) 41 55 96 60 Sähköposti: kirjaamo@vakuutusvalvonta.fi Internet-sivu: www.vakuutusvalvonta.fi	Supervises insurance marketing and the use of insurance conditions

SWEDEN

Name of the entitiy	Contact details	Purpose
1. **Konsumentverket/Konsumentombudsmannen**	Tel. (46) 8 429 05 00 Fax (46) 8 429 89 00 E-mail: konsumentverket@konsumentverket.se Webbadress: www.konsumentverket.se	The Konsumentverket is the national-level administrative authority for consumer affairs and is tasked with the safeguarding of consumers' interests

UNITED KINGDOM

Name of the entity	Contact details	Purpose
1. **Office of Fair Trading (OFT)**	Tel. 0207 211 8000 The Office of Fair Trading Fleetbank House 2-6 Salisbury Square London EC4Y 8JX United Kingdom www.oft.gov.uk enquiries@oft.gsi.gov.uk	The purpose of the Office of Fair Trading is to help maximize consumer welfare and to make sure that competition works well in order to make markets more efficient and benefit consumers.
2. **The Information Commissioner's office** (formerly The Information Commissioner)	Tel. 01625 545 700 Fax 01625 524 510 Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF United Kingdom http://www.informationcommissioner.gov.uk mail@ico.gsi.gov.uk	The Information Commissioner has a number of specific duties under the Data Protection and Freedom of Information Acts.
3. **The Civil Aviation Authority**	Tel. 020 7379 7311 Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE United Kingdom http://www.caa.co.uk	The CAA has several specific functions, including furthering the reasonable interest of users of air transport services and protection against the consequences of failure on the part of air transport organizers.
4. **The Office of Gas and Electricity Markets** (formerly the Gas and Electricity Markets Authority)	Tel. 020 7901 7000 Fax 020 7901 7066 Ofgem 9 Millbank London SW1P 3GE United Kingdom http://www.ofgem.gov.uk/ofgem/index.jsp enquiries@energywatch.org.uk	The Gas and Electricity Markets Authority is responsible for regulating the gas and electricity markets in Great Britain and protecting the interests of gas and electricity customers.
5. **The Office for the Regulation of Electricity and Gas (Northern Ireland)** (formerly the Director-General of Electricity Supply for Northern Ireland)	Tel. 02890 311575 The Office for the Regulation of Electricity and Gas (Northern Ireland) Brookmount Buildings 42 Fountain Street Belfast BT1 5EE United Kingdom http://ofreg.nics.gov.uk/index.html	The Director-General of Electricity Supply for Northern Ireland is responsible for regulating the gas and electricity markets in Northern Ireland and protecting the interests of gas and electricity customers.
6. **The Office of Communications**	Tel. 0845 456 3000 Fax 0845 456 3333 The Office of Communications Riverside House 2a Southwark Bridge Road London SE1 9HA United Kingdom http://www.ofcom.org.uk contact@ofcom.org.uk	The Office of Communications is the regulator for the UK communications industries, and is responsible for regulating television, radio, telecommunications and wireless communications services.

Name of the entity	Contact details	Purpose
7. **The Office of Water Services** (formerly the Director-General of Water Services)	Tel. 0121 625 1300/1373 Fax 0121 625 1400 Office of Water Services Centre City Tower 7 Hill Street Birmingham B5 4UA United Kingdom http://www.ofwat.gov.uk enquiries@ofwat.gsi.gov.uk	The Office of Water Services is the economic regulator of the privatized water industry in England and Wales. It protects consumers' interests on pricing and service standards and adjudicates disputes.
8. **The Office of Rail Regulation** (formerly the Rail Regulator)	Tel. 020 7282 2000 Fax 020 7282 2040 The Office of Rail Regulation 1 Waterhouse Square 138-142 Holborn London EC1N 2TQ United Kingdom http://www.rail-reg.gov.uk	Responsible for regulating railways in Great Britain. The office's responsibilities include protecting the interests of users of railway services.
9. **Every weights and measures authority in Great Britain**	204 separate organisations. Please contact the Office of Fair Trading in the first instance: Tel. 0207 211 8000 The Office of Fair Trading Fleetbank House 2-6 Salisbury Square London EC4Y 8JX United Kingdom www.oft.gov.uk enquiries@oft.gsi.gov.uk	Weights and measures authorities are part of local government in Great Britain, enforcing law and regulations governing the sale and supply of goods and services and providing advice for consumers and business.
10. **The Department of Enterprise, Trade and Investment in Northern Ireland**	Tel. 028 9052 9900 Department of Enterprise, Trade and I nvestment Netherleigh Massey Avenue Belfast BT4 2JP United Kingdom http://www.detini.gov.uk information@detini.gov.	DETINI enforces law and regulations governing the sale and supply of goods and services in Northern Ireland and provides advice for consumers and business
11. **The Financial Services Authority**	Tel. 020 7066 1000 Fax 020 7066 1099 The Financial Services Authority 25 The North Colonnade, Canary Wharf, London E14 5HS United Kingdom http://www.fsa.gov.uk	The FSA is an independent body that regulates the UK financial services industry. It seeks to maintain confidence in the UK financial system, promote public understanding and secure protection for consumers.