

Euroconsumers Activities 2021 overview





"At Euroconsumers we consider an open dialogue as the key ingredient to rebuild a healthy and fair post-Covid market and society. We can deliver more value to consumers by building solutions together with market players. A frank, open and respectful dialogue can lead to initiatives that are more consumer-friendly by design."

Ivo Mechels
CEO



1.500.000
Consumers

A unique international consumers organization

Gathering together five national consumer organisations and giving voice to a total of more than **1.5 MILLION** people, Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and defence of consumer rights. We work closely together with Consumers International to ensure consumers are safe, that markets are fair and benefit from honest relations with businesses and authorities. Our European member groups are also part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives.





Governance

The Executive Management Team (EMT), composed of six Directors, five Country Managers and chaired by the CEO, plays a driving role in the implementation of Euroconsumers mission by focusing on four strategic topics: group strategy, product and marketing strategy, new product development and key group projects.



Ivo Mechels
CEO



Ivo Pareyns
Head of Strategy
Management & Support
and HR Director



Thierry Goor
Finance Director



Dominique Henneton
I&S Director



Philippe Jossart
Commercial Director



Marco Pierani
Public Affairs & Media
Relation Director



Mario Saraiva
BT Director



António Balhanas
Portugal Country
Manager



Reza Gholamalizad
Spain Country
Manager



Alberto Pirrone
Italy Country
Manager



Dirk Van Hevel
Belgium Country
Manager



Fabio Zacharias
Brazil Country
Manager



**The Euroconsumers
approach to enforcement:
together we are stronger**



Apple: Planned Obsolescence vs. Right to Repair

Euroconsumers filed four class-action lawsuits against Apple over the planned obsolescence of Apple iPhones. The lawsuits cover owners of iPhone 6, 6 Plus, 6S and 6S Plus and alleges Apple engaged in unfair and misleading commercial practices. The lawsuits ask for compensation of on average at least 60 euro for each affected consumer in Belgium, Spain, Italy and Portugal.

This dramatic step comes after Euroconsumers attempted to resolve this issue with Apple out-of-court, to no avail. A cease and desist letter was sent to Apple on 2 July 2020, asking the company to end planned obsolescence of iPhones, and to compensate European consumers following Apple's proposed settlement reached in March 2020 to pay affected iPhone owners up to \$500 million to settle another class action lawsuit and the decision of the Italian Administrative Court on 29 May confirming a €10 million fine to Apple for these activities related to planned obsolescence.

 Read the press release

 Read the article



 Watch the video



Did you buy an iPhone 6 in Belgium ? 🇧🇪

@Euroconsumers is asking a compensation of €60 per consumers to Apple for #PlannedObsolescence. 📱🔧

👉 Join our class action against #Apple in Belgium with @TestAchats & @Testaankoop here 📄 test-achats.be/actions-collec...



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5:25 PM · 8 apr 2021 · Twitter Web App



HP

On May 2021, Euroconsumers asked HP to compensate consumers affected by the failed compatibility of its printers with third-party cartridges.

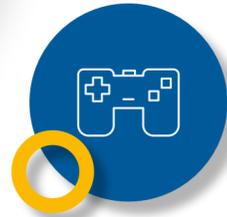
Since at least the end of 2016, HP has promoted that its printers were compatible with third-party cartridges while in practice they were not. Following a firmware update, users received an error message when installing third-party cartridges on HP printers. This error message led users to believe the perfectly good third-party cartridge was defective and forced them to purchase more expensive HP ones, or even replace their printer entirely.

This initiative opened a dialogue with HP thanks to which it was possible to start negotiations for an agreement that consumers will be able to benefit from and which will lead to greater transparency on the use of HP printer protection systems.

[Read the letter](#)

[Read the press release](#)





Built to fail (again): Nintendo's new "Switch" console

On October 2021, Euroconsumers wrote to Nintendo to highlight that the new version of the Nintendo "Switch" console appears to show an unsolved technical problem with its controllers - an issue called "Joy-Con Drift" - that prevents players from playing and thus limits significantly the product lifespan. Euroconsumers has confronted Nintendo, asking them to adequately inform consumers of the existence of the "Joy-Con Drift" and its impact on the expected lifespan of the Nintendo controllers on the packaging of the product.

