



CONSUMER DIALOGUE

Dublin, 25th November 2022



Consumer Dialogue

The New Consumer Agenda: Policy Priorities and Actions to Empower Consumers in the Green and Digital Transitions

The European consumer policy delivered up to now real benefits through major pieces of legislation governing consumer rights, passenger rights, unfair commercial practices, unfair contract terms and representative actions for the protection of consumers' collective interests. This framework has given consumers a high level of protection and businesses legal certainty and security.

However, marketplaces are changing fast in the green and digital transitions, and the COVID-19 pandemic brought additional challenges for consumers highlighting the need for a holistic approach to consumer protection. The Commission therefore prepared a **New Consumer Agenda in 2020**, outlining the policy priorities and actions for the next five years for implementation at European and National level through close collaboration and partnerships, leaving no consumer behind. <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52020DC0696&from=EN>

Consumers' trust in the Single Market will be an important driver of the economic recovery of Europe following the pandemic and the recent Energy crisis with inflation and surging prices and interest rates. This will require that the Authorities throughout the EU make use of the strong mechanisms in place to effectively enforce consumer protection rules, also towards relevant third-country business operators, and provide redress to harmed consumers.

As part of this initiative, the Commission is organising a series of '*Consumer Dialogues*' in the Member States with a country-by-country approach, to discuss how close collaboration and partnerships at EU and National level can bring faster and more effective and lasting results. The goal of the dialogues is to listen to and discuss with National Authorities and stakeholders what partnerships and collaboration they will use to put the Consumer Agenda into practice on the ground. A **Consumer Dialogue for Ireland will be held on 25 November 2022 in Dublin**. The event is organised by the European Commission in collaboration with key National Authorities, and will feature an introduction to and stocktaking of the Consumer Agenda by Mr Didier Reynders, European Commissioner for Justice, followed by an intervention on Challenges for Consumer Policy in Ireland by Mr Dara Calleary, TD, Minister of State for Trade Promotion, Digital and Company Regulation at the Department of Enterprise, Trade and Employment, and an intervention on Challenges and Solutions for Consumers in the Energy Crisis by Mr Paul Bolger, Assistant Secretary at the Department of Environment, Communications and Climate. The event will be moderated by Mr Conor Pope, The Irish Times Consumer Affairs Correspondent, with interventions from representatives of the Competition and Consumer Protection Commission and the Commission for Regulation of Utilities, the European Commission Services DG Justice and Consumers and DG Energy plus representatives of consumer, business and other organisations and academia.

Sincerely yours,

Nils Behrndt
Deputy Director General,
Directorate General for Justice and Consumers
European Commission

Please find attached:

the Agenda, including Registration link