

## IV

(Notices)

## NOTICES FROM MEMBER STATES

**Notification from the Commission concerning Article 4(3) of Directive 2009/22/EC of the European Parliament and of the Council on injunctions for the protection of consumers' interests, which codifies Directive 98/27/EC, concerning the entities qualified to bring an action under Article 2 of this Directive**

(Text with EEA relevance)

(2016/C 87/01)

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 2009/22/EC.

## BELGIUM

Name of the entity	Contact details	Purpose
1. <b>Association belge des consommateurs Tests-Achats/Belgische Verbruikersunie Test-Aankoop</b>	Rue de Hollande/Hollandstraat, 13 B-1060 Bruxelles Tel: (32-2) 542 35 55 Fax: (32-2) 542 32 50 Email: membres@test-achats.be leden@test-aankoop.be www.test-achats.be www.test-aankoop.be	<ul style="list-style-type: none"> <li>— Promotes, defends and represents consumer interests (initiatives, activities, studies, research, publications on consumer issues, individualised services and support for members, etc.);</li> <li>— Promotes and supports the recruitment and development of legal persons whose main objective is to promote and defend consumer interests.</li> </ul>
2. <b>Organisation des consommateurs a.s.b.l./Consumentenorganisatie v.z.w./Verbraucherschutzzentrale V.o.E.</b>	Neustraße, 119 B-4700 Eupen Tel.: (32-87) 59 18 50 Fax: (32-87) 59 18 51 Email: info@vsz.be www.cec-ecc.be www.evz.be	<ul style="list-style-type: none"> <li>— Informs and advises private persons on consumer problems;</li> <li>— Intervenes with the authorities and takes steps to protect consumers;</li> <li>— Rights and individual and collective consumer representation;</li> <li>— Cross-border consumer issues;</li> <li>— Preventive measures and help for private persons with excessive debts.</li> </ul>

## BULGARIA

Name of the entity	Contact details	Purpose
1. <b>Комисия за защита на потребителите/The Consumer Protection Commission (KZP)</b>	Slaveikov Sq. 4A BG-1000 Sofia tel.: (359-2) 987 74 45 fax: (359-2) 988 42 18 Email: info@kzp.bg web: www.kzp.bg	Principal government body responsible for implementing consumer protection legislation: to oversee general consumer product safety, defend economic interests, settle consumer disputes out of court and defend the collective interest of consumers. To provide consumers with information and advice. To settle consumer disputes. To manage the conciliation committees, including the conciliation committee for payment disputes. To examine consumer complaints.

Name of the entity	Contact details	Purpose
		To act as the RAPEX contact point (EU rapid alert system for dangerous consumer products). To coordinate all other supervisory bodies overseeing the application of Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (the Regulation on consumer protection cooperation). To oversee the implementation of the 12 Directives coming within the scope of Regulation (EC) No 2006/2004.
2. <b>Българска национална асоциация ‘активни потребители’ Bulgarian National Association for active consumers (BNA AP)</b>	Sofia 1504, ul. Vrabcha 26; Telephone: 989 01 06; Fax: 989 01 06; bnap@bnap.org,	To inform consumers about goods and services available on the market; to inform and educate consumers about the risks associated with goods and services and ways to limit such risks; to inform and educate consumers about the impact of goods and services on the environment; to inform and educate consumers about their economic interest and ways to defend it; to inform consumers about the law on consumer protection and the environment applicable in Bulgaria; to study international know-how on consumer protection and the environment how and propose legislative, economic and political measures to protect consumers and the environment in Bulgaria.
3. <b>Потребителски център за информация и изследвания/Centre for Consumer Information and Research (PtsII)</b>	Knyaz Aleksandr Battenberg Boulevard 27 BG-4000 Plovdiv tel: (359-32) 68 74 78, (359) 0 886 330 770, (359) 0 894 799 288 Email: ydavch@yahoo.com	To act as an independent consumer watchdog, inform consumers about the state of the market, the quality and safety, supply and demand, prices and comparative characteristics of goods and services; to inform consumers and specialist bodies about infringements of national standards and other legal provisions regarding the production of and trade in goods and services; to raise consumer awareness by informing consumers about their rights and duties and how to go about defending and meeting them.
4. <b>Съюз на застрахованите в България/Bulgarian Insurance Policy Holders' Union (ZSB);</b>	Residential Complex 'Lazur', Block 7, Entry A BG-8001 Burgas tel./fax: (359-56) 83 14 62 Email: union_insured_bg@abv.bg	To defend the interests of Bulgarian insurance policy holders, inform consumers about the insurance industry and raise public awareness about insurance issues.
5. <b>Регионален съюз на потребителите-98, гр. Видин/Vidin Regional Consumers' Union 98 (RSP-98 VIDIN)</b>	Blintsi Square 2, 11th floor, room 10 BG-3700 Vidin tel./fax: (359-94) 601431 Email: rsp_vd_98@abv.bg	Consumer protection
6. <b>Национална лига – потребители на услуги/National League of Clients of Service Providers</b>	Burgas 8005 ZhK Slaveykov, bl. 63, vh. 8 tel.: (359-56) 888 955 mobile phone: (359) 0 889 61 51 08 Email: National_league@abv.bg	To inform consumers about their rights; to take action when irregularities occur in the services market, to inform consumers and supervising bodies accordingly and to help consumers when they face problems.

Name of the entity	Contact details	Purpose
7. <b>Асоциация 'Помощ за потребителя'/Consumer Assistance Association</b>	Residential Complex 'Lyulin', Block 901, Entrance D, flat 98 BG-1324 Sofia tel.: (359-2) 36 35 41 mobile phone: (359) 0 88 879 55 22 Email: app_ngo@abv.bg gvladimirov@abv.bg	To hold seminars and provide training on consumer topics, set up information and advice centres for consumers, instigate collective legal proceedings in defence of consumer interests, take the initiative in developing legislation protecting consumer rights, participate in consultative government bodies dealing with consumer protection, provide conciliation services and participate in conciliation committees, test consumer products and participate in inspections conducted by government bodies.
8. <b>Федерация на потребителите в България/Bulgarian Consumers' Federation</b>	Stefan Stambolov St 35A BG-1000 Sofia tel./fax: (359 - 2) 931 98 11, (359 - 2) 833 32 85. Email: fcb@potrebiteli-bg.org	To be active in research and development, provide expert appraisals, offer consultancy services and develop other necessary activities in the field of consumer protection; to create and use neutral laboratories for research, expert appraisal and testing of consumer goods; to set up centres providing legal and market advice, processing complaints and suggestions from consumers; to produce printed, video and audio materials explaining consumers their rights.
9. <b>Сдружение за правна помощ на потребителите/Association providing Legal Assistance to Consumers</b>	193a, 6th September Blvd 3rd floor, office 6 Plovdiv Tel. + 359 32/63 86 14; + 359 32/63 60 25 Email: sdr.p.p.p@gmail.com	To inform and consult the public on consumer protection matters; to assist consumers in Bulgaria in the protection of their rights and legitimate interests by providing advice and consultation in legal disputes to be settled in or out of court; to monitor compliance of Bulgarian consumer legislation with developments in consumer protection law in the EU; to uphold the interests of consumers in Bulgaria vis-à-vis relevant governmental bodies and international organisations; to contribute towards improving the Bulgarian economic and legal environment for the provision of products and services; to protect the collective interests of consumers.

## CZECH REPUBLIC

Name of the entity	Contact details	Purpose
1. <b>Sdružení českých spotřebitelů, z. ú. (Association of Czech Consumers)</b>	Pod Altánem 99/103 CZ 10000 Praha 10 Tel.: +420 261 263 574 Email: spotrebitel@regio.cz Web: <a href="http://www.konzument.cz">http://www.konzument.cz</a>	A wide range of actions in the field of consumer protection, including information and advice in consumer disputes.
2. <b>dTest, o. p. s. (dTest)</b>	Černomořská 419/10 CZ 101 00 Praha 10 Tel.: +420 241 404 922 Fax: +420 241 406 533 Email: dtest@dtest.cz Web: <a href="http://www.dtest.cz">http://www.dtest.cz</a>	Publication of TEST magazine, objective and independent product testing, all consumer protection issues.

Name of the entity	Contact details	Purpose
3. <b>Sdružení obrany spotřebitelů - Asociace, z. s. (Consumer Defence Association - Syndicate)</b>	Mečová 368/5 CZ 602 00 Brno Tel., fax: +420 542 210 778 Email: gerta.mazalova@seznam.cz Web: <a href="http://www.asociace-sos.cz">http://www.asociace-sos.cz</a>	A wide range of action in the field of consumer protection as consumer advisory, alternative dispute resolution, education consumers.
4. <b>Společná obrana, z. s. (Common defence)</b>	Kaštanová 1482 CZ 250 01 Brandýs nad Labem (correspondence address: Čs. Pionýrů 19, 538 07 Seč) Tel.: +420 606 958 665 Email: spol.obrana@gmail.com Web: <a href="http://www.spolecnaobrana.net/">http://www.spolecnaobrana.net/</a>	Protecting consumers from misleading conduct, dishonest companies, dissemination of information, education activities.
5. <b>Unicampus (Unicampus)</b>	Kubelíkova 1224/42 CZ 130 00 Praha 3 Tel.: +420 777 597 996 Email: info@unicampus.cz Web: <a href="http://www.unicampus.cz">http://www.unicampus.cz</a>	Protecting the rights and legitimate interests of consumers, education, effective dissemination of information.
6. <b>HELP - Sdružení práv podvedených (HELP - Cheated Consumers' Rights Association)</b>	U Nemocnice 1750/4 CZ 400 01 Ústí nad Labem Tel.: +420 774 97 27 27 Email: info@podvedeni.cz Web: <a href="http://www.Podvedeni.cz">http://www.Podvedeni.cz</a> <a href="http://www.Oklamani.sk">www.Oklamani.sk</a> <a href="http://www.Podvedeni.sk">www.Podvedeni.sk</a>	Cultivation of the market with a focus on the protection of assets affected by a fraud.

## DENMARK

Name of the entity	Contact details	Purpose
1. <b>Forbrugerombudsmanden</b>	Amagerfælledvej 56 DK-2300 København S Tel. (45) 32 66 90 00 Fax (45) 32 66 91 00 Email: fs@fs.dk Website: <a href="http://www.fs.dk">www.fs.dk</a> (English: <a href="http://www.consumer.dk/index-uk.htm">www.consumer.dk/index-uk.htm</a> )	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 <i>initiate actions under the following Directives</i> : — 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,

Name of the entity	Contact details	Purpose
		<ul style="list-style-type: none"> <li>— Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours,</li> <li>— Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts,</li> <li>— 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 timeshare basis,</li> <li>— 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,</li> <li>— 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,</li> <li>— 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').</li> </ul>
2. <b>Lægemiddelstyrelsen</b>	Frederikssundsvej 378 DK-2730 Brønshøj Tel. (45) 44 88 91 11 Fax (45) 44 91 73 73 Email: dkma@dkma.dk Website: www.dkma.dk	<p>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.</p> <p>The Danish Medicines Agency is authorised to <i>initiate actions</i> in the event of violations of Council Directive 92/28/EEC of 31 March 1992 on the advertising of medicinal products for human use.</p>

## GERMANY

Name of the body	Contact details	Purpose
1. <b>Aktion Bildungsinformation e.V. (ABI)</b>	Tel.: 0711/220 216 30 Fax: 0711/220 216 40 Email: info@abi-ev.de www.abi-ev.de Lange Straße 51 70174 Stuttgart	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
2. <b>Allgemeiner Deutscher Automobil-Club e.V. (ADAC)</b>	Tel.: 089/7 67 60 Fax: 089/76 76 25 00 Email: adac@adac.de www.adac.de Am Westpark 8 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 (see § 2 of the statute).

Name of the body	Contact details	Purpose
3. <b>Bauherren-Schutzbund e.V.</b>	Tel.: 030/3 12 80 01 Fax: 030/31 50 72 11 Email: office@bsb-ev.de www.bsb-ev.de Kleine Alexanderstraße 9/10 10178 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
4. <b>Berliner Mieterverein e.V.</b>	Tel.: 030/22 62 60 Fax: 030/22 62 61 62 Email: bmv@berliner-mieterverein.de www.berliner-mieterverein.de Spichernstraße 1 10777 Berlin	Protects tenants' interests in Berlin by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
5. <b>Bund der Energieverbraucher e.V.</b>	Tel.: 02224/9 22 70 Fax: 02224/1 03 21 Email: info@energieverbraucher.de www.energieverbraucher.de Frankfurter Straße 1 53572 Unkel	Protects energy users' interests by providing information and advice; authorised to bring collective actions in the interests of energy users (see § 2 of the statute).
6. <b>Bund der Versicherten e.V.</b>	Tel.: 04193/94 22 2 Fax: 04193/94 22 1 Email: info@bunddersicherten.de www.bunddersicherten.de Tiedenkamp 2 24547 Henstedt-Ulzburg	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2(1) of the statute).
7. <b>Bund für Umwelt und Naturschutz Deutschland e.V.</b>	Tel.: 030/275 86 40 Fax: 030/275 86 440 Email: bund@bund.net www.bund.net Am Köllnischen Park 1 10179 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
8. <b>Bundesverband Selbsthilfe Körperbehinderter e.V.</b>	Tel.: 06294/4281 0 Fax: 06294/4281 79 Email: info@bsk-ev.org www.bsk-ev.org Altkrautheimer Straße 20 74238 Krautheim	Provides information and advice for members and other persons affected and their families in all relevant areas, from a consumer protection perspective, including consumer protection law issues connected with protection against discrimination, where and to the extent that this is legally permissible; authorised to bring collective actions in the interests of the persons mentioned above (see § 2(3)(p) of the statute).
9. <b>Deutsche Gesellschaft für Sonnenenergie e.V.</b>	Tel.: 030/2938 1260 Fax: 030/2938 1261 Email: dgs@dgs-berlin.de www.dgs.de Wrangelstrasse 100 10997 Berlin	Protects consumers' interests by providing information and advice, in particular in the areas of renewable energies and the rational use of energy, with an emphasis on solar energy; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).