Eurconsumers also asked Nintendo to fully respect provisions on the legal product guarantee, without imposing any burden of proof on consumers or charging them with any costs to repair or replace their Switch controllers.

Joy-con drift is not only harmful to consumers but also to the environment, resulting in the production of electronic waste, which is particularly difficult to dispose of, while stimulating an environmentally unsustainable economic cycle.

[Read the press release](#)

In its fight against early obsolescence and electronic waste, Euroconsumers also raised concrete concerns with Microsoft and Nintendo.



Windows 11

As a consequence of Microsoft's upgrade to Windows 11 millions of individual users across the globe will be forced to throw away their old devices and buy new ones.



Dieselpgate: the net is closing in on VW

The strength and robustness of Euroconsumers' coordinated class action against Volkswagen delivered impressive victories for Euroconsumers' members OCU and Altroconsumo. First the Spanish court ruled VW must compensate affected consumers €3000 each. Then Altroconsumo obtained more than 200 million euros compensation for Italian Dieselpgate victims. The largest class action won in Europe to this day!

And we will continue, with the support of the European Commission and CPC network. In response to our call for equal treatment for all European Dieselpgate victims, they released a joint statement declaring VW violated EU law and needs to compensate all European consumers.

[Read the press release 1](#)

[Read the press release 2](#)

113.000
Consumers joined our Dieselpgate battle



[Read the article](#)





The consumer pulse towards post-covid recovery



We stand for a stronger and fairer EU, to tackle the crises

As the Covid-19 pandemic continued to also unwind in 2021, **Euroconsumers stood with consumers to help mitigate the impactful (economic) effects of the crisis and prepare them for a post-covid recovery.**

To secure consumers' right to move freely again, Euroconsumers pushed for the EU Covid Certificate to become a truly effective and non-discriminatory tool, advocating for free of charge testing and urging member states to refrain from additional unilateral requirements.

Likewise Euroconsumers pulled out all stops when the unfolding energy crisis left consumers with skyrocketing prices. Offering concrete support, questioning the status quo, calling for a speedier green transition and for one strong and competitive European energy market.

📄 Position paper on energy prices

📄 Position paper on Digital Green Certificate

Digital Green Certificate
For **non-discriminatory, coordinated**
and **proportionate** travel restrictions



Covid 19

Euroconsumers' long lasting experience in running high quality cross-country consumer surveys has allowed us, also during covid 19, to capture the real consumer pulse, echoing their voice on crucial topics like mandatory vaccination, the EU Covid Pass, and vaccine contracts.

This firsthand information has been instrumental for Euroconsumers to prepare the road towards a post-covid recovery in a true consumer-proof way and equally convince all stakeholders on this matter.

[Read the press release 1](#)

[Read the press release 2](#)

[Read the press release 3](#)





Open minded webinars

At Euroconsumers we like to hear all points of view. Always with an open mind and without prejudice or discrimination.

In a series of webinars throughout 2021 Euroconsumers put pressing consumers issues - like digital wellbeing, skyrocketing energy prices or the EU Covid certificate - to the table, exploring all opportunities and challenges in an open dialogue with stakeholders from the policy world, industry, consumer movement, experts and academics.

Only by challenging the status-quo and testing our own beliefs, can we be sure they are truly right.



Watch the video



Watch the video



Watch the video



Euroconsumers
@euroconsumers

How can the [#DigitalGreenCertificate](#) be a fair & effective tool for citizens to regain their right to travel in Europe? 🇪🇺 ⚖️

We'll ask [@JFLopezAguilar](#) [@bialasiewicz](#) [@lluigsparaujo](#) [@JulieTestAchats](#) [@izverniceanu](#) [@alemannoEU](#)

📅 7 May
🕒 11:00 CET
🔗 bit.ly/33iU0JK

WEBINAR

How can the **Digital Green Certificate** be a fair and effective tool for citizens to regain their right to travel in Europe?

