

Country	Official name	Informal title (EN)	Legal responsibility	Contact details
Austria	Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz - Bereich Konsumentenschutz (SLO)	Federal Ministry of Social Affairs, Health, Care and Consumer Protection - Directorate for Consumer Protection (SLO)	Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: Stubenring 1 1010 Wien Email: cpc@sozialministerium.at Website: http://www.sozialministerium.at Telephone: +43 1 711000
Belgium	Algemene directie Economische Inspectie - Dienst Internationale Samenwerking (Federale Overheidsdienst Economie, K.M.O., Middenstand en Energie), Directions générale de l'Inspection économique - Service de coopération internationale (Service Public Fédéral Economie, P.M.E., Classes moyennes et Energie), Generaldirektion Wirtschaftsinspektion – Dienst für internationale Zusammenarbeit (föderaler öffentlicher Dienst für Wirtschaft, KMU und Energie)	Directorate General for Enforcement and Mediation - International Cooperation Service (Federal Public Service of Economy, SME and Energy) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Koning Albert II-laan 16 1000 Brussel Email: Eco.inspec.int@economie.fgov.be Website: http://economie.fgov.be Telephone: +32 2 277 91 80
Bulgaria	Комисия за защита на потребителите	Commission for Consumer Protection - (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: ул. Врабча 1 1000 София Email: info@kzp.bg Website: https://kzp.bg/ Telephone: +359 2 9330 565
Croatia	Državni inspektorat Republike Hrvatske	State inspectorate (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Šubićeva 29 10000 Zagreb Email: pisarnica.dirh@dirh.hr Website: https://dirh.gov.hr/ Telephone: +385 1 2375 344

Cyprus	Υπηρεσία Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Consumer Protection Service (Ministry of Energy, Commerce and Industry) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Address: 2 Agapinoros Street, IRIS Tower 1421 Nicosia Email: ccps@meci.gov.cy Website: http://www.meci.gov.cy Telephone: +357 22200915
Czechia	Ministerstvo průmyslu a obchodu (NIMIC - SOLVIT Centre)	Ministry of Industry and Trade - Legislation Department (NIMIC - SOLVIT Centre) (CPC - SLO)		Address: Na Františku 32 11015 Praha Email: imi@mpo.cz Website: http://www.mpo.cz Telephone: +420 224 852 785
Denmark	Forbrugerombudsmanden	Danish Consumer Ombudsman (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Carl Jacobsens Vej 35 2500 Valby Email: imi@forbrugerombudsmanden.dk Website: https://www.forbrugerombudsmanden.dk Telephone: +45 41 71 51 51
Estonia	Tarbijakaitse ja Tehnilise Järelevalve Amet (NIMIC - SOLVIT Centre)	Consumer Protection and Technical Regulatory Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Endla 10a 10122 Tallinn Email: info@ttja.ee Website: https://www.ttja.ee Telephone: +372 6672000
Finland	Kilpailu- ja kuluttajavirasto (NIMIC), Konkurs- och konsumentverket (NIMIC)	Finnish Competition and Consumer Agency (NIMIC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive	Address: Lintulahdenkuja 2, PL 5 00531 Helsinki Email: nimic@kkv.fi Website: http://www.kkv.fi Telephone: +358 295053198

			2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
France	Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)	Directorate General for Competition, Consumption and Fraud Prevention (DGCCRF) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: 59 boulevard Vincent-Auriol 75703 Paris Email: communication@dgccrf.finances.gouv.fr Website: https://www.economie.gouv.fr/dgccrf Telephone: +33 1 44 97 23 89
Germany	Bundesministerium für Umwelt, Naturschutz, nukleare Sicherheit und Verbraucherschutz (CPC - SLO)	Federal Ministry of Justice and Consumer Protection (CPC - SLO)		Address: Stresemannstraße 128-130 10117 Berlin Email: CPC-SLO-Germany@bmuv.bund.de Website: https://www.bmuv.de/ Telephone: +49 30 18 3050
Greece	Υπουργείο Ανάπτυξης και Επενδύσεων Γενική Γραμματεία Εμπορίου & Προστασίας Καταναλωτή Γενική Διεύθυνση Προστασίας Καταναλωτή Διεύθυνση Πολιτικής και Ενημέρωσης Καταναλωτή	Directorate for Consumer Policy and Information (Ministry of Development and Investments / General Secretariat for Commerce and Consumer Protection / General Directorate for Consumer Protection) (CPC - SLO)		Address: Κάνιγγος 20 10181 Athens Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Telephone: +30 2103893667, +30 2103893424, +30 2103893546
Hungary	Igazságügyi Minisztérium (IM) - Alkotmányjogi Jogalkotásért és Fogyasztóvédelemért Felelős Helyettes Államtitkárság (AJFHÁT) (CPC- SLO)	Ministry of Justice (IM) - Deputy State Secretariat for Constitutional Legislation and Consumer Protection	Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Nádor utca 22. 1051 Budapest Email: fogyasztovedelem@im.gov.hu Website: http://www.fogyasztovedelem.kormany.hu/ Telephone: +36 1 795 1000