Name of the body	Contact details	Purpose
10. <b>Deutsche Schutzvereinigung Auslandsimmobilien e.V.</b>	Tel.: 0761/55 01 2 Fax: 0761/55 01 3 Email: info@dsa-ev.de www.dsa-ev.de Zähringer Straße 373 79108 Freiburg im Breisgau	Protects the interests of private owners of houses, apartments and land abroad and other persons interested in property abroad by providing information and advice; authorised to bring collective actions in the interests of the above-mentioned persons (see § 2 of the statute).
11. <b>Deutsche Stiftung Patientenschutz Förderverein e.V.</b>	Tel.: 0231/7380730 Fax: 0231/7380731 www.patientenschuetzer.de Europaplatz 7 44269 Dortmund	Protects consumers' interests by providing information and advice on issues of patient welfare; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
12. <b>Deutsche Umwelthilfe e.V.</b>	Tel.: 07732/99 95-0 Fax: 07732/99 95 77 Email: info@duh.de www.duh.de Fritz-Reichle-Ring 4 78315 Radolfzell	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 1 of the statute).
13. <b>Deutscher Konsumentenbund e.V.</b>	Tel.: +49 561 202 11 03 Fax: +49 561 202 11 04 Email: prozessabteilung@konsumentenbund.de www.konsumentenbund.de Königstor 32 34117 Kassel	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2(l)(1) and (2) of the statute).
14. <b>Deutscher Mieterbund (DMB) – Landesverband Bayern e.V.</b>	Tel.: 0 89/8 90 57 38-0 Fax: 0 89/8 90 57 38-11 Email: info@mieterbund-bayern.org www.mieterbund-landesverband-bayern.de Sonnenstraße 10 80331 München	Protects consumers' interests in Bavaria in the area of tenancy law by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
15. <b>Deutscher Mieterbund - Landesverband Hessen e.V.</b>	Tel.: 0611/411 40 50 Fax: 0611/411 40 529 Email: info@mieterbund-hessen.de www.mieterbund-hessen.de Adelheidstraße 70 65185 Wiesbaden	Protects tenants' interests in Hessen by providing information and advice; authorised to bring collective actions in the interests of tenants (see §§ 2 and 5 of the statute).
16. <b>Deutscher Mieterbund - Landesverband Mecklenburg-Vorpommern e.V.</b>	Tel.: 0381/375 2920 Fax: 0381/375 2929 Email: post@mieterbund-mvp.de www.mieterbund-mvp.de Gerhart-Hauptmann-Straße 19 18055 Rostock	Protects consumers' interests in Mecklenburg-Western Pomerania in the area of tenancy law by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
17. <b>Deutscher Mieterbund-Mieterverein Bochum, Hattingen und Umgegend e.V.</b>	Tel.: 0234/9 61 14-0 Fax: 0234/9 61 14 11 Email: info@mieterverein-bochum.de www.mieterverein-bochum.de Brückstraße 58 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 (see § 2 of the statute).

Name of the body	Contact details	Purpose
18. <b>Deutscher Mieterbund e.V.</b>	Tel.: 030/2 23 23-0 Fax: 030/2 23 23-100 Email: info@mieterbund.de www.mieterbund.de Littenstraße 10 10179 Berlin	Protects, promotes and represents all tenants' interests; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
19. <b>Deutscher Mieterbund Hannover e.V.</b>	Tel.: 0511/1 21 06-0 Fax: 0511/1 21 06 16 Email: info@dmb-hannover.de www.dmb-hannover.de Herrenstraße 14 30159 Hannover	Protects tenants' and lessees' interests in the Hannover region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
20. <b>Deutscher Mieterbund Kieler Mieterverein e.V.</b>	Tel.: 0431/97 91 90 Fax: 0431/9 79 19 31 Email: info@kieler-mieterverein.de www.kieler-mieterverein.de Eggerstedtstraße 1 24103 Kiel	Protects consumers' interests in Kiel in the area of tenancy law by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 1(2) of the statute).
21. <b>Deutscher Mieterbund Landesverband Schleswig-Holstein e.V.</b>	Tel.: 0431/97 91 90 Fax: 0431/9 79 19 31 Email: info@mieterbund-schleswig-holstein.de www.mieterbund-schleswig-holstein.de Eggerstedtstraße 1 24103 Kiel	Protects consumers' interests in Schleswig-Holstein in the area of tenancy law by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
22. <b>Deutscher Mieterbund Mieterbund Schwerin und Umgebung e.V.</b>	Tel.: 0385/71 46 68 Fax: 0385/71 46 69 Email: information@mieterbund-schwerin.de www.mieterbund-schwerin.de Dr.-Külz-Straße 18 19053 Schwerin	Protects tenants' interests in the Schwerin region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
23. <b>Deutscher Mieterbund Mieterverein Bremen e.V.</b>	Tel.: 0421/32 02 09 Fax: 0421/3 37 92 08 Email: info@mieterverein-bremen.de www.mieterverein-bremen.de An der Weide 23 28195 Bremen	Protects tenants' interests in the Bremen region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
24. <b>Deutscher Mieterbund Mieterverein Hamm und Umgebung e.V.</b>	Tel.: 02381/2 00 56 Fax: 02381/2 00 58 www.mieterverein-hamm.de Chattanoogaaplatz 2-4 59065 Hamm	Protects tenants' interests in the Hamm region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
25. <b>Deutscher Mieterbund Mieterverein Iserlohn und Umgebung e.V.</b>	Tel.: 02371/2 34 89 Fax: 02371/774944 Email: info@mieterverein-iserlohn.info www.mieterverein-iserlohn.info Vinckestraße 8 58636 Iserlohn	Protects tenants' interests in the Iserlohn region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).



Name of the body	Contact details	Purpose
26. <b>Deutscher Mieterbund Mieterverein Leverkusen e.V. für Leverkusen und Umgebung</b>	Tel.: 02171/40 40 70 Fax: 02171/2 78 45 Email: info@mv-lev.de www.dmb-mieterverein-leverkusen.de Kölner Straße 39 - 41 51379 Leverkusen	Protects tenants' interests in Leverkusen by providing information and advice; authorised to bring collective actions (see § 2 of the statute).
27. <b>Deutscher Mieterbund Siegerland und Umgebung e.V.</b>	Tel.: 0271/5 19 97 Fax: 0271/2 05 50 Email: info@mieterbund-siegerland.de www.mieterbund-siegerland.de Koblenzer Straße 5 57072 Siegen	Protects tenants' interests in the Siegerland region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
28. <b>Deutscher Mieterbund, Mieterverein Baden-Baden und Umgebung e.V.</b>	Tel.: 07221/2 55 12 Fax: 07221/39 28 31 Email: info@mieterverein-baden-baden.de www.mieterverein-baden-baden.de Rheinstraße 78 76532 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 (see § 1(2) of the statute).
29. <b>Deutscher Mieterbund, Mieterverein Velbert und Umgebung e.V.</b>	Tel.: 02051/25 24 23 Fax: 02051/25 40 38 Email: MietervereinVelbert@t-online.de www.mieterverein-velbert.de Friedrich-Ebert-Straße 62 - 64 42549 Velbert	Protects tenants' interests in the Velbert region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
30. <b>Deutscher Verbraucherschutzverein e.V.</b>	Tel.: 0331/7453003 Fax: 0331/6200799 Email: vorstand@deutscher-verbraucherschutzverein.de www.deutscher-verbraucherschutzverein.de Zum Jagenstein 3 14478 Potsdam	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 3 of the statute).
31. <b>DMB - Mieterverein Stuttgart und Umgebung e.V.</b>	Tel.: 0711/21 01 60 Fax: 0711/2 36 92 23 Email: info@mieterverein-stuttgart.de www.mieterverein-stuttgart.de Moserstraße 5 70182 Stuttgart	Protects tenants' interests in the Stuttgart region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 1(2) of the statute).
32. <b>DMB Deutscher Mieterbund Dortmund, Mieter u. Pächter e.V., Mieterschutzverein</b>	Tel.: 0231/58 44 860 Fax: 0231/52 81 06 Email: service@mieterschutz.com www.mieterschutz-do.de Prinzenstraße 7 44135 Dortmund	Protects tenants' and lessees' interests in Dortmund by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).

Name of the body	Contact details	Purpose
33. <b>DMB Mieterbund Nordhessen e.V.</b>	Tel.: 0561/81 64 26 - 0 Fax: 0561/81 64 26 - 28 Email: info@mieterbund-nordhessen.de www.mieterbund-nordhessen.de Königsplatz 59 (Eingang Poststraße 1) 34117 Kassel	Protects tenants' interests in northern Hessen by providing information and advice; authorised to bring collective actions in the interests of tenants (see §§ 2 and 3 of the statute).
34. <b>DMB Mieterschutzverein Frankfurt am Main e.V.</b>	Tel.: 069/5601057 Fax: 069/568940 Email: info@msv-frankfurt.de www.mieterschutzverein-frankfurt.de Eckenheimer Landstraße 339 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 (see § 2 of the statute).
35. <b>Fachverband Glücksspielsucht e.V.</b>	Tel.: 05 21/55 77 21-24 Fax: 05 21/55 77 21-34 Email: verwaltung@gluecksspielsucht.de www.gluecksspielsucht.de Meindersstrasse 1a 33615 Bielefeld	Protects consumers' interests by providing information and advice on gambling addiction; authorised to bring collective actions in the interests of consumers (see § 2(1) of the statute).
36. <b>Foodwatch e.V.</b>	Tel.: 030/24 04 76-0 Fax: 030/24 04 76 26 Email: info@foodwatch.de www.foodwatch.de Brunnenstraße 181 10119 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
37. <b>Miet- und Pachtverein e.V. Bad Kreuznach</b>	Tel.: 0671/6 79 48 Fax: 0671/7 38 42 Email: kontakt@mieterverein-bad-kreuznach.de www.mieterverein-bad-kreuznach.de Gustav-Pfarrius-Straße 1-3 55543 Bad Kreuznach	Protects tenants' interests in the area covered by the Bad Kreuznach district court by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
38. <b>Mieter helfen Mietern, Hamburger Mieterverein e.V.</b>	Tel.: 040/43 13 94-0 Fax: 040/43 13 94 44 Email: info@mhmhamburg.de www.mhmhamburg.de Bartelsstraße 30 20357 Hamburg	Protects tenants' interests in Hamburg by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
39. <b>Mieter helfen Mietern, Münchner Mieterverein e.V.</b>	Tel.: 089/44 48 82-0 Fax: 089/44 48 82 10 Email: info@mhmuenchen.de www.mhmuenchen.de Weißbürger Straße 25 81667 München	Protects tenants' interests in Munich by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).

Name of the body	Contact details	Purpose
40. <b>Mieterbund Rhein-Ruhr e.V.</b>	Tel.: 0203/5 55 08 11 Fax: 0203/55 74 56 Email: info@mieterbund-rhein-ruhr.de www.mieterbund-rhein-ruhr.de Rathausstraße 18 - 20 47166 Duisburg	Protects tenants' interests in Duisburg by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
41. <b>Mieterbund Wiesbaden und Umgebung e.V.</b>	Tel.: 0611/71 65 47-0 Fax: 0611/71 65 47-79 Email: info@mieterbund-wiesbaden.de www.mieterbund-wiesbaden.de Adelheidstraße 70 65185 Wiesbaden	Protects tenants' interests in the Wiesbaden region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
42. <b>Mieterschutz-Verein Oberlausitz/Niederschlesien e.V.</b>	Tel.: 03581/40 30 90 Fax: 03581/41 80 81 Email: mieterverein-goerlitz@t-online.de www.mieterverein-goerlitz.de Löbauer Straße 40 02826 Görlitz	Protects tenants' rights and interests in the region of Oberlausitz/Lower Silesia by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
43. <b>Mieterverein Düsseldorf e.V.</b>	Tel.: 0211/1 69 96-0 Fax: 0211/35 15 11 Email: info@mieterverein-duesseldorf.de www.mieterverein-duesseldorf.de Oststraße 47 40211 Düsseldorf	Protects tenants' interests in the Düsseldorf region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
44. <b>Mieterverein Flensburg e.V.</b>	Tel.: 0461/2 30 50 Fax: 0461/1 25 38 Email: mieterverein-flensburg@t-online.de www.mieterverein-flensburg.de Rote Straße 14 24937 Flensburg	Protects tenants' interests in Flensburg by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 1(3) of the statute).
45. <b>Mieterverein für den Regierungsbezirk Trier e.V.</b>	Tel.: 0651/99 40 970 Fax: 0651/99 40 974 Email: info@mieterverein-trier.de www.mieterverein-trier.de Walramsneustraße 8 54290 Trier	Protects tenants' interests in the Trier region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
46. <b>Mieterverein Gelsenkirchen e.V. im Deutschen Mieterbund</b>	Tel.: 0209/2 49 18 Fax: 0209/14 69 49 Email: info@dmb-ge.de www.mieterverein-ge.de Gabelsbergerstraße 9 45879 Gelsenkirchen	Protects tenants' and lessees' interests by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).