7 May 2021
11:00 CET

Euroconsumers
@euroconsumers

Yesterday the [@EUCouncil](#) met to discuss rising [#energyprices](#). ⚡

On the 28th October, we had our own council, where we discussed the [#energycrisis](#), putting the focus on consumers.

Watch some key moments below 📺

A conversation recorded on October, 28th 2021 with the kind participation of:

- European Commission - DG ENERGY
- Jan Cornille - Research Associate at School of Transnational Governance (European University Institute)
- Pedro Silva - DECO PROTESTE
- Simon November - TEST ACHAT
- Javier Arraiz - OCU
- Luisa Villa - Altroconsumo
- Alberto Alemanno - Moderator, IEC EU Law Professor

2:17 52 visualizzazioni



Smart cities

The majority of the global population live in cities. And this number will only grow. That is why AI will be crucial for the efficient management of our urban spaces, and making them healthier, safer, and more sustainable places to live.

The surveys carried out by Euroconsumers in Belgium, Portugal, Spain, Italy and Brazil in order to identify the trends in consumers' expectations, concerns, and opportunities related to new technologies and AI as solutions to urban problems in the post-covid era, show that cities remain attractive despite the pandemic and should serve as a basis for identifying what is needed from policy-makers to bring the promise of AI in cities.

Such positive pressures are tough not enough, they must be governed, **it is necessary to ensure that the funds of the Next Generation EU are well spent and that AI as well as all advanced technologies are channeled to improve people's lives in cities, within a framework of solid environmental sustainability.** As technology becomes more prevalent, and important, in our urban lives, continued consumer trust will be vital. That's why a robust legal framework is needed to reassure consumers that their data, privacy and security will be strongly protected.



[Read the press release](#)