		(CPC - SLO)		
Iceland	Neytendastofa	Consumer enforcement agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Borgartun 21 105 Reykjavik Email: postur@neytendastofa.is Website: https://www.neytendastofa.is/ Telephone: +345 510 1100
Ireland	Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission	Competition and Consumer Protection Commission (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Bloom House, Railway Street, D01C576 Dublin 1 Email: CPCUnit@ccpc.ie Website: https://www.ccpc.ie/ Telephone: +353 1 402 5500
Italy	Ministero delle Imprese e del Made in Italy - Direzione Generale per il Mercato, La concorrenza, il Consumatore, la Vigilanza e la Normativa Tecnica (CPC - SLO)	Ministry of Enterprises and Made in Italy - General Directorate for the Market, Competition, Consumer, Supervision and Technical Regulations (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: via molise 2 00187 Roma Email: dgmccnt.div9@mise.gov.it Website: https://www.mimit.gov.it/ Telephone: +390647052065
Latvia	Patērētāju tiesību aizsardzības centrs	Consumer Rights Protection Centre (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Brīvības iela 55 LV-1013 Rīga Email: ptac@ptac.gov.lv Website: http://www.ptac.gov.lv Telephone: +371 67388624
Lithuania	Valstybinė vartotojų teisių apsaugos tarnyba	State Consumer Rights Protection Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive	Address: Vilniaus g. 25 LT-01402 Vilnius Email: tarnyba@vvtat.lt Website: http://www.vvtat.lt/

			2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +370 5 262 67 51
Luxembourg	Ministère de la Protection des consommateurs	Ministry of Consumer Protection (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: 271, route d'Arlon L-2011 Luxembourg Email: cpc@mpc.etat.lu Website: https://mpc.gouvernement.lu/fr.html Telephone: +352 247-73700
Malta	L-Awtorità Maltija tal-Kompetizzjoni u tal-Affarijiet tal-Konsumatur, Malta Competition and Consumer Affairs Authority	Malta Competition and Consumer Affairs Authority (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: National Road HMR 9010 Blata l-Bajda, Hamrun Email: notification.mccaa@mccaa.org.mt Website: http://www.mccaa.org.mt/ Telephone: +356 23952000
Netherlands	Autoriteit Consument en Markt	Authority for Consumers and Markets (ACM) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Postbus 16326 2500 BH Den Haag Email: CPC@acm.nl Website: http://www.acm.nl Telephone: +31 707222000
Norway	Forbrukertilsynet	The Consumer Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic	Address: Porselensvegen 32 3920 Porsgrunn Email: post@forbrukertilsynet.no

			commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 524/2013 on consumer ODR	Website: https://www.forbrukertilsynet.no/english Telephone: +47 23400600
Poland	Urząd Ochrony Konkurencji i Konsumentów (UOKiK)	Office for Competition and Consumer Protection (UOKiK) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: plac Powstańców Warszawy 1 PL-00-950 Warszawa Email: dozik@uokik.gov.pl Website: https://www.uokik.gov.pl Telephone: +48 22 55 60 176
Portugal	Direção-Geral do Consumidor	Consumer Directorate - General (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Legal responsibility for enforcing the following Union law(s):	Address: Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.º pisos 1069-013 Lisboa Lisboa Email: CPC.IMI@dg.consumidor.pt Website: https://www.consumidor.gov.pt/ Telephone: +351 21 356 46 00
Romania	Autoritatea Nationala pentru Protectia Consumatorilor	Authority for consumer protection (ANPC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Bd Aviatorilor nr. 72 011865 Bucuresti Email: secretariat@anpc.ro Website: http://www.anpc.ro Telephone: +40 21 312 12 75
Slovakia	Ministerstvo hospodárstva SR - odbor	Ministry of Economy -		Address: Mlynské Nivy 44/a 827 15 Bratislava

	ochrany spotrebiteľa	consumer protection (CPC - SLO)		Email: cpc@mhsr.sk Website: https://www.mhsr.sk Telephone: +421 2 4854 2433
Slovenia	Ministrstvo za gospodarstvo, turizem in šport (NIMIC - SOLVIT Centre)	Ministry of Economic Development and Technology (NIMIC - SOLVIT Centre) (CPC - SLO)		Address: Kotnikova 5 1000 Ljubljana Email: gp.mgts@gov.si Website: https://www.mgts.gov.si/ Telephone: +386 1 400 36 00
Spain	Subdirección General de Coordinación, Calidad y Cooperación en Consumo. Dirección General de Consumo (Ministerio de Consumo)	Delegated coordinator for consumer services (CPC - SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		Address: C/ Príncipe de Vergara 54 28006 Madrid Email: subdireccion.calidad@consumo.gob.es Website: https://www.consumo.gob.es/ Telephone: +34 91 822 45 05
Sweden	Konsumentverket	Swedish Consumer Agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Tage Erlander gatan 8A SE - 651 02 Karlstad Email: konsumentverket@konsumentverket.se Website: http://www.konsumentverket.se Telephone: +46 771423300