Name of the body	Contact details	Purpose
47. <b>Mieterverein Heidelberg und Umgebung e.V.</b>	Tel.: 06221/2 04 73 Fax: 06221/16 34 18 Email: <a href="mailto:beratung@mieterverein-heidelberg.de">beratung@mieterverein-heidelberg.de</a> <a href="http://www.mieterverein-heidelberg.de">www.mieterverein-heidelberg.de</a> Poststraße 46 69115 Heidelberg	Protects tenants' interests in the Heidelberg region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
48. <b>Mieterverein Ingolstadt und Umgebung e.V.</b>	Tel.: 0841/17744 Fax: 0841/17734 Email: <a href="mailto:info@mieterverein-ingolstadt.de">info@mieterverein-ingolstadt.de</a> <a href="http://www.mieterverein-ingolstadt.de">www.mieterverein-ingolstadt.de</a> Mauthstraße 2 85049 Ingolstadt	Protects tenants' interests in the Ingolstadt region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
49. <b>Mieterverein Karlsruhe e.V.</b>	Tel.: 0721/37 50 91 Fax: 0721/37 81 25 Email: <a href="mailto:info@mieterverein-karlsruhe.de">info@mieterverein-karlsruhe.de</a> <a href="http://www.mieterverein-karlsruhe.de">www.mieterverein-karlsruhe.de</a> Ritterstraße 24 76137 Karlsruhe	Protects tenants' interests in tenancy, leasing and housing matters in Karlsruhe city and district by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
50. <b>Mieterverein Köln e.V.</b>	Tel.: 0221/2 02 37-0 Fax: 0221/2 40 46 20 Email: <a href="mailto:email@mieterverein-koeln.de">email@mieterverein-koeln.de</a> <a href="http://www.mieterverein-koeln.de">www.mieterverein-koeln.de</a> Mühlenbach 49 50676 Köln	Protects tenants' interests in Cologne by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
51. <b>Mieterverein München e.V.</b>	Tel.: 089/55 21 43-0 Fax: 089/55 45 54 Email: <a href="mailto:mail@mieterverein-muenchen.de">mail@mieterverein-muenchen.de</a> <a href="http://www.mieterverein-muenchen.de">www.mieterverein-muenchen.de</a> Sonnenstraße 10 80331 München	Protects tenants' interests in tenancy, leasing and housing matters in Munich by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
52. <b>Mieterverein VIADRINA Frankfurt (Oder) und Umgebung e.V.</b>	Tel.: 0335/6 85 02 60 Fax: 0335/6 85 02 58 Email: <a href="mailto:mieterverein.ffe@t-online.de">mieterverein.ffe@t-online.de</a> <a href="http://www.mieterverein-ffe.city-map.de">www.mieterverein-ffe.city-map.de</a> Halbe Stadt 21 15230 Frankfurt (Oder)	Protects tenants' interests in the Frankfurt (Oder) region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).
53. <b>Mieterverein zu Hamburg von 1890 r.V.</b>	Tel.: 040/8 79 79-0 Fax: 040/8 79 79 110 Email: <a href="mailto:info@mieterverein-hamburg.de">info@mieterverein-hamburg.de</a> <a href="http://www.mieterverein-hamburg.de">www.mieterverein-hamburg.de</a> Beim Strohhouse 20 20097 Hamburg	Protects tenants' interests in the Greater Hamburg region by providing information and advice; authorised to bring collective actions in the interests of tenants (see § 2 of the statute).

Name of the body	Contact details	Purpose
54. <b>PRO BAHN Regionalverband Oberbayern e.V.</b>	Tel.: 089/53 00 31 Fax: 089/53 75 66 Email: info@bayern.pro-bahn.de www.pro-bahn.de/oberbayern/ Agnes-Bernauer-Platz 8 80687 München	Protects consumers' interests by providing information and advice on public transport issues; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
55. <b>Schutzgemeinschaft für Bankkunden e.V.</b>	Tel.: 09122/63 08 793 Fax: 09122/63 08 794 Email: schutz-vor-banken@t-online.de www.schuvoba.de Odenwaldstraße 32a 91126 Rednitzhembach	Protects consumers' interests by providing information and advice on financial services matters; authorised to bring collective actions in the interests of consumers (see §§ 3 and 4 of the statute).
56. <b>Schutzvereinigung für Anleger e.V.</b>	Tel.: 0421/6206580 Fax: 0421/62065829 Email: info@sfa-verein.de www.sfa-verein.de Carl-Ronning-Straße 9 28195 Bremen	Protects consumers' interests by providing information and advice in the area of investor protection; authorised to bring collective actions in the interests of consumers (see § 2(1) of the statute).
57. <b>Verband Privater Bauherren e.V.</b>	Tel.: 030/27 89 01-0 Fax: 030/27 89 01-11 Email: info@vpb.de www.vpb.de Chausseestraße 8 10115 Berlin	Protects consumers' interests by providing information and advice in the area of private construction; authorised to bring collective actions in the interests of consumers (see § 2(1) of the statute).
58. <b>Verbraucherschutzverein gegen unlauteren Wettbewerb e.V.</b>	Tel.: 08141/8281030 Fax: 08141/8281039 Email: info@verbraucherschutzverein.org www.verbraucherschutzverein.org Maisacher Straße 6 82256 Fürstenfeldbruck	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2(1) of the statute).
59. <b>VerbraucherService Bayern im Katholischen Deutschen Frauenbund e.V.</b>	Tel.: 089/51 51 87 43 Fax: 089/51 51 87 45 Email: info@verbraucherservice-bayern.de www.verbraucherservice-bayern.de Dachauer Straße 5/IV 80335 München	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 1(2) und § 2 of the statute).
60. <b>Verbraucherzentrale Baden-Württemberg e.V.</b>	Tel.: 0711/66 91-10 Fax: 0711/66 91 50 Email: info@verbraucherzentrale-bawue.de www.verbraucherzentrale-bawue.de Paulinenstraße 47 70178 Stuttgart	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).

Name of the body	Contact details	Purpose
61. <b>Verbraucherzentrale Bayern e.V.</b>	Tel.: 089/5 39 87-0 Fax: 089/53 75 53 Email: info@vzbayern.de www.verbraucherzentrale-bayern.de Mozartstraße 9 80336 München	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
62. <b>Verbraucherzentrale Berlin e.V.</b>	Tel.: 030/2 14 85-0 Fax: 030/2 19 64 242 Email: mail@verbraucherzentrale-berlin.de www.verbraucherzentrale-berlin.de Hardenbergplatz 2 10787 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
63. <b>Verbraucherzentrale Brandenburg e.V.</b>	Tel.: 0331/2 98 71 0 Fax: 0331/2 98 71 77 Email: info@vzb.de www.vzb.de Babelsberger Straße 12 14473 Potsdam	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
64. <b>Verbraucherzentrale Bremen e.V.</b>	Tel.: 0421/16 07 77 Fax: 0421/1 60 77 80 Email: info@verbraucherzentrale-bremen.de www.verbraucherzentrale-bremen.de Altenweg 4 28195 Bremen	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 3(2) of the statute).
65. <b>Verbraucherzentrale Bundesverband e.V. (VZBV)</b>	Tel.: 030/2 58 00-0 Fax: 030/25 80 02 18 Email: info@vzbv.de www.vzbv.de Markgrafenstraße 66 10969 Berlin	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
66. <b>Verbraucherzentrale des Saarlandes e.V.</b>	Tel.: 0681/500 89-0 Fax: 0681/500 8922 Email: vz-saar@vz-saar.de www.vz-saar.de Trierer Straße 22 66111 Saarbrücken	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
67. <b>Verbraucherzentrale Hamburg e.V.</b>	Tel.: 040/24 83 20 Fax: 040/24 83 22 90 Email: info@vzh.de www.vzh.de Kirchenallee 22 20099 Hamburg	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).

Name of the body	Contact details	Purpose
68. <b>Verbraucherzentrale Hessen e.V.</b>	Tel.: 0 69/97 20 10 900 Fax: 069/97 20 10 40 Email: vzh@verbraucher.de www.verbraucher.de Große Friedberger Straße 13-17 60313 Frankfurt am Main	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
69. <b>Verbraucherzentrale Mecklenburg-Vorpommern e.V.</b>	Tel.: 0381/208 70-50 Fax: 0381/208 70-30 Email: info@nvzmv.de www.nvzmv.de Strandstraße 98 18055 Rostock	Protects consumers' interests in Mecklenburg-Western Pomerania by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
70. <b>Verbraucherzentrale Niedersachsen e.V.</b>	Tel.: 0511/9 11 96-0 Fax: 0511/9 11 96 10 Email: info@vzniedersachsen.de www.verbraucherzentrale-niedersachsen.de Herrenstraße 14 30159 Hannover	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
71. <b>Verbraucherzentrale Nordrhein-Westfalen e.V.</b>	Tel.: 0211/38 09-0 Fax: 0211/38 09-172 Email: internet@vz-nrw.de www.vz-nrw.de Mintropstraße 27 40215 Düsseldorf	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interest of consumers (see 2.1 and 2.2 of the statute).
72. <b>Verbraucherzentrale Rheinland-Pfalz e.V.</b>	Tel.: 06131/2 84 80 Fax: 06131/28 48 66 Email: info@vz-rlp.de www.verbraucherzentrale-rlp.de Seppel-Glückert-Passage 10 55116 Mainz	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
73. <b>Verbraucherzentrale Sachsen e.V.</b>	Tel.: 0341/69 62 90 Fax: 0341/68 92 826 Email: vzs@vzs.de www.verbraucherzentrale-sachsen.de Katharinenstraße 17 04109 Leipzig	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
74. <b>Verbraucherzentrale Sachsen-Anhalt e.V.</b>	Tel.: 0345/2 98 03 29 Fax: 0345/2 98 03 26 Email: vzsa@vzsa.de www.vzsa.de Steinbockgasse 1 06108 Halle	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).

Name of the body	Contact details	Purpose
<b>75. Verbraucherzentrale Schleswig-Holstein e.V.</b>	Tel.: 0431/5 90 99-0 Fax: 0431/5 90 99 77 Email: info@verbraucherzentrale-sh.de www.verbraucherzentrale-sh.de Andreas-Gayk-Straße 15 24103 Kiel	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
<b>76. Verbraucherzentrale Thüringen e.V.</b>	Tel.: 0361/5 55 14-0 Fax: 0361/5 55 14 40 Email: info@vzth.de www.vzth.de Eugen-Richter-Straße 45 99085 Erfurt	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
<b>77. Vereinigte Schutzgemeinschaft Auslandsimmobilien e.V.</b>	Tel.: 0881/1288 291 Fax: 0881/1288 292 Email: sg-auslandsimmobilien@gmx.de www.schutzgemeinschaft-auslandsimmobilien.de Tassilostraße 5-7 82398 Polling	Protects consumers' interests by providing information and advice; authorised to bring collective actions in the interests of consumers (see § 2 of the statute).
<b>78. Vereinigung kritischer Verbraucher e.V.</b>	Tel.: 0331/5505894 Fax: 0331/5505895 Email: info@vereinigung-kritischer-verbraucher.de www.vereinigung-kritischer-verbraucher.de Sellostraße 29 14471 Potsdam	Protects consumers' interests by providing information and advice; authorised to bring collective actions (see § 2 of the statute).

## ESTONIA

Name of the entity	Contact details	Purpose
<b>1. Tarbijakaitseamet</b>	Kiriku 4, EE-15071 Tallinn Tel: (372-6) 20 17 00 Fax: (372-6) 20 17 01 Email: 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.
<b>2. Ravimiamet</b>	Ravila 19, EE-50411 Tartu Tel: (372 7) 37 41 40 Fax: (372-7) 37 41 42 Email: 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
<b>1. National Consumer Agency</b>	4 Harcourt Road Dublin 2 Ireland Tel. (353-1) 402 55 00 Fax (353-1) 402 55 01 Email: 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. <b>Νέο Ινστιτούτο Καταναλωτών (NEO INKA)</b> <b>Consumers' association — New consumers' institute (NEO INKA)</b>	Καλυψούς 105/Kalipsous 105 GR-176 71 Καλλιθέα/Kallithea Tel.: (30) 21 09 57 78 77 Fax: (30) 21 09 53 34 71 Email: inka@inka.org.gr website: www.inka.org.gr	Protects consumers' rights and interests.
2. <b>Κέντρο Προστασίας Καταναλωτών (ΚΕΠΚΑ)</b> <b>Consumers' protection centre of Thessaloniki (ΚΕΠΚΑ)</b>	Τσιμισκή/Tsimiski 54, GR-546 23 Θεσσαλονίκη/Thessaloniki Email: 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.
3. <b>Ένωση Καταναλωτών – Ποιότητα Ζωής (ΕΚΠΟΙΖΩ)</b> <b>Consumers' association 'the quality of life' (ΕΚΡΙΖΟ)</b>	Βαλτετσίου/Valtetsiou 43-45, GR-106 81 Αθήνα/Athens Email: 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. <b>Ελληνική Καταναλωτική Οργάνωση (ΕΚΑΤΟ)</b> <b>Greek consumers' organisation (ΕΚΑΤΟ)</b>	Δημοκρίτου/Dimokritou 10, GR-54 352, Θεσσαλονίκη/Thessaloniki Email: 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. <b>Ινστιτούτο καταναλωτών (INKA) Ιωαννίνων</b> <b>Consumers' institute (INKA) of Ioannina</b>	Θ.Πασχίδη/Th. Paskidi 52, GR-45 445 Ιωάννινα/Ioannina Email: ioannina@inka.gr Tel: (30) 26 51 06 51 78 Fax: (30) 26 51 06 51 78	Protects consumers' rights and interests.
6. <b>Ένωση για τα δικαιώματα των πολιτών</b> <b>Citizens' rights organisation</b>	Λυκαβηττού/Likavritou 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. <b>Ινστιτούτο Καταναλωτών (INKA) Μακεδονίας</b> <b>Consumers' institute (INKA) of Macedonia</b>	Μοναστηρίου/Monastiriu 17, GR-54627 Θεσσαλονίκη/Thessaloniki Email: 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. <b>Ινστιτούτο Καταναλωτών (INKA) Κέρκυρας</b> <b>Consumers' institute (INKA) of Corfu</b>	Ακαδημίας/Akadimias 3, GR-49 100 Κέρκυρα/Kerkira Tel: (30) 26 61 04 58 26 Fax: (30) 26 61 03 62 50	Protects consumers' rights and interests.