**Open Dialogue,
Innovation, Expertise**





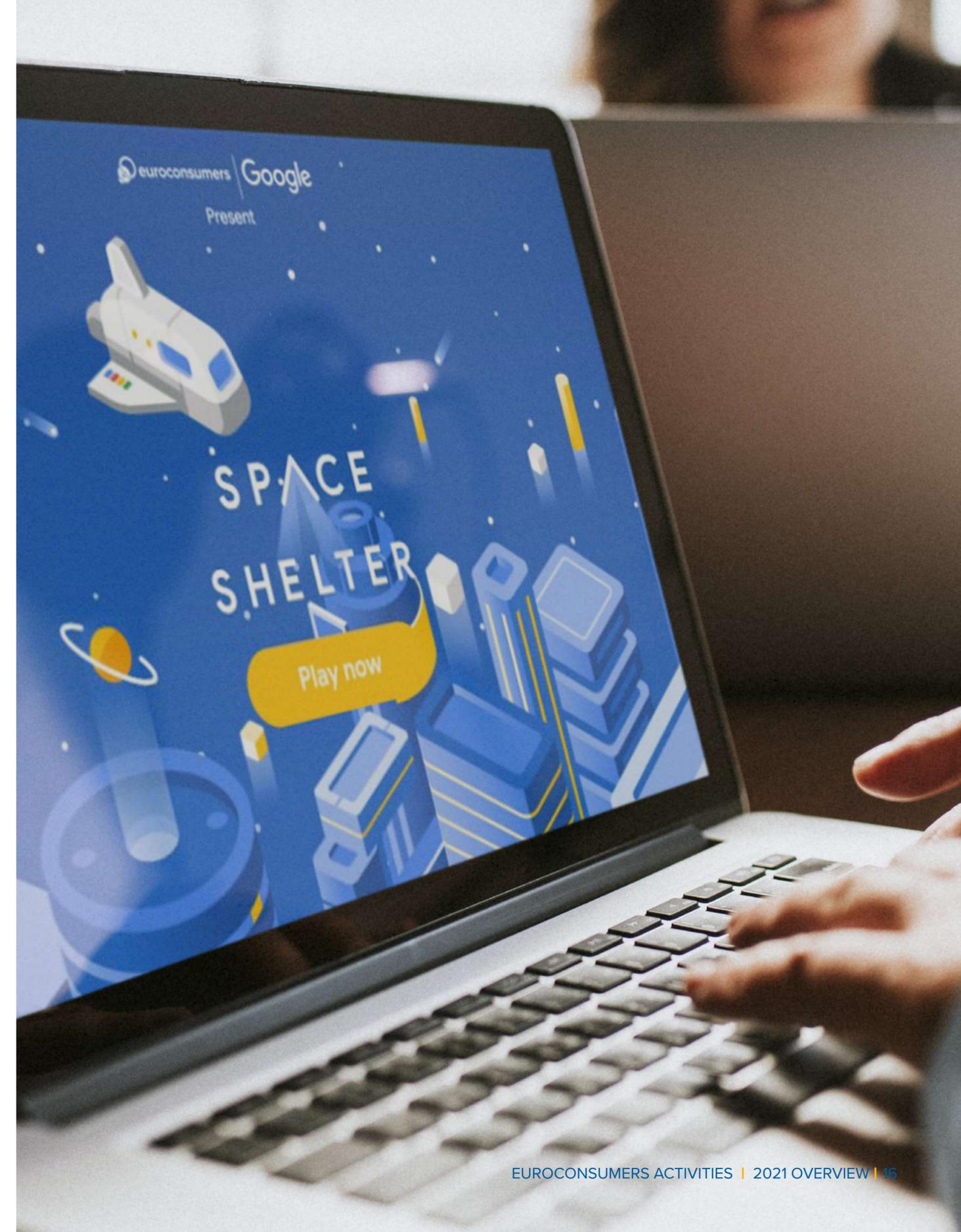
Space Shelter

Euroconsumers and Google created Space Shelter, a new online game that aims to make consumers aware of cybersecurity issues and transmit more responsible behavior when browsing online.

The game “Space Shelter” turns knowledge about online security into an adventure, with simple graphics, design and quality sound. Players can select an avatar chosen from a set of characters, then go through a series of five mini-games before finally reaching their destination: the Space Shelter.

At the same time, it’s possible to discover the elements that make an internet account secure, from the use of a password manager to the understanding of multi-character authentication, as well as various consumer privacy settings. are available. **The aim of this new game is to help people of all ages to test their knowledge and learn new tricks, just by having a normal/basic internet connection.**

[Read the press release](#)





Bext Award

Also this year in September Euroconsumers celebrated the BeXt Awards, a consumer brands competition that rewards best practice in sustainability, price, and quality across nine categories on the basis of the results of over 3000 quality comparative tests and cross-market surveys carried out by Euroconsumers' national organisations in Belgium, Italy, Spain, and Portugal. These tests measure longevity, reliability, quality, and value for money of household goods, and personal tech products.

Consumers are more aware than ever of the importance of sustainability, and of the impact of their purchases on the environment. With the BeXt Awards, Euroconsumers seeks to recognise those companies that have contributed to a better marketplace and planet with excellent products, while also helping consumers in their daily purchase choices.

Consumers face great change in the face of the digital and green transitions, but our consumers organisations, through such initiatives as the BeXt Awards, can guide the way in terms of best practise, and promoting innovation.

