

COUNTRY_NAME	REGION	OFFICIAL_NAME	INFORMAL_TITLE	LEGAL_RESPONSABILITY	CONTACT_DETAILS
Austria	* National coverage / competence (AT)	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):	Telephone: +43 1 711000 Email: cpc@sozialministerium.at Website: http://www.sozialministerium.at Adress: Stubenring 1 1010 Wien
Belgium	* National coverage / competence (BE)	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 Economic Inspection (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	Telephone: +32 2 277 91 50 Email: Eco.inspec.int@economie.fgov.be Website: http://economie.fgov.be Adress: Koning Albert II-laan 16 1000 Brussel
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	Telephone: +359 2 9330 565 Email: info@kzp.bg Website: https://kzp.bg/ Adress: ул. Врабча 1 1000 София
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	Telephone: +385 1 2375 344 Email: pisarnica.dirh@dirh.hr

				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	Website: https://dirh.gov.hr/ Adress: Šubićeva 29 10000 Zagreb
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	Telephone: +357 22200915 Email: ccps@meci.gov.cy Website: http://www.meci.gov.cy Adress: 2 Agapinoros Street, IRIS Tower 1421 Nicosia
Czechia	Ministerstvo průmyslu a obchodu (NIMIC - SOLVIT Centre)	Ministry of Industry and Trade - Legislation Department (NIMIC - SOLVIT Centre) (CPC - SLO)			Telephone: +420 224 852 785 Email: imi@mpo.cz Website: http://www.mpo.cz Adress: Na Františku 32 11015 Praha
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	Telephone: +45 41 71 51 51 Email: imi@forbrugerombudsmanden.dk Website: https://www.forbrugerombudsmanden.dk Adress: Carl Jacobsens Vej 35 2500 Valby
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	Telephone: +372 6672000 Email: info@ttja.ee Website: https://www.ttja.ee Adress: Endla 10a 10122 Tallinn

				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	
EU		European Commission - IMI System	European Commission - IMI System		<p>Telephone: +32 229 55470</p> <p>Email: IMI-Helpdesk@ec.europa.eu</p> <p>Website: http://ec.europa.eu/internal_market/imi-net/</p> <p>Adress: Rue de Spa, 2</p> <p>1000 Bruxelles</p>
Finland		Kilpailu- ja kuluttajavirasto (NIMIC), Konkurrens- och konsumentverket (NIMIC)	Finnish Competition and Consumer Agency (NIMIC) (CPC - SLO)	<p>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 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</p>	<p>Telephone: +358 295053198</p> <p>Email: nimic@kkv.fi</p> <p>Website: http://www.kkv.fi</p> <p>Adress: Lintulahdenkuja 2, PL 5</p> <p>00531 Helsinki</p>
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)	<p>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</p>	<p>Telephone: +33 1 44 97 23 89</p> <p>Email: Bureau-3A@dgccrf.