Name of the entity	Contact details	Purpose
9. Ένωση Καταναλωτών Αιτωλοακαρνανίας <b>Consumer Association of Aitolokarnania</b>	Σ.Τσικνιά/S. Tsiknia 48 (πρώην Τσαλδάρη/formerly Tsaldari), GR-30100 Αγρινίο/Agrinio Email: 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 <b>Consumer Association of Volos &amp; Thessaly</b>	Αγίου Νικολάου/Αγίου Νικολαου 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 <b>Consumer Association of Greece</b>	Γούναρη/Gounari 4-6, GR-185 31, Πειραιάς/Peiraias Tel: (30) 210 4111080 Fax: (30) 210- 4111080	Protects consumer's rights and interests.
12. Ένωση Πολιτών <b>Citizens' association</b>	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.
13. Εμπορικό και Βιομηχανικό Επιμελητήριο Αθηνών <b>Athens Chamber Of Commerce And Industry</b>	Ακαδημίας/Akademias str 7, GR-10671 Αθήνα/Athens Tel: (30) 21 03 60 48 15-9, 36 02 411-9 Fax: (30) 21 03 61 64 64 Διευθ. ηλεκ. ταχ.: info@acci.gr Email: 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, paragraphs 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 <b>Athens Chamber Of Handicrafts</b>	Ακαδημίας/Akademias 18, GR-10671 Αθήνα/Athens 10671 ATHENS-GR Tel: (30) 210 3680700 Fax: (30) 210 3614726 Email: 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, paragraphs 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 <b>Athens Chamber Of Tradesmen</b>	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 Email: 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, paragraphs 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 <b>Thessaloniki Chamber Of Commerce And Industry</b>	Τσιμισκή/Tsimiski 29, GR-54624 Θεσσαλονίκη/Thessaloniki Tel: (30) 23 10 37 01 00, 37 01 10 Fax: (30) 23 10 37 01 14 — 37 01 66 Email: 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, paragraphs 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
<p>17. Βιοτεχνικό Επιμελητήριο Θεσσαλονίκης <b>Thessaloniki Chamber Of Handicrafts</b></p>	<p>Αριστοτέλους/Aristotelous 27, GR-54624 Θεσσαλονίκη/Thessaloniki Tel: (30) 23 10 24 16 68, 24 16 89 Fax: (30) 23 10 23 26 67 Email: info@veth.gr Website: www.veth.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'.</p>
<p>18. Επαγγελματικό Επιμελητήριο Θεσσαλονίκης <b>Thessaloniki Chamber Of Tradesmen</b></p>	<p>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 Email: epepthe@otenet.gr Website: www.uhcci.gr/epimelitiria/EETH.html</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'.</p>
<p>19. Εμπορικό και Βιομηχανικό Επιμελητήριο Πειραιά <b>Piraeus Chamber Of Commerce And Industry</b></p>	<p>Λουδοβίκου/Loudovikou 1, Πλ. Οδησοῦ/Odissois Square, GR-18531 Πειραιάς/Piraeus Tel: (30) 21 04 17 72 41 - 5 Fax: (30) 21 04 17 86 80 Email: evepgr1@acci.gr Website: www.uhcci.gr/epimelitiria/EBEP.html</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'.</p>
<p>20. Βιοτεχνικό Επιμελητήριο Πειραιά <b>Piraeus Chamber Of Handicrafts</b></p>	<p>Καραϊσκού/Karaiskou 111, GR-18532 Πειραιάς/Piraeus Tel: (30) 21 04 11 04 43, 4 12 12 98, 4 17 47 65 Fax: (30) 21 04 17 94 95, 4 17 41 52 Email: info@bep.gr Website: www.bep.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'.</p>
<p>21. Επαγγελματικό Επιμελητήριο Πειραιά <b>Piraeus Chamber Of Tradesmen</b></p>	<p>Αγίου Κωνσταντίνου/Agiou Konstantinou 3, GR-18531 Πειραιάς/Piraeus Tel: (30) 21 04 12 15 03, 4 12 69 17 Fax: (30) 21 04 12 27 90 Email: eepir@otenet.gr Website: www.eep.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'.</p>

Name of the entity	Contact details	Purpose
<p>22. <b>Εμπορικό και Βιομηχανικό Επιμελητήριο Ροδόπης</b> <b>Chamber Of Industry And Commerce Of Rodopi Prefecture</b></p>	<p>Βασ. Γεωργίου/Vassileios Georgiou 2β, GR-69100 Κομοτηνή/Komotini Tel: (30) 25 31 02 28 31, 3 68 31 Fax: (30) 25 31 02 67 14 Email: ccirodop@otenet.gr; info@rodopicci.gr Website: www.rodopicci.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>23. <b>Επαγγελματικό και Βιοτεχνικό Επιμελητήριο Ροδόπης</b> <b>Chamber Of Tradesmen And Handicrafts Of Rodopi Prefecture</b></p>	<p>Καβείρων/Kaveiron 12, GR-69100 Κομοτηνή/Komotini Tel: (30) 25 31 02 25 47, 3 40 06, 8 14 70 - 9 Fax: (30) 25 31 02 58 66 Email: info@everodopi.gr Website: www.everodopi.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>24. <b>Επιμελητήριο Αιτωλοακαρνανίας</b> <b>Chamber Of Aitoloa-karnania Prefecture</b></p>	<p>Παπαστράτου/Papastratou 53 και Σμύρνης/&amp; Smirnis, GR-30100 Αγρίνιο/Agrinio Tel: (30) 26 41 02 25 25, 572 62 Fax: (30) 26 41 02 25 90 Email: contact@epimetol.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>25. <b>Επιμελητήριο Αργολίδας</b> <b>Chamber Of Argolida Prefecture</b></p>	<p>Κορίνθου/Korinthou 23, GR-21200 Άργος/Argos Tel: (30) 27 51 06 72 16, 630 23, 669 68 Fax: (30) 275 10 24 595 Email: ebear@otenet.gr Website: www.arcci.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>
<p>26. <b>Επιμελητήριο Αρκαδίας</b> <b>Chamber Of Arcadia Prefecture</b></p>	<p>25ης Μαρτίου και Πανός/Panos &amp; Martiou 21, 22100 Τρίπολη/Tripoli Tel: (30) 27 10 22 71 41, 22 71 42, 23 71 23 Fax: (30) 27 10 23 37 38 Email: info@arcadianet.gr Website: www.arcadianet.gr www.ikenet.gr, www.eic.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>
<p>27. <b>Επιμελητήριο Άρτας</b> <b>Chamber Of Arta Prefecture</b></p>	<p>Μ. Γραικού και Φλέμινγκ/Graikou &amp; Flemig, GR-47100 Άρτα/Arta Tel: (30) 26 81 02 87 28, 7 86 54 Fax: (30) 26 81 07 86 54 Email: epimarta@otenet.gr Website: www.arta.chambernet.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>

Name of the entity	Contact details	Purpose
<p>28. <b>Επιμελητήριο Αχαΐας</b> <b>Chamber Of Ahaia</b> <b>Prefecture</b></p>	<p>Μιχαλακοπούλου/Mihalakopoulou 58, GR-26221 Πάτρα/Patra Tel: (30) 2610 27 77 79, 27 76 79, 27 80 56 Fax: (30) 26 10 27 65 19 Email: ea@e-a.gr Website: www.e-a.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>
<p>29. <b>Επιμελητήριο Βοιωτίας</b> <b>Chamber Of Viotia</b> <b>Prefecture</b></p>	<p>Λ.Κουτσοπετάλου/L.Koutsopetalou 1, GR-32100 Λειβαδιά/Livadia Tel: (30) 22 61 02 82 81, 2 76 64 Fax: (30) 22 61 02 13 47 Email: info@votiachamber.gr Website: www.votiachamber.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>
<p>30. <b>Επιμελητήριο Γρεβενών</b> <b>Chamber Of Grevena</b> <b>Prefecture</b></p>	<p>Εμμανουήλ Παππά/Emmanouil Papa 7, GR- 51100 Γρεβενά/Grevena Tel: (30) 24 62 08 55 01 (-3), 8 55 04, 8 55 05 Fax: (30) 24 62 08 03 10 8 03 33 Email: ebegreve@grevenanet.gr Website: www.grevena.chambernet.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy.</p> <p>According to Article 10, paragraphs 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'</p>
<p>31. <b>Επιμελητήριο Δράμας</b> <b>Chamber Of Drama</b> <b>Prefecture</b></p>	<p>Λαμπριανίδου/Labrianidiou 40, GR-66100 Δράμα/Drama Tel: (30) 25 21 02 27 50, 2 49 95 Fax: (30) 25 10 25 835 Email: ccidrama@dramanet.gr Website: www.ccidrama.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>32. <b>Επιμελητήριο Δωδεκανήσων</b> <b>Chamber Of Dodekannissa</b> <b>Prefecture</b></p>	<p>Γρηγορίου Λαμπράκη/Grigoriou Labraki 8, GR-85100 Ρόδος/Rodos Island Tel: (30) 22 41 04 42 00, Κάλυμνος: 22 43 05 15 17, Κως: 22 42 02 61 79, Κάρπαθος: 22 45 02 24 83 Fax: (30) 22 41 04 42 40 Email: info@ebed.gr Website: www.ebed.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>33. <b>Επιμελητήριο Έβρου</b> <b>Chamber Of Evros</b> <b>Prefecture</b></p>	<p>Οδός Εμπορίου/Eboriou, 1ος όροφος/1<sup>st</sup> floor, GR- 68100 Αλεξανδρούπολη/Alexandroupoli Tel: (30) 25 51 02 62 23, 2 65 37 Fax: (30) 25 51 02 32 53 Email: epimevro@otenet.gr Website: www.chamberofevros.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>

Name of the entity	Contact details	Purpose
<b>34. Επιμελητήριο Εύβοιας Chamber Of Evia Prefecture</b>	Ελ.Βενιζέλου/El. Venizelou 12, GR-34100 Χαλκίδα/Chalkida Tel: (30) 22 21 08 64 52 Fax: (30) 22 21 08 09 18 Email: 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, paragraphs 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'
<b>35. Επιμελητήριο Ευρυτανίας Chamber Of Evritania Prefecture</b>	Νικολάου Τσιαμπούλα/Nikolaou Tsiaboula 5, GR-36100 Καρπενήσι/Karpenissi Tel: (30) 22 37 08 00 36, 2 36 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, paragraphs 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'
<b>36. Επιμελητήριο Ζακύνθου Chamber Of Zakynthos Prefecture</b>	Λομβάρδου/Lombardou 20, GR-29100 Ζάκυνθος/Zakynthos Tel: (30) 26 95 04 19 40 (-1), 20090 -1 -2 Fax: (30) 26 95 02 31 35 Email: 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, paragraphs 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'
<b>37. Επιμελητήριο Ηλείας Chamber Of Ilia Prefecture</b>	28ης Οκτωβρίου και Πλ. Ηρώων/28 <sup>th</sup> of October str & Iroon Square, GR-27100 Πύργος/Pyrgos Tel: (30) 26 21 03 41 54, 3 22 25, 3 68 95 Fax: (30) 26 21 03 17 91 Email: 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, paragraphs 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'
<b>38. Επιμελητήριο Ημαθίας Chamber Of Imathia Prefecture</b>	Κεντρικής/Kentrikis 3, GR-59100 Βέροια/Veria Tel: (30) 23 31 02 54 70, 2 97 74, 2 47 34 Fax: (30) 23 31 02 53 30 Email: 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, paragraphs 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'
<b>39. Επιμελητήριο Ηρακλείου Chamber Of Irakleion Prefecture</b>	Κορωναίου/Koroneou 9, GR-71202 Ηράκλειο/Irakleio Tel: (30) 28 10 24 70 00 Fax: (30) 28 10 22 29 14 Email: root@ebch.gr kapetanaki@ebch.gr Website: www.ebch.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy  According to Article 10, paragraphs 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
<p>40. <b>Επιμελητήριο Θεσπρωτίας</b> <b>Chamber Of Thesprotia Prefecture</b></p>	<p>Κυρα-Βασιλικής/Κυρα Vassilikis 13, (1ος όροφος/1<sup>st</sup> floor), GR-46100 Ηγουμενίτσα/Igoumenitsa Tel: (30) 26 65 02 94 80 (-88) Fax: (30) 26 65 02 94 89 Email: pezo@otenet.gr Website: www.uhcci.gr/epimelitiria/THESPROTIA.html</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>41. <b>Επιμελητήριο Ιωαννίνων</b> <b>Chamber Of Ioannina Prefecture</b></p>	<p>Τρικούπη και Οπλαρχηγού Πουτέτση/Trikoupi &amp; Oplarhigou Routesi 14, GR-45332 Ιωάννινα/Ioannina Tel: (30) 26 51 0 2 62 73 (President's office), 223 89 24 7 09, 765 89 (EU Info Center) Fax: (30) 26 51 0 251 79</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>42. <b>Επιμελητήριο Καβάλας</b> <b>Chamber Of Kavala Prefecture</b></p>	<p>Ομονοίας/Omonias 50<sup>A</sup>, GR-65302 Καβάλα/Kavala Tel: (30) 25 10 22 33 25, 22 33 28, 22 22 57, 22 22 12 Fax: (30) 25 10 83 59 46 Email: eic157@otenet.gr Website: www.chamberofkavala.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>43. <b>Επιμελητήριο Καρδίτσας</b> <b>Chamber Of Karditsa Prefecture</b></p>	<p>Ηρώων Πολυτεχνείου/Iroon Polytehneiou 3, GR-43100 Καρδίτσα/Karditsa Tel: (30) 24 41 02 23 34, 2 23 01 Fax: (30) 24 41 02 22 38 Email: karditsaacci@cld.gr Website: www.karditsaacci.cld.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>44. <b>Επιμελητήριο Καστοριάς</b> <b>Chamber Of Kastoria Prefecture</b></p>	<p>Μητροπόλεως/Mitropoleos 60, GR-52100 Καστοριά/Kastoria Tel: (30) 24 67 02 69 26, 2 89 81 (President's office), 2 95 28 Fax: (30) 24 67 02 24 42 Email: kastcham@otenet.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>45. <b>Επιμελητήριο Κέρκυρας</b> <b>Chamber Of Corfu Prefecture</b></p>	<p>Αριστοτέλους/Aristotelous 2 Τ.Θ./PO Box 426, GR-49100 Κέρκυρα/Corfu Tel: (30) 26 61 03 98 13, 3 98 14, 3 19 98 Fax: (30) 26 61 04 00 88 Email: corfucci@otenet.gr Website: www.cci-kerkyra.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>