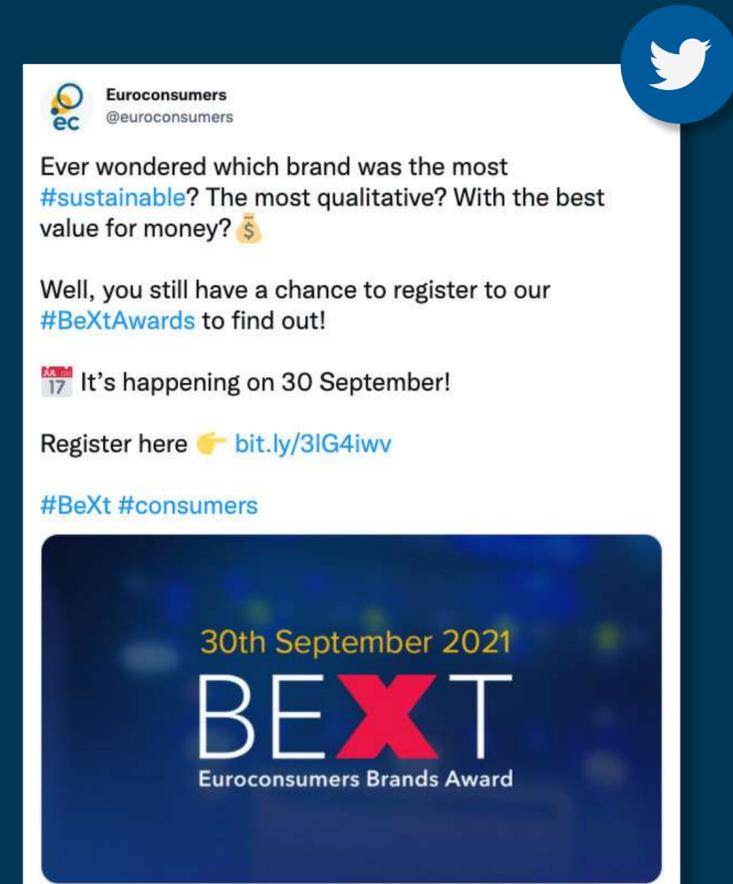
 Read the article



 Watch the video



 Watch the video





My Data is Mine

The My Data is Mine Award recognises young scholars who can offer a visionary contribution to data privacy in Europe and worldwide. **The 2021 call for papers was aimed at exploring the best opportunities, from a regulatory and technological point of view, to build a digital environment that maximizes benefits for consumers in terms of safeguarding and enhancing individual privacy while still allowing society to unlock the immense benefits that can be obtained from the increased use and study of data.**

My data is mine award giving took place in Lisbon during the Websummit the largest tech event in the world, where CEOs, members of the Fortune 500, as well as founders of start-ups from all over the world count among the participants.

The winners of the 2021 My Data Is Mine Award were Pietro Dunn and Giovanni De Gregorio with the paper “Profiling under Risk-based Regulation: Bringing together the GDPR and the DSA”

 Read the article



 Watch the video



 Euroconsumers
@euroconsumers

It was a big pleasure for #Euroconsumers to deliver on the stage of #WebSummit the 2021 #MyDataIsMine Awards to @pitdunn and @G_De_Gregorio as well as to @MachiTsokos as runner-up
Now available the full recording of the event youtu.be/qcm9fFhPYBQ



 Euroconsumers
@euroconsumers

Last summer we announced our call for papers for the 2021 #MyDataIsMine Award. ✍️
Today, we finally announce the winners! 🎉
And the winners are...

[@pitdunn](#) and [@G_De_Gregorio](#)!

The runner-up is [@MachiTsokos](#) !
#WebSummit





Third Euroconsumers International Forum

More than 400 participants gathered online on the 2nd of December for the Third International Euroconsumers Forum, to listen and interact about relevant present and future consumers issues with 69 distinguished speakers.

This year, alongside the partnership of some of the most relevant global market players, the Forum had the patronage of both the Mercosur parliament on one side and the European Commissioner for Justice and Consumers on the other, a welcomed recognition of the hard and professional work of the many people from two continents, who made this event possible.

Consumer organizations are important pillars of our society. Euroconsumers is growing with determination its relevance in the global market to help rebuild a more balanced and sustainable economy, and deliver local added value to consumers. We look forward to seeing even more participants for the Fourth edition of the Forum next year.



Watch the video



Watch the video



Watch the video



2021
euroconsumers
international forum

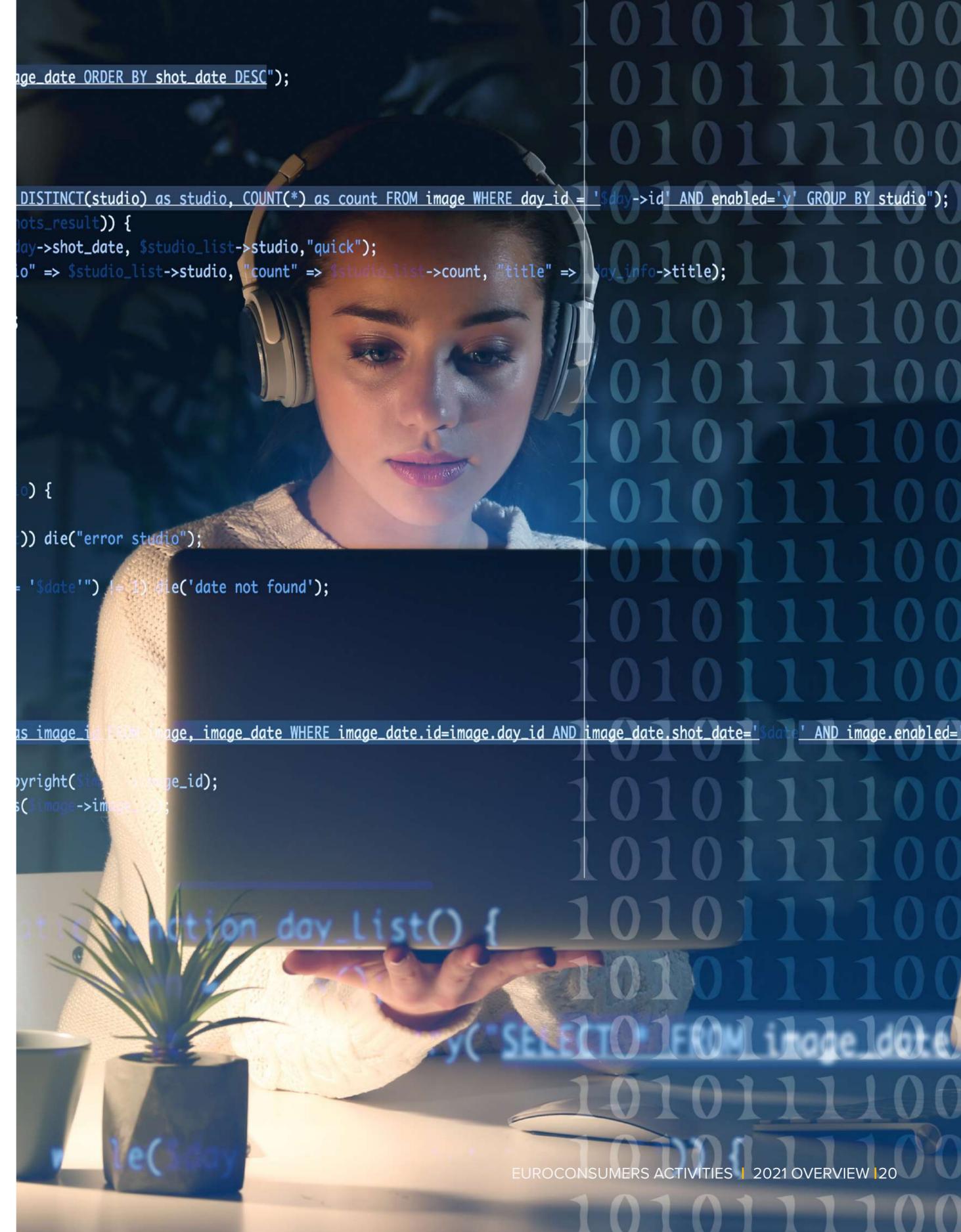


Euroconsumers vs. Facebook: a settlement to empower consumers

On April 2021, Facebook and Euroconsumers settled 4 class actions in Italy, Spain, Portugal and Belgium and started an innovative three-year period collaboration to improve consumers' digital lives and create added value for them.

Euroconsumers and Facebook are teaming up to implement several initiatives for the benefit of consumers on such issues as sustainability, online scams, and digital empowerment.

Facebook and Euroconsumers have also set up a committee on Consumer Policy that supports the enhancement of consumer protection by discussing research and analysis on topics of common interest, information on current and emerging issues and trends, and guidelines and policy principles for addressing problematic areas.