Name of the entity	Contact details	Purpose
<p>46. <b>Επιμελητήριο Κεφαλονιάς και Ιθάκης</b> <b>Chamber Of Kefalonia &amp; Ithaki Islands</b></p>	<p>Λ.Βεργωτή/L. Vergoti 131, GR-28100 Αργοστόλι/Argostoli Tel: (30) 26 71 02 22 53, 2 49 59 Fax: (30) 26 71 02 61 90 Email: chamberk@otenet.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>47. <b>Επιμελητήριο Κιλκίς</b> <b>Chamber Of Kilkis Prefecture</b></p>	<p>Γ.Καπετά/G.Kapeta 11, Τ.Θ./PO Box 40, GR-61100 Κιλκίς/Kilkis Tel: (30) 23 41 02 45 80, 2 45 81, 2 09 23 Fax: (30) 23 41 02 09 24, 2 09 26 Email: ebekilk@otenet.gr Website: www.gbi.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>48. <b>Επιμελητήριο Κοζάνης</b> <b>Chamber Of Kozani Prefecture</b></p>	<p>Ι.Φαρμάκη/I.Farmaki 2, GR-50100 Κοζάνη/Kozani Tel: (30) 24 61 03 46 69, 4 16 93 Fax: (30) 26 83 92 45 68 Email: Chambers@otenet.gr Website: www.kozani.chambernet.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>49. <b>Επιμελητήριο Κορίνθου</b> <b>Chamber Of Korinth Prefecture</b></p>	<p>Ερμού/Erμου 2, GR-20100 Κόρινθος/Korinth Tel: (30) 27 41 02 44 64, 8 59 86, 2 64 04, 2 64 03 Fax: (30) 27 41 0 2 11 73 Email: info@korinthcc.gr Website: www.korinthcc.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>50. <b>Επιμελητήριο Κυκλάδων</b> <b>Chamber Of Cyclades Islands</b></p>	<p>Αγ.Νικολάου 6/Ag.Nikolaou, GR-84100 Ερμούπολη - Σύρος/Erμούpolis-Syros Tel: (30) 22 81 08 23 46, 8 02 46, 8 74 03 Fax: (30) 22 81 08 65 55 Email: info@cycladescc.gr Website: www.cycladescc.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>
<p>51. <b>Επιμελητήριο Λακωνίας</b> <b>Chamber Of Lakonia Prefecture</b></p>	<p>Ξανθάκη/Xanthaki 3, GR-23200 Γύθειο/Gythio Tel: (30) 27 33 02 22 79, 2 38 04 Fax: (30) 27 33 02 20 08 Email: gytheioc@otenet.gr Website: www.lcci.gr</p>	<p>Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy</p> <p>According to Article 10, paragraphs 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'</p>



Name of the entity	Contact details	Purpose
<b>52. Επιμελητήριο Λάρισσας Chamber Of Larissa Prefecture</b>	Παπακυριαζή/Papakyriazi 44, GR-41222 Λάρισα/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 25 75 22 Email: 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, paragraphs 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'
<b>53. Επιμελητήριο Λασηθίου Chamber Of Lassithi Prefecture</b>	Ι.Κουμουνδούρου/I.Koumoundourou 17, GR-72100 Άγιος Νικόλαος - Κρήτη/Agios Nikolaos - Creta Tel: (30) 28 41 02 22 31, 2 71 40, 2 71 50, 2 83 01 Fax: (30) 28 41 02 38 31 Email: 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, paragraphs 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'
<b>54. Επιμελητήριο Λέσβου Chamber Of Lesbos Island Prefecture</b>	Πλ.Κουντουριώτη/Kountourioti 71, GR-81100 Μυτιλήνη/Mytilini Tel: (30) 22 51 02 84 31, 2 85 64, 2 92 17, 2 99 32 (President's office) Fax: (30) 2 32 75	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy  According to Article 10, paragraphs 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'
<b>55. Επιμελητήριο Λευκάδας Chamber Of Lefkada Island Prefecture</b>	Δ.Μακρή/D.Makri 5, GR-31100 Λευκάδα/Lefkada Tel: (30) 26 45 02 23 81 Fax: (30) 26 45 02 23 81 Email: ebelef@otenet.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy  According to Article 10, paragraphs 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'
<b>56. Επιμελητήριο Μαγνησίας Chamber Of Magnesia Prefecture</b>	Δημητριάδος/Dimitriadou 176, GR-38221 Βόλος/Volos Tel: (30) 24 21 02 37 66, 2 32 71 Fax: (30) 24 21 03 12 11 Email: 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, paragraphs 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'
<b>57. Επιμελητήριο Μεσσηνίας Chamber Of Messinia Prefecture</b>	Πλ. 23ης Μαρτίου/23 <sup>rd</sup> Martiou Square, GR-24100 Καλαμάτα/Kalamata Tel: (30) 27 21 06 22 00 Fax: (30) 27 21 06 22 29, 8 27 41 Email: 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, paragraphs 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
65. Επιμελητήριο Τρικάλων <b>Chamber Of Trikala Prefecture</b>	Βενιζέλου/Venizelou 1, GR-42100 Τρίκαλα/Trikala Tel: (30) 24 31 02 74 93, 2 49 89, 7 47 20 Fax: (30) 24 31 03 89 45 Email: 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, paragraphs 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 <b>Chamber Of Fthiotida Prefecture</b>	Όθωνος/Othonos 3, GR-35100 Λαμία/Lamia Tel: (30) 22 31 02 21 12, 2 13 95 Fax: (30) 22 31 03 09 85 Email: 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, paragraphs 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 <b>Chamber Of Florina Prefecture</b>	Μεγαρόβου/Megarou 15, GR-53100 Φλώρινα/Florina Tel: (30) 23 85 02 23 34, 2 24 66 Fax: (30) 23 85 02 80 20 Email: 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, paragraphs 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'
68. Επιμελητήριο Φωκίδας <b>Chamber Of Fokida Prefecture</b>	Γιδογιάννου/Gidogiannou 7, GR-33100 Άμφισσα/Amfissa Tel: (30) 22 65 02 86 97, 2 36 51 Fax: (30) 22 65 02 21 85 Email: epim-fo@hol.gr	Protects and develops the trade, industry and skilled-craft sectors; formation of economic policy  According to Article 10, paragraphs 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 <b>Chamber Of Chalkidiki Prefecture</b>	Πολυτεχνείου/Polytehniou 58, GR-63100 Πολύγυρος/Polygyros Tel: (30) 23 71 02 42 00, 2 43 00 Fax: (30) 23 71 02 13 55 Email: 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, paragraphs 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 <b>Chamber Of Chania Prefecture</b>	Ελ.Βενιζέλου/Elf.Venizelou 4, GR-73110 Χανιά-Κρήτη/Chania-Creta Tel: (30) 28 21 05 23 29, 45 34 9, 40 62 4 (President's office) Fax: (30) 28 21 02 83 07 Email: 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, paragraphs 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 <b>Chamber Of Chios Island Prefecture</b>	Φίλιππου Αργέντη/Filipou Argenti 8, GR-82100 Χίος/Chios Tel: (30) 22 71 04 43 30 - 1 Fax: (30) 22 71 04 43 32 Email: 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, paragraphs 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. <b>Instituto Nacional del Consumo</b>	C/Príncipe de Vergara, 54 E-28006 Madrid Tel. (34) 91.822.44.00 Fax (34) 91.435.94.12 directora@consumo-inc.es	Central government body which, pursuant to Article 51 of the Constitution and the consolidated text of the General Law for the Protection of Consumers and Users, promotes and fosters consumers' and users' rights
2. <b>Dirección General de Consumo de la Junta de Andalucía</b>	Plaza Nueva, 4 E-41071 Sevilla Tel. (34) 95 504 14 78. Fax: (34) 95 504 14 49 Dg.consumo.cgob@juntadeandalucia.es	Government agency responsible for market surveillance and protection of consumers' and users' rights
3. <b>Dirección General de Consumo del Gobierno de Aragón</b>	Via Universitas, 36, 6º Planta E-50071 Zaragoza Tel. (34) 976 71 56 12. Fax (34) 976 71 56 09 consumo@aragon.es	Government agency responsible for market surveillance and protection of consumers' and users' rights
4. <b>Agencia de Sanidad Ambiental y Consumo del Principado de Asturias</b>	Ciriaco Miguel Vigil, 9 Edificio Buenavista E-33006 Oviedo Tel. (34) 98 510 83 02 Fax (34) 98 510 83 10	Government agency responsible for market surveillance and protection of consumers' and users' rights
5. <b>Dirección General de Consumo/Dirección General de Consum – Govern de les Illes Balears</b>	Paseo del Borne, 17- 1º E-07012 Palma de Mallorca Tel; (34) 971 17 95 22 Fax (34) 971 17 62 52	Government agency responsible for market surveillance and protection of consumers' and users' rights
6. <b>Dirección General de Consumo del Gobierno de Canarias</b>	León y Castillo, 200 Ed. Servicios Múltiples III, planta 1 E-35071 Las Palmas de Gran Canaria Tel. (34) 928 89 93 21 Fax (34) 928 89 98 68 ecobgam@gobiernodecanarias.org	Government agency responsible for market surveillance and protection of consumers' and users' rights
7. <b>Dirección General de Comercio y Consumo del Gobierno de Cantabria</b>	Hernán Cortes, 9 E-39003 Santander Tel. (34) 942 20 79 36 Fax: (34) 942 20 75 28	Government agency responsible for market surveillance and protection of consumers' and users' rights
8. <b>Instituto de Consumo de la Junta de Comunidades de Castilla-La Mancha</b>	Berna, 1-1º planta Edificio Iberdrola E-45071 Toledo Tel. (34) 925 28 45 29 Fax (34) 925 22 62 06	Government agency responsible for market surveillance and protection of consumers' and users' rights
9. <b>Agencia de Protección Civil y Consumo de la Junta de Castilla y León</b>	García Morato, 24 E-47007 Valladolid Tel (34) 983 41 88 15 Fax (34) 983 41 00 78	Government agency responsible for market surveillance and protection of consumers' and users' rights

Name of the entity	Contact details	Purpose
10. <b>Agencia Catalana del Consumo/Agència Catalana del Consum – Generalitat de Catalunya</b>	Carrer Pamplona 113 08018 Barcelona Tel. +34 935516666 Fax +34 935516599 www.consum.cat/ consum@gencat.cat	Government agency responsible for market surveillance and protection of consumers' and users' rights
11. <b>Dirección General de Consumo de la Junta de Extremadura</b>	C/Atarazanas, 8 E-06800 Merida (Badajoz) Tel (34) 924 00 47 01 924 00 47 00 Fax (34) 924 00 47 02 Dg.consumo@prs.juntaex.es	Government agency responsible for market surveillance and protection of consumers' and users' rights
12. <b>Instituto Gallego de Consumo/Instituto Gallego de Consumo – Xunta de Galicia</b>	Gonzalo Torrente Balllester 1-3-5-bajo E-15707 Santiago de Compostela (A Coruña) Tel (34) 981 54 53 86 981 54 53 97 981 54 45 12 Fax (34) 981 54 45 98-99 Xerencia.igc@xunta.es	Government agency responsible for market surveillance and protection of consumers' and users' rights
13. <b>Dirección General de Consumo de la Comunidad de Madrid)</b>	C/ Ventura Rodríguez, 7 -4º planta E-28008 Madrid Tel. (34) 91 580 32 13 Fax (34) 91 580 33 39 Dg.consumo@madrid.org.	Government agency responsible for market surveillance and protection of consumers' and users' rights
14. <b>Dirección General de Atención al Ciudadano, Drogodependias y Consumo de la Región de Murcia</b>	Ronda de Levante, 11- 4º Planta E-30071 Murcia Tel (34) 968 39 58 31 Fax (34) 968 22 12 17	Government agency responsible for market surveillance and protection of consumers' and users' rights
15. <b>Dirección General de Familia, Infancia y Consumo del Gobierno de Navarra</b>	C/González Tablas s/n E-31002 Pamplona Tel (34) 848 42 62 21	Government agency responsible for market surveillance and protection of consumers' and users' rights
16. <b>Dirección General de Salud Pública y Consumo del Gobierno de la Rioja</b>	C/Gran Vía, 18 E-26071 Logroño Tel (34) 941 272 420 Fax (34) 941 272 418 Dg.salud@larioha.org	Government agency responsible for market surveillance and protection of consumers' and users' rights
17. <b>Dirección General de Comercio y Consumo/ Direcció General de Comerç i Consum de la Generalitat Valenciana</b>	C/Colón, 32 E-46004 Valencia Tel (34) 96 386 96 04 Fax (34) 96 386 96 00	Government agency responsible for market surveillance and protection of consumers' and users' rights

Name of the entity	Contact details	Purpose
18. <b>Dirección de Consumo y Seguridad Industrial – Gobierno Vasco/ Kontsumo eta Industria Seguratasuneko Zuzendaritza – Eusko Jaurlaritza</b>	C/Donostia San Sebastián, 1 E-01010 Vitoria (Gasteiz) Tel (34) 945 01 99 23 Fax (34) 945 01 99 31 945 01 99 47 consumo@ej-gv.es	Government agency responsible for market surveillance and protection of consumers' and users' rights
19. <b>AUC Asociación de Usuarios de la Comunicación</b>	Cavanilles, 29, 2º D E-28007 Madrid Tel. (34) 91 501 67 73. Fax (34) 91 501 87 66 auc@auc.es	Consumers' and users' organisation specialising in commercial communications. Also provides information and training for consumers and users and represents them in the various consumer participation bodies
20. <b>ASGECO Asociación General de Consumidores</b>	Plaza Navafría, 3-Bajos E-28027 Madrid Tel. (34) 91 405 36 98 91 405 36 11 Fax (34) 91 405 39 97 asgeco@asgeco.org	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
21. <b>CEACCU Confederación Española de Organizaciones de Amas de Casa, Consumidores y Usuarios</b>	C/San Bernardo, 97-99 Edif. Colomina, Oficina F E-28015 Madrid Tel. (34) 91 447 04 81 Fax (34) 91 594 51 24 ceaccu@ceaccu.org	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
22. <b>CECU Confederación de Consumidores y Usuarios</b>	/Mayor, 45 2º Planta E-2813 Madrid Tel (34) 91 364 13 84 Fax (34) 91 366 90 00 cecu@cecu.es	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
23. <b>FUCI Federación de Usuarios-Consumidores Independientes</b>	C/Joaquín Costa, 61 Bajo Drcha. E-28002 Madrid Tel. (34) 91 564 01 18. Fax (34) 91 562 83 55 fuciest@hotmail.com	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
24. <b>HISPACOOOP Confederación Española de Cooperativas de Consumidores y Usuarios</b>	C/Vallehermosa, 15, 1º E-28015 Madrid Tel (34) 91 593 09 35 Fax (34) 91 593 18 14 hispacooop@hispacooop.es	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
25. <b>OCU Organización de Consumidores y Usuarios</b>	C/Albarracín, 21 E-28037 Madrid Tel. (34) 913 000 045 Fax (34) 917 543 870 ocu@ocu.org	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies
26. <b>UNAE Federación Unión Nacional de Consumidores y Amas de Hogar de España</b>	C/Villanueva, 8 – 3º E-28001 Madrid Tel. (34) 91 575 72 19. Fax (34) 91 575 13 09 informacion@federacionunae.com	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies

Name of the entity	Contact details	Purpose
27. <b>ADICAE</b> <b>Asociación de Usuarios de Bancos, Cajas y Seguros</b>	C/Gavín, 12 local E-50001 Zaragoza Tel. (34) 976 39 00 60. Fax (34) 976 39 01 99 Aicar.adicae@adicae.net	Consumers' and users' organisation specialising in financial services. Provides information and training for consumers and users and represents them in the various consumer participation bodies
28. <b>U.C.E.</b> <b>Unión de Consumidores de España</b>	/O'donnel 32, 5ºd E-28009 Madrid Tel (34) 91 434 20 85 Fax (34) 91 557 09 96 Uce_consumidores@ono.com	Consumers' and users' organisation of a general nature. Provides information and training for consumers and users and represents them in the various consumer participation bodies

## FRANCE

Name of the entity	Contact details	Purpose
1. <b>Association de défense, d'éducation et d'information du consommateur (ADEIC)</b>	3, rue de la Rochefoucauld F-75009 Paris Tel. (33) 144 53 73 93 Fax (33) 144 53 73 94 Email: adeicnat@adeic.asso.fr Website: <a href="http://www.adeic.asso.fr">http://www.adeic.asso.fr</a> President: Patrick Mercier General Secretary: Christian Huard	Protection of consumers' economic interests
2. <b>Association Force Ouvrière Consommateur (AFOC)</b>	141, avenue du Maine F-75014 Paris Tel. (33) 140 52 85 85 Fax (33) 140 52 85 86 Email: afoc@wanadoo.fr Website: <a href="http://perso.wanadoo.fr/afoc">perso.wanadoo.fr/afoc</a> President: Jean-Claude Mailly General Secretary: Raphaël Manzano	Protection of consumers' economic interests
3. <b>Association Léo Lagrange pour la défense des consommateurs (ALLDC)</b>	153, avenue Jean-Lolive F-93315 Pantin-Le-Pré-Saint-Gervais Cedex Tel. (33) 148 10 65 65 Fax (33) 148 10 65 71 Email: leo.lagrange.consom@wanadoo.fr Website: <a href="http://www.leolagrange-conso.org">www.leolagrange-conso.org</a> President: Marc Lagae General Secretary: Yves Blein	Protection of consumers' economic interests
4. <b>Association Etudes et Consommation (ASSECO-CFDT)</b>	4, boulevard de la Villette F-75955 Paris Cedex 19 Tel. (33) 142 03 81 14 Fax (33) 153 72 85 56 Email: asseco@cfdt.fr Website: <a href="http://www.cfdt.fr/asseco">www.cfdt.fr/asseco</a> President: Yvonne Delemotte General Secretary: René Machabert	Protection of consumers' economic interests

Name of the entity	Contact details	Purpose
5. <b>Confédération Générale du Logement (CGL)</b>	6/8, Villa Gagliardini F-75020 Paris Tel. (33) 140 31 90 22 Fax (33) 140 31 92 74 Email: CGL.Nat@wanadoo.fr President: Henry de Gaulle General Secretary: Pierre Perio	Protection of consumers' economic interests
6. <b>Confédération de la Consommation du Logement et du cadre de vie (CLCV)</b>	17 rue Monsieur F-75007 Paris Tel. (33) 156 54 32 10 Fax (33) 143 20 72 02 Email: clcv@clcv.org Website: www.clcv.org President: Reine-Claude Mader General Secretary: M.Alain Chosson	Protection of consumers' economic interests
7. <b>Conseil national des Associations Familiales Laïques (CNAFAL)</b>	108, avenue Ledru-Rollin F-75011 Paris Tel. (33) 147 00 02 40 Fax (33) 147 00 01 86 Email: cnafal@wanadoo.fr Website: www.cnafal.com President: Michèle Fournier-Bernard General Secretary: Eric Comparat	Protection of consumers' economic interests
8. <b>Confédération Nationale des Associations Familiales Catholiques (CNAFC)</b>	28, place Saint-Georges F-75009 Paris Tel. (33) 148 78 81 61 Fax (33) 148 78 07 35 Email: cnafc-conso@afc.France.org Website: www.afcfrance.org President: Paul de Viguerie Directeur: Olivier Braillon	Protection of consumers' economic interests
9. <b>Confédération Nationale du Logement (CNL)</b>	8, rue Mériel F-93104 Montreuil Cedex Tel. (33) 148 57 04 64 Fax (33) 148 57 28 16 Email: cnl@lacnl.com President: Jean-Pierre Giacomo Administrateur: Philippe Denizot	Protection of consumers' economic interests
10. <b>Confédération Syndicale des Familles (CSF)</b>	53, rue Riquet F-75019 Paris Tel. (33) 144 89 86 80 Fax (33) 140 35 29 52 Email: csf@csfriquet.org Website: www.csfriquet.org President: M.Christian Zytyński General Secretary: François Édouard	Protection of consumers' economic interests



Name of the entity	Contact details	Purpose
11. <b>Familles de France (FF)</b>	28, place Saint-Georges F-75009 Paris Tel. (33) 144 53 45 90 Fax (33) 145 96 07 88 Email: conso@familles-de-france.org Website: , www.familles-de-france.org President: Henri Joyeux General Secretary: Olivier Degauquier	Protection of consumers' economic interests
12. <b>Familles Rurales (FR)</b>	7, cité d'Antin F-75009 Paris Tel. (33) 144 91 88 88 Fax (33) 144 91 88 89 Email: famillesrurales@wanadoo.fr Website: www.famillesrurales.org President: Thierry Damient Directeur: Jean-Yves Martin	Protection of consumers' economic interests
13. <b>Fédération nationale des Associations d'Usagers des transports (FNAUT)</b>	32, rue Raymond-Losserand F-75014 Paris Tel. (33) 143 35 02 83 Fax (33) 143 35 14 06 Email: fnaut@wanadoo.fr Website: perso.wanadoo.fr/fnaut President: Jean Sivardière General Secretary: Simone Bigorgne	Protection of consumers' economic interests
14. <b>Association pour l'Information et la Défense des Consommateurs Salariés de la CGT (INDECOSA-CGT)</b>	263, rue de Paris F-93516 Montreuil Cedex Tel. (33) 148 18 84 26 Fax (33) 148 18 84 82 Email: indecosa@cgt.fr Website: www.cgt.fr/indecosa President: Daniel Collet General Secretary: Daniel Tournez	Protection of consumers' economic interests
15. <b>Organisation Générale des Consommateurs (ORGECO)</b>	16, avenue du Château F-94300 Vincennes Tel. (33) 101 49 57 93 00 Fax (33) 143 65 33 76 Email: orgeco@wanadoo.fr Website: perso.wanadoo.fr/orgeco/ President: Yves Sirot Secrétaire Général: Sylvie Martin-Pernot	Protection of consumers' economic interests
16. <b>Union fédérale des Consommateurs- Que Choisir (UFC-QUE CHOISIR)</b>	11, rue Guénot F-75011 Paris Tel. (33) 143 48 55 48 Fax (33) 143 48 44 35 Email: mouvement@quechoisir.org Website: www.quechoisir.org President: Alain Bazot Directeur: Jean-Louis Redon	Protection of consumers' economic interests

Name of the entity	Contact details	Purpose
17. <b>Union Féminine Civile et Sociale (UFCS)</b>	6, rue Béranger F-75003 Paris Tel. (33) 144 54 50 54 Fax (33) 144 54 50 66 Email: ufcsnational@wanadoo.fr Website: www.ufcs.org President: Chantal Jannet General Secretary: Elisabeth Leveque	Protection of consumers' economic interests
18. <b>Union Nationale des Associations Familiales (UNAF)</b>	28, place Saint-Georges F-75009 Paris Tel. (33) 149 95 36 00 Fax (33) 140 16 12 76 Email: nbrun@unaf.fr Website: www.unaf.fr President: Hubert Brin Directeur: Monique Sassier	Protection of consumers' economic interests
19. <b>Direction générale de la concurrence, de la consommation et de la répression des fraudes (D.G.C.C.R.F.)</b>	59, boulevard Vincent Auriol F-75703 Paris cedex 13	Protection of consumer interests; enquiries; injunctions

## ITALY

Name of the entity	Contact details	Purpose
1. <b>A.C.U. ASSOCIAZIONE CONSUMATORI UTENTI</b>	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 owing to their physical, mental, economic, social or family situation (Art. 3 of the Statutes).
2. <b>ADICONSUM ASSOCIAZIONE DIFESA CONSUMATORI E AMBIENTE</b>	Via degli Ammiragli, 91 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 (Art. 1 of the Statutes)
3. <b>ADOC - ASSOCIAZIONE DIFESA ORIENTAMENTO CONSUMATORI</b>	Via Lucullo, 6 I-00187 Roma tel. (39)06-4825849 fax (39)06-4819028 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 (Art. 2 of the Statutes).

Name of the entity	Contact details	Purpose
4. <b>ADUSBEF - ASSOCIAZIONE PER LA DIFESA DEGLI UTENTI DEI SERVIZI BANCARI, FINANZIARI, POSTALI, ED ASSICURATIVI</b>	Via Farini, 62 I-00185 Roma tel. (39)06-48 18 632 fax (39)06-48 18 633 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 (Art. 1 of the Statutes).
5. <b>ALTROCONSUMO – ASSOCIAZIONE INDIPENDENTE DI CONSUMATORI</b>	Via Valassina, 22 20159 Milano (MI) tel. (39)02-668901 fax (39)02-66890288 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 (Art. 2 of the Statutes).
6. <b>ASSOUTENTI – ASSOCIAZIONE NAZIONALE DEGLI UTENTI DEI SERVIZI PUBBLICI</b>	Via Celimontana, 38 I-00184 Roma (RM) tel. (39)06-68 33 617 fax (39)06-68 67 434 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 (Art. 2 of the Statutes).
7. <b>C.T.C.U. CENTRO TUTELA CONSUMATORI UTENTI – VERBRAUCHERZENTRALE SUDTIROL</b>	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 (Art. 1 of the Statutes).
8. <b>CITTADINANZATTIVA -</b>	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 (Art. 1 of the Statutes).
9. <b>CODACONS–COORDINAMENTO DELLE ASSOCIAZIONI PER LA TUTELA DELL'AMBIENTE E LA DIFESA DEI DIRITTI DI UTENTI E CONSUMATORI</b>	Viale Mazzini, 73 I-00195 Roma tel. (39)06-37 25 809 fax (39)06-37 01 709 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 (Art. 2 of the Statutes).
10. <b>CODICI – CENTRO PER I DIRITTI DEL CITTADINO</b>	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 (Art. 3 of the Statutes).

Name of the entity	Contact details	Purpose
11. <b>CONFCONSUMATORI _CONFEDERAZIONE GENERALE DEI CONSUMATORI</b>	Via G. Mazzini, 43 I-43100 Parma (PR) tel. (39)052-12 30 134 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 (Art. 2 of the Statutes).
12. <b>FEDERCONSUMATORI – FEDERAZIONE NAZIONALE DI CONSUMATORI E UTENTI</b>	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 (Art. 2 of the Statutes).
13. <b>LA CASA DEL CONSUMATORE</b>	Via Bobbio, 6 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 (Art. 1 of the Statutes).
14. <b>LEGA CONSUMATORI</b>	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 (Art. 3 of the Statutes).
15. <b>MOVIMENTO CONSUMATORI</b>	Via Piemonte, 39/A I-00187 Roma tel. (39)06-48 80 053 fax (39)06-48 20 227 info@movimentoconsumatori.it www.movimentoconsumatori.it	Protects the rights and interests of consumers and users in general, as referred to in Art. 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 (Art. 2 of the Statutes).
16. <b>MOVIMENTO DIFESA DEL CITTADINO - ONLUS</b>	Via Quintino Sella, 41 I-00187 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 (Art. 1 of the Statutes).

Name of the entity	Contact details	Purpose
17. <b>UNIONE NAZIONALE CONSUMATORI</b>	Via Duilio, 13 I-00192 Roma tel. (39)06-32 69 531 fax (39)06-32 34 616 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 (Art. 2 of the Statutes).
18. <b>ASSOCONSUM ONLUS.</b>	Via Lombardia, 30 00187 Roma Tel. 06 42009318 Fax 06 42009322 Email: info@asso-consum.it www.asso-consum.it	In the years immediately after it was founded, Asso-consum was mainly active in the parliamentary field: between 2002 and 2007, at least 600 parliamentary questions were prompted by its reports.  As it gradually recruited more staff, it acquired the additional capacity to provide assistance, guidance and training for consumers (both members and non-members) and also free legal advice in the following areas: credit and savings, contracts, telecommunications, transport, class actions, health, tourism, the environment, food and privacy.  Asso-Consum has recently been involved in initiatives of national significance: namely, the negotiations with Costa Crociere on compensation for the <i>Concordia</i> passengers, the presentation of the referendum on abolishing the reimbursement of political parties' election expenses and the class action against the Banca di Campania in respect of commission charged on highest debit balances.