Grants fundraising program



EU projects

We develop projects that promote innovation and virtuous behavior in line with EU strategy and for that we got support by those who shared our values and believed in our skills. We can proudly say that we contributed to the Green Deal and Consumer agenda implementation, thanks to the activities aimed at promoting in particular digital empowerment, energy saving, green mobility, sustainability and enforcement.



MILE21

MORE
INFORMATION
LESS
EMISSIONS

CICLE

Cooperation Improving Consumer Life Solutions



This project was funded by the European Union's Consumer Programme (2014-2020).

96
new
partners

17
projects
ongoing

25
managed
since 2017





PREVENTOMICS

Personalised nutrition tools accessible to everyone, aimed at improving health and preventing the onset of diseases.

PROMPT

Independent testing programme assessing the lifetime of consumer products.

HARP

Aiming to raise consumer awareness on the efficiency of their heating system and to accompany them in adopting efficient alternatives, such as renewable energy-based solutions.

SHAREPAIR

Create a digital infrastructure that supports self-repair, repairing together (in repair cafés or repair centres), and repairing with professional support.

CLEAR X

To enable consumers to lead the energy transition by investing in renewable energy and sustainable energy (RES) and energy-efficient (EE) technologies.

CICLE

To be able to feed regularly enforcement activity with consumer complaints, in order to fill in the gap of EU market surveillance and improving cooperation between acknowledged consumer organizations and CPC authorities.

CIRCTHREAD

Aims to help appliances become truly sustainable.

MILE 21

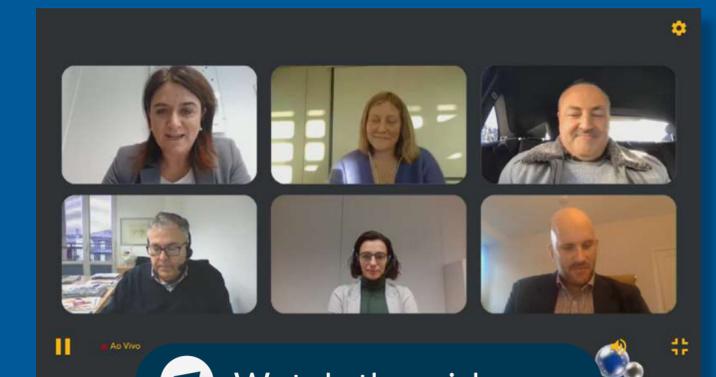
Aimed at providing consumers with the information they need so they are part of the solution to limit car emissions.

CLEAN

To help empower consumers with key knowledge about household detergents.

BELT

To promote the uptake of more efficient energy-related products.



With the support of the **European Commission** and in cooperation with **BEUC**:

PROTECTION OF PUBLIC HEALTH FROM AIR POLLUTION

To react against the inactivity of the public administration about air pollution in order to protect consumers health and also get economic redress for them when needed.

FOODSUPPADS

To focus on hidden advertising and hidden marketing in the social media in the field of health, tackling food supplements.

VIAGOGO

To start private enforcement (ask for compensation) against ticket reselling website Viagogo by several European consumer organisations because of unfair commercial practices and non-respect of contract law.

CONSUMERPRO

Training events on sustainability.

DECARBONISING HEATING FOR CONSUMERS

Study into the long term costs of new green heating valuable for consumers and policy makers.

CONSUMER VIEWS ON THE PRICES OF MEDICINES ELIGIBLE FOR REIMBURSEMENT BY THE NATIONAL HEALTHCARE SYSTEM

Discussion group research project in Italy and Spain to gather consumers' views about key issues that surround the debate on medicine affordability.

European Climate Foundation contributed to:

EVE-UX

Aimed at showing the benefits of driving electric cars and identifying the possible obstacles to their uptake.

TCO2

A subcontracted activity aiming at developing the calculation of the total cost of owning the e-car and the dissemination of its results via articles and social media.

Open Society Foundations supported:

ALEXM3

To raise awareness on the impact of the unethical conduct of pharmaceutical companies on patient's rights to access affordable healthcare.

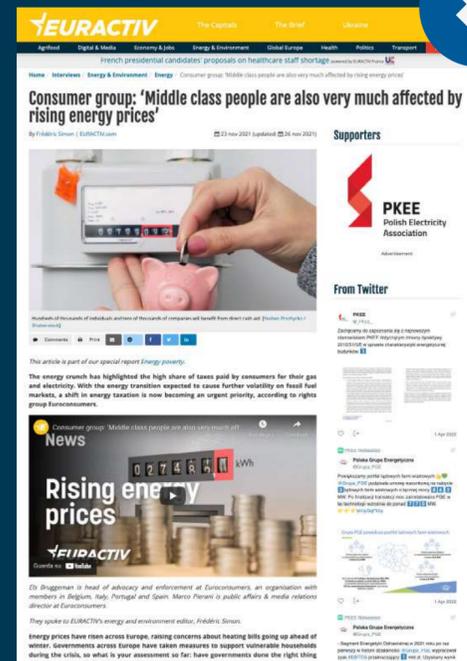
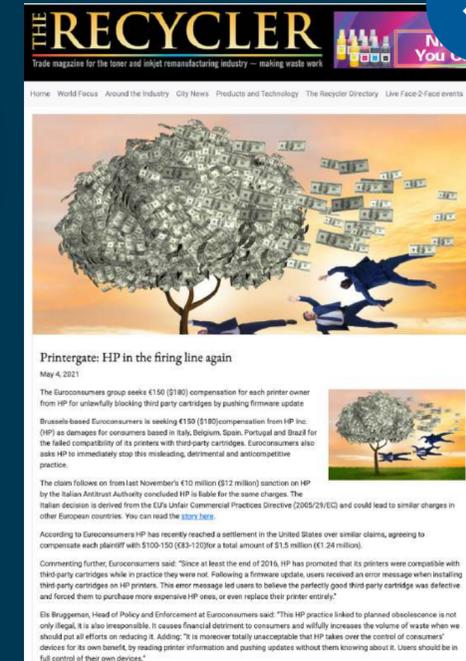




Media/press

Throughout 2021 Euroconsumers continued to grow a robust reputation as credible source of information for journalists, building upon several of our high quality product tests and consumer surveys, sharing first hand consumer experiences from our national consumer organisations, and showcasing a determined and experienced approach on coordinated class actions.

This resulted in steady media coverage in the main EU outlets, but also led to Euroconsumers being referenced in the communication of institutions like the World Economic Forum and the European Parliament.



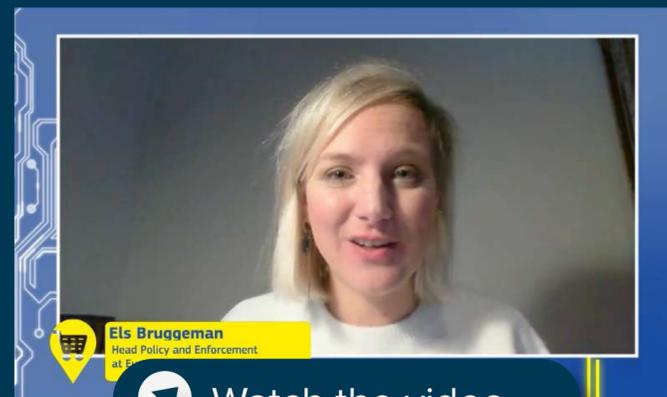


Institutional outreach

Euroconsumers was honored by the patronage of EU commissioner Didier Reynders for the 2021 Euroconsumers Forum. Likewise we were very pleased to welcome high-level representatives from the European Commission, European Parliament and IMCO committee to several of our debates, webinars and events, as we were happy to join ourselves major EU events as relevant stakeholder on pressing consumer matters.



[Watch the video](#)



[Watch the video](#)



[Watch the video](#)



Keep in touch

We believe in the importance of relationships to continue to improve our Organization, keeping it updated to present and future challenges. If you have any questions or suggestions, please let us know.





www.euroconsumers.org