## CYPRUS

Name of the entity	Contact details	Purpose
1. <b>Competition and Consumer Protection Service of the Ministry of Commerce, Industry and Tourism</b>	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.
2. <b>Cypriot Consumers Association</b>	Tel.: (357) 22 51 61 12/3/4 Fax: (357) 22 51 61 18 Email: cyconsas@spidernet.net and 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. <b>Cyprus Consumers and Quality of Life</b>	Tel.: (357) 22 31 31 11 (357) 22 46 30 03 Fax: (357) 22 46 30 77 Email: consumersunion@cytanet.com.cy www.consumersunion.org.cy	The aim is to defend and to promote all consumers' interests indiscriminately and to safeguard their rights to a comfortable and healthy life in a sustainable and developed environment.

## LATVIA

Name of the entity	Contact information	Purpose
1. <b>Patērētāju tiesību aizsardzības centrs</b>	Tālrunis: (371) 73 38 026 Fakss: (371) 73 38 024 E-pasts: tpc@apollo.lv www.ptac.gov.lv	To implement the protection of consumer rights and interests.

## LITHUANIA

Name of the entity	Contact information	Purpose
1. <b>Nacionalinė vartotojų teisių apsaugos taryba prie Teisingumo ministerijos</b>	Vilniaus g. 25, LT-01119, Vilnius, Lietuva Tel.: (370) 52 62 67 51 Faks.: (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. <b>Union luxembourgeoise des consommateurs nouvelle asbl</b>	55, rue des Bruyères L-1274 Howald Tel: (352) 49 60 22-1 Fax: (352) 49 49 57 Email: ulc@pt.lu Website: www.ulc.lu	Information, education, protection, consumer protection, legal services, consultation with experts, legal assistance, representation with public authorities.
2. <b>Automobile Club du Grand-Duché de Luxembourg asbl</b>	54, route de Longwy L-8007 Bertrange Tel.: (352) 45 00 45-1 Fax: (352) 45 04 55 Email: 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. <b>Fogyasztóvédelmi Egyesületek Országos Szövetsége</b>	Logodi u. 22-24 H-1012 Budapest, Tel.: (36) 1 31 17 030 Fax: (36) 1 33 17 386 email: 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. <b>Országos Fogyasztóvédelmi Egyesület (OFE)</b>	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. <b>Magyar Energiafogyasztók Szövetsége (MESZ)</b>	Fő u. 68 H-1027 Budapest Tel.: (36)1 22 41 478 Fax: (36)1 22 41 478	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. <b>Csepeli Fogyasztóvédelmi Egyesület</b>	Petz Ferenc u. 8 H-1211 Budapest Tel.: (36)1 42 54 507 Fax: (36)1 42 54 507	General representation and protection of consumer interests and enforcement of their rights.
5. <b>Magyar Autóklub Egyesület (MAK)</b>	Rómer Flóris u. 4/a H-1024 Budapest Tel.: (36) 134 51 800 Fax: (36) 1 34 51 801	Protection of the motoring interests of association members.
6. <b>Csalán Környezet és Természetvédő Egyesület</b>	Kossuth L. u. 1, II/2 H- 8200 Veszprém Tel.: (36)-88 57 83 90 Fax: (36) 88 57 83 91 Email: 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.
7. <b>Fogyasztói Jogérvényesítő Szervezet (FJSZ)</b>	Thaly Kálmán utca 22-24.1./4. 1096 Budapest Email: info@fjsz.hu Representative: Dr. Márk Erdélyi, President	The aim of the organisation is to enforce consumers' rights; to expose infringements affecting consumers; safeguard consumers' interests; raise awareness of consumers' rights; support consumer protection activities carried out by the state and other bodies; to extend consumers' rights, and take steps to make protection more effective.
8. <b>Pénzügyi Ismeretterjesztő és Érdek-képviseleti Egyesület (PITEE)</b>	Mátyás tér 17. 3. 9. 1084 Budapest, email: pite2008@gmail.com Representative: Dr Dénes Lázár, President	Developing consumer awareness; understanding, knowledge and protection of local and national consumer interests; shaping and developing national consumer behaviour; examining, presenting and researching consumer behaviour; providing consumer protection services, promoting consumer information and lobbying, helping to make consumer protection more effective; supporting consumers in legal disputes with utility companies, telecommunication companies, financial institutions, financial service providers, insurance companies, insurance brokers, parking companies, travel agents, estate agents and all other commercial companies.

## MALTA

Name of the entity	Contact Details	Purpose
<p>1. <b>Malta Competition and Consumer Affairs Authority</b></p>	<p>Godwin Mangion Director General Malta Competition and Consumer Affairs Authority (MCCAA) Mizzi House National Road Blata l-Bajda HMR9010 Malta email: godwin.mangion@gov.mt tel: +356 21496919</p>	<p>To enforce the corresponding national legislation transposing:</p> <ul style="list-style-type: none"> <li>— 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;</li> <li>— 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;</li> <li>— 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);</li> <li>— 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;</li> <li>— Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts;</li> <li>— Council Directive 85/577/EEC of 20 December 1985 to protect the consumer in respect of contracts negotiated away from business premises.</li> </ul>
<p>2. <b>Malta Tourism Authority</b></p>	<p>Marie Louise Mangion Director Malta Tourism Authority Auberge d'Italie Triq il-Merkanti Valletta Malta Tel: 22915045/22915058 Email: marie-louise.mangion@gov.mt</p>	<p>To enforce the corresponding national legislation transposing:</p> <ul style="list-style-type: none"> <li>— 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 timeshare basis;</li> <li>— Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours.</li> </ul> <p>Both Directives have been transposed to by virtue of the Malta Travel and tourism Services Act (Cap. 409).</p>
<p>3. <b>Broadcasting Authority</b></p>	<p>7, Mile End Road Hamrun Malta Tel: +356 21 221281 Fax: +356 21 240855 Email: kaquilina@ba-malta.org</p>	<p>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).</p>



Name of the entity	Contact Details	Purpose
4. <b>Medicines Authority</b>	Patricia Vella Bonanno Chief Executive Officer 203, Level 3, Rue D'Argens, Gżira GŻR 1368, MALTA Tel: (+356) 2343 9112 Fax: (+356) 2343 9161 Email: patricia.vella@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.  The Medicines Products (Injunction to advertising) Regulations, 2008 are foreseen to be published in the Government Gazette of Malta in January/February 2008.
5. <b>Malta Communications Authority</b>	Philip Micallef Chairman Malta Communications Authority Valletta Waterfront Pinto Wharf Floriana FRN1913 Tel: +356 2133 6840 Fax: +356 2133 6846 Email: philip.a.micallef@mca.org.mt website: www.mca.org.mt	To enforce the corresponding national legislation transposing:  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.  Electronic Commerce (General) Regulations (LN251/06), Regulation 15  Regulations made in accordance with Article 25 of the Electronic Commerce Act (Cap. 426)
6. <b>L-Ghaqda tal-Konsumenturi [Consumer Association – Malta]</b>	Consumers' Association - Malta, 43/10, St.Zachary Street Valletta, VLT 04, Malta Tel: 00356 21239091 Tel: 00356 79836128 President Mr. Benny Borg Bonello info@camalta.org.mt bborgbonello@camalta.org.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.

Name of the entity	Contact Details	Purpose
7. <b>Association For Consumer Rights (Malta)</b>	<p>Pope Pius XII, Flat 4, Mountbatten Street, Blata l-Bajda Hamrun HMR 1579, Malta Tel: 356 21246289 Email: associationforconsumerrights@gmail.com</p> <p>President Stefan Xuereb Email: stefan@camalta.org Tel No: 21432661 Mobile: 79233333</p> <p>Hon General Secretary Grace Attard Email: grace.attard@gmail.com Tel no: 356 21488391 Mobile no: 356 99225445</p>	<p>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.</p>

## NETHERLANDS

Name of the entity	Contact details	Purpose
1. <b>Consumentenbond</b>	<p>Enthovenplein 1 Postbus 1000 NL-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</p>	<p>Seeks to enable consumers to make easier and better choices in a sustainable and socially justifiable society.</p>

## AUSTRIA

Name of the entity	Contact details	Purpose
1. <b>Wirtschaftskammer Österreich</b>	<p>Wirtschaftskammer Österreich Wiedner Hauptstraße 63 A-1045 Wien Tel. (43-1) 501 05 42 96 Fax (43-1) 50 20 62 43 Email: huberta.maitz-strassnig@wko.at</p>	<p>Represents and promotes the common interests of its members and of industry and trade and individual members (§ 1 of the <i>Wirtschaftskammergesetz</i> = 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) und § 14(1) of the UWG.</p>

Name of the entity	Contact details	Purpose
2. <b>Bundesarbeitskammer</b>	Bundesarbeitskammer Prinz-Eugen-Straße 20-22 A-1040 Wien Tel. (43-1) 501 65 25 50 Fax (43-1) 501 65 25 32 Email: 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) und § 14(1) of the UWG.
3. <b>Präsidentenkonferenz der Landwirtschaftskammern Österreichs</b>	Präsidentenkonferenz der Landwirtschaftskammern Österreichs Löwenstraße 12 A-1010 Wien Tel. (43-1) 534 41 85 00 Fax (43-1) 534 41 85 09 Email: 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) und § 14(1) of the UWG.
4. <b>Österreichischer Gewerkschaftsbund</b>	Österreichischer Gewerkschaftsbund Hohenstaufengasse 10-12 A-1010 Wien Tel. (43-1) 53 44 44 05 Fax (43-1) 53 44 45 52 Email: 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) und § 14(1) of the UWG.
5. <b>Verein für Konsumenteninformation</b>	Verein für Konsumenteninformation Mariahilferstraße 81 A-1010 Wien Tel. (43-1) 58 87 73 33 Fax (43-1) 588 77 75 Email: 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) und § 14(1) of the UWG.
6. <b>Österreichischer Landarbeiterkammertag</b>	Österreichischer Landarbeiterkammertag Marco d'Aviano-Gasse 1 A-1015 Wien Tel. (43-1) 512 23 31 Fax (43-1) 512 23 31/70 Email: 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.

Name of the entity	Contact details	Purpose
7. <b>Österreichischer Seniorenrat (Bundesaltenrat Österreichs)</b>	Österreichischer Seniorenrat (Bundesaltenrat Österreichs) Sperrgasse 8-10/III A-1150 Wien Tel. (43-1) 892 34 65 Fax (43-1) 892 34 65/24 Email: 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. <b>Schutzverband gegen den unlauteren Wettbewerb</b>	Schutzverband gegen den unlauteren Wettbewerb Schwarzenbergplatz 14 A-1040 Wien Tel. (43-1) 514 50 32 92 Fax (43-1) 505 78 93 Email: office@schutzverband.at	Combats unfair competition, especially trade libel in economic life. Protects the collective interests of consumers pursuant to § 1, § 2(1) und § 14(1) of the UWG.

## POLAND

Name of the entity	Contact details	Purpose
1. <b>Rzecznik Praw Obywatelskich</b>	<b>Biuro Rzecznika Praw Obywatelskich</b> 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.
2. <b>Rzecznik Ubezpieczonych</b>	<b>Biuro Rzecznika Ubezpieczonych</b> Aleje Jerozolimskie 44 PL-00 – 024 Warszawa Tel. (48 22) 33 37392 (48 22) 33 37328 Fax: (48 22) 33 37 329 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 Minister issues concerning mandatory insurance or to call for possible changes in the regulations on mandatory insurance.

Name of the entity	Contact details	Purpose
<p>3. <b>Rzecznik Konsumentów</b></p>	<p>Miejski/Powiatowy Rzecznik Konsumentów – some 360 throughout the country  <b>Miejski Rzecznik Konsumentów w Warszawie</b>            Ul. Górskiego 7            PL-00-033 Warszawa            T: (48 22) 826 17 12;            T/F: (48 22) 827 76 37            email: mrothert@warszawa.um.gov.pl            konsument@warszawa.um.gov.pl</p>	<p>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.</p> <p>The main responsibilities of the Consumer Ombudsman are:</p> <ol style="list-style-type: none"> <li>1) to ensure free consumer advice and legal information in the field of consumer protection;</li> <li>2) to propose new regulations and changes to regulations in local legislation in the field of consumer protection;</li> <li>3) to take action against businesses in cases concerning the protection of consumer rights and interests;</li> <li>4) to cooperate with the appropriate local branch of the Office for Consumer Protection, the Trade Inspectorate and consumer organisations;</li> <li>5) to undertake other tasks as described in the Act or in specific regulations.</li> </ol> <p>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.</p>
<p>4. <b>Organizacje Konsumentckie</b></p>	<ol style="list-style-type: none"> <li>1) <b>Federacja Konsumentów Rady Krajowej Federacji Konsumentów:</b>            Plac Powstańców 1            PL-00-030 Warszawa,            tel./fax: (48 22) 827 51 05,            www.federacja-konsumentow.org.pl            Email: biuro@federacja-konsumentow.org.pl</li> <li>2) <b>Stowarzyszenie Konsumentów Polskich</b>            ul. Nowowiejska 25,            PL-00-665 Warszawa            tel.: (48 22) 660 52 71            fax: (48 22) 825 68 31            email: consumer@skp.pl            http://www.skp.pl/</li> </ol>	<p>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.</p> <p>The organisations mentioned in section 1 have the right to:</p> <ol style="list-style-type: none"> <li>1) express their opinion on draft legislation and other documents concerning consumer rights and interests;</li> <li>2) develop and promote consumer education programmes;</li> <li>3) carry out tests of products and services and publish the results of such tests;</li> <li>4) publish magazines, research projects, brochures and leaflets;</li> <li>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;</li> <li>6) participate in standardisation work;</li> <li>7) complete assignments on a national level in the field of consumer protection, as commissioned by national and local government bodies;</li> <li>8) apply for subsidies from public funds to undertake the assignments specified in point 7 above.</li> </ol>

## PORTUGAL

Name of the entity	Contact details	Purpose
1. <b>Associação de Consumidores da Região Autónoma dos Açores</b>	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. <b>Associação de Consumidores de Portugal</b>	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. <b>Associação de Consumidores de Setúbal</b>	Tel. (351) 265 23 79 70 Fax (351) 265 23 79 70 Email: acset-setubal@iol.pt	Defend consumers in general.
4. <b>DECO - Associação Portuguesa para a Defesa dos Consumidores</b>	Rua Artilharia Um, n.º 79 - 4º 1269-160 LISBOA <b>Tel:</b> 21 371 02 00 <b>Fax:</b> 21 371 02 99 <b>Email:</b> decolx@deco.pt <b>Web:</b> www.deco.proteste.pt	The purpose of this association is to defend the rights and legitimate interests of consumers

## ROMANIA

Name of the entity	Contact details	Purpose
1. <b>Asociația pentru Protecția Consumatorilor din România (APC - România)</b>	APC Romania Intr. Licurici 2, Bloc 2, Ap. 2, Sector 3, București, România, RO-030894 Tel/fax: +40-(21)-311.02.43 Email: office@apc-romania.ro Web: 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. <b>Društvo za varstvo potrošnikov Maribor</b>	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'.

Name of the entity	Contact details	Purpose
2. <b>Mednarodni inštitut za potrošniške raziskave</b>	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. <b>Obalno združenje potrošnikov Koper</b>	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'.
4. <b>Varstvo potrošnikov Celje</b>	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. <b>Zavod za varstvo potrošnikov</b>	Tel.: (386 1) 256 88 77 Fax.: (386 1) 256 88 77 varstvo.potrosnikov@siol.net Koprška 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. <b>Združenje potrošnikov Gorenjske Kranj</b>	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. <b>Združenje potrošnikov Posavja</b>	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. <b>Združenje potrošnikov Pomurja</b>	Tel.: (386 2) 5349 390 Fax.: (386 2) 5349 391 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. <b>Združenje potrošnikov Primorske</b>	Tel.: (386 5) 333 41 43 Fax.: (386 5) 334 651 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'.

Name of the entity	Contact details	Purpose
10. <b>Združenje potrošnikov Zasavja</b>	Tel.: (386 3) 566 90 40 Fax.: (386 3) 566 90 41 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. <b>Zveza potrošnikov Slovenije – društvo</b>	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. <b>Zveza potrošniških združenj Slovenije</b>	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'.
13. <b>Gospodarska zbornica Slovenije</b>	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. <b>Obrtna zbornica Slovenije</b>	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. <b>Združenie slovenských spotrebiteľov</b>	Palisády 22, Bratislava Tel. (421) 2 54 41 11 48 Fax. (421) 2 54 41 11 48 Email: 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. <b>Ochrana spotrebiteľa Oravy</b>	Obrancov mieru 2, Dolný Kubín Tel. (421) 435 88 61 23 Mob. (421) 907 24 21 11 Email: osodk@centrum.sk	Mediating solutions in disputes between consumers and sellers.
3. <b>Asociácia užívateľov služieb</b>	Skuteckého 30, Banská Bystrica Tel. (421) 484 13 87 08 Email: asubb@centrum.sk www: www.asu.sk	Representation of consumer interests in court.



Name of the entity	Contact details	Purpose
4. <b>Infospot, informačné a spotrebiteľské centrum</b>	Žabotova 2, Bratislava Tel. (421) 252 49 19 11 Mob. (421) 905 25 00 05 Email: infospot@vnet.sk	Out of court settlement of consumer disputes, representation in court, representation at the bodies of national administration.
5. <b>Spotrebiteľská informačná agentúra</b>	Horný val 24, Žilina Tel. (421) 415 62 59 92 Fax. (421) 415 00 08 33 Email: terc@slovanet.sk	Resolving consumer disputes through out of court settlements; representation of consumers in court.
6. <b>Združenie na ochranu práv spotrebiteľov v Poprade</b>	Šrobárova 2676/30, Poprad Tel. (421) 908 32 74 64 Email: ochpp@pobox.sk	Protection of consumer rights at the place of settlement; representation of consumers in court.
7. <b>Združenie bratislavských spotrebiteľov</b>	Stavbárska 60, Bratislava Tel. (421) 903 84 72 92 Email: zbs@pobox.sk	Representation of consumers and the submission of requests for court orders.
8. <b>Združenie občianskej sebaobrany</b>	Mraziarenská 3, Bratislava Tel. (421) 255 41 01 75 Mob. (421) 904 88 32 49/ (421) 903 70 34 73 Email: sebaobrana@szm.sk web: www.sebaobrana.szm.sk	Representation of consumers in consumer disputes especially for monopoly supply services.
9. <b>Asociácia spotrebiteľských subjektov Slovenska</b>	Ul. 17. Novembra 14, Stará Ľubovňa Tel. (421) 52 432 60 47 Fax. (421) 52 432 60 47 Email: asociaciask@stonline.sk web: www.spotrebiteliask.sk	Provision of advisory services; help for consumers in court.
10. <b>Regionálne združenie spotrebiteľov Regionspot</b>	Kapisztoryho 1, Nové Zámky Tel. (421) 35 42 32 64	Provision of advisory services; help for consumers in court
11. <b>Združenie na ochranu práv spotrebiteľov vlastníkov a nájomcov bytov</b>	Ipeľská 5 Bratislava 821 07 Email: znos@post.sk	Protection of consumer rights of owners and renters of flats
12. <b>European Information Society Institute, o.z. (EISI)</b>	Dobrianskeho 1580, Vranov nad Topľou Email: eisi@eisonline.org Web: www.eisonline.org	Protection of consumer rights and interests. Provision of advisory service, resolving consumers disputes through out of court settlements, representation of consumers in court. Educate consumers, raise consumer awareness.

Name of the entity	Contact details	Purpose
13. <b>Spoločnosť ochrany spotrebiteľov S.O.S. Poprad</b>	Nábrežie Jána Pavla II. 439/16 058 01 Poprad email: info@sospotrebitelov.sk web: www.sospotrebitelov.sk tel.: 00421 52 286 1300	Alternative dispute resolution and online dispute resolution, collective redress, advocacy, education and publishing activities, daily advisory centre for consumers, national and international activities focused on consumer rights protection and better enforcement of the law
14. <b>Úžera.org</b>	Jazerná 19, Nové Zámky Mob. (421) 949 180 674 Email: zdruzenie@uzera.org web: www.uzera.org	Representation of consumers in court. Providing expert consultation. Alternative dispute resolution. Collective defence of consumer rights. Educating consumers and suppliers.
15. <b>Asociácia bankových klientov</b>	M. R. Štefánika 12, Martin Email: info@asbk.sk web: www.asbk.sk	Representation of consumers in court. Mediating solutions in disputes between consumers and banks.

## FINLAND

Name of the entity	Contact details	Purpose
1. <b>Kuluttaja-asiamies</b>	Tel. (358 9) 772 61 Fax (358 9) 772 67 557 Email posti@kuluttajavirasto.fi web: 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. <b>Kuluttajat — Konsumenterna ry</b>	Tel. (358 9) 877 50 120 Fax (358 9) 877 50 120 Email: info@kuluttajat-konsumenterna.fi web: www.kuluttajat-konsumenterna.fi	Monitors the effectiveness and progress of consumer protection.
3. <b>Suomen Kuluttajaliitto</b>	Tel. (358 9) 454 22 10 Fax (358 9) 454 22 120 Email suomen@kuluttajaliitto.fi web: www.kuluttajaliitto.fi	Monitors consumers' market interests using civil action.
4. <b>Kuluttajavirasto</b>	Tel. (358 9) 772 61 Fax (358 9) 772 67 557 Email posti@kuluttajavirasto.fi web: www.kuluttajavirasto.fi	Monitors package travel and security for this.
5. <b>Rahoitustarkastus</b>	Tel (358 10) 831 51 Fax (358 10) 831 53 28 Email rahoitustarkastus@rahoitustarkastus.fi web: www.rahoitustarkastus.fi	Supervises consumer credit marketing and contract conditions, together with the consumer ombudsman.
6. <b>Lääkelaitos</b>	Tel. (358 9) 47 33 41 Fax (358 9) 71 44 69 Email kirjaamo@nam.fi web: www.laakelaitos.fi	Supervises advertising of medicines.
7. <b>Sosiaali- ja terveydenhuollon tuotevalvontakeskus</b>	Tel. (358 9) 396 72 70 Fax (358 9) 39 67 27 97 web: www.sttv.fi	Supervises tobacco and alcohol advertising.

Name of the entity	Contact details	Purpose
8. <b>Viestintävirasto</b>	Tel. (358 9) 69 661 Fax (358 9) 69 66 410 Email kirjaamo@ficora.fi web: 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. <b>Vakuutusvalvontavirasto</b>	Tel. (358 9) 415 59 50 Fax (358 9) 415 59 660 Email kirjaamo@vakuutusvalvonta.fi web www.vakuutusvalvonta.fi	Supervises insurance marketing and the use of insurance conditions.

## SWEDEN

Name of the entity	Contact details	Purpose
1. <b>Konsumentverket/ Konsumentombudsmannen</b>	Tel: ( 46) 8 429 05 00 Fax: (46) 8 429 89 00 Email: konsumentverket@konsumentverket.se Web: www.konsumentverket.se	The Konsumentverket is the national-level administrative authority for consumer affairs and is tasked with the safeguarding of consumers' interests.

## UK

Name of the entity	Contact details	Purpose
1. <b>Competition and Markets Authority (CMA)</b>	Tel. 0203 738 6000 The Competition and Markets Authority Victoria House 34-63 Southampton Row London WC1B 4AD United Kingdom <a href="http://www.gov.uk/government/organisations/competition-and-markets-authority">www.gov.uk/government/organisations/competition-and-markets-authority</a> <a href="mailto:general.enquiries@cma.gsi.gov.uk">general.enquiries@cma.gsi.gov.uk</a>	The CMA is a non-ministerial Government department which works to promote competition for the benefit of consumers. It aims to make markets work well for consumers, businesses and the economy.
2. <b>The Information Commissioner's office (formerly The Information Commissioner)</b>	Tel. 01625 545 700 Fax 01625 524 510 Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF United Kingdom <a href="http://www.informationcommissioner.gov.uk">http://www.informationcommissioner.gov.uk</a> <a href="mailto:mail@ico.gsi.gov.uk">mail@ico.gsi.gov.uk</a>	The Information Commissioner has a number of specific duties under the Data Protection and Freedom of Information Acts.

Name of the entity	Contact details	Purpose
3. <b>The Civil Aviation Authority</b>	Tel. 020 7379 7311 Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE United Kingdom <a href="http://www.caa.co.uk">http://www.caa.co.uk</a>	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. <b>The Office of Gas and Electricity Markets (formerly the Gas and Electricity Markets Authority)</b>	Tel. 020 7901 7000 Fax 020 7901 7066 Ofgem 9 Millbank London SW1P 3GE United Kingdom <a href="http://www.ofgem.gov.uk/ofgem/index.jsp">http://www.ofgem.gov.uk/ofgem/index.jsp</a> <a href="mailto:enquiries@energywatch.org.uk">enquiries@energywatch.org.uk</a>	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. <b>The Office for the Regulation of Electricity and Gas (Northern Ireland) (formerly the Director-General of Electricity Supply for Northern Ireland)</b>	Tel. 02890 311575 The Office for the Regulation of Electricity and Gas (Northern Ireland) Brookmount Buildings 42 Fountain Street Belfast BT1 5EE United Kingdom <a href="http://ofreg.nics.gov.uk/index.html">http://ofreg.nics.gov.uk/index.html</a>	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. <b>The Office of Communications</b>	Tel. 0845 456 3000 Fax 0845 456 3333 The Office of Communications Riverside House 2a Southwark Bridge Road London SE1 9HA United Kingdom <a href="http://www.ofcom.org.uk">http://www.ofcom.org.uk</a> <a href="mailto:contact@ofcom.org.uk">contact@ofcom.org.uk</a>	The Office of Communications is the regulator for the UK communications industries, and is responsible for regulating television, radio, telecommunications and wireless communications services.
7. <b>The Office of Water Services (formerly the Director-General of Water Services)</b>	Tel. 0121 625 1300/1373 Fax 0121 625 1400 Office of Water Services Centre City Tower 7 Hill Street Birmingham B5 4UA United Kingdom <a href="http://www.ofwat.gov.uk">http://www.ofwat.gov.uk</a> <a href="mailto:enquiries@ofwat.gsi.gov.uk">enquiries@ofwat.gsi.gov.uk</a>	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. <b>The Office of Rail Regulation (formerly the Rail Regulator)</b>	Tel. 020 7282 2000 Fax 020 7282 2040 The Office of Rail Regulation 1 Waterhouse Square 138-142 Holborn London EC1N 2TQ United Kingdom <a href="http://www.rail-reg.gov.uk">http://www.rail-reg.gov.uk</a>	Responsible for regulating railways in Great Britain. The office's responsibilities include protecting the interests of users of railway services.

Name of the entity	Contact details	Purpose
<p>9. <b>Every weights and measures authority in Great Britain</b></p>	<p>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.offt.gov.uk            enquiries@oft.gsi.gov.uk</p>	<p>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.</p>
<p>10. <b>The Department of Enterprise, Trade and Investment in Northern Ireland</b></p>	<p>Tel. 028 9052 9900            Department of Enterprise, Trade and Investment            Netherleigh Massey Avenue            Belfast BT4 2JP            United Kingdom  <a href="http://www.detini.gov.uk">http://www.detini.gov.uk</a>  <a href="mailto:information@detini.gov">information@detini.gov</a></p>	<p>DETINI enforces law and regulations governing the sale and supply of goods and services in Northern Ireland and provides advice for consumers and business</p>
<p>11. <b>The Financial Conduct Authority</b></p>	<p>Tel. 020 7066 1000            The Financial Conduct Authority            25 The North Colonnade,            Canary Wharf,            London E14 5HS            United Kingdom  <a href="http://www.fca.org.uk">http://www.fca.org.uk</a></p>	<p>The FCA 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.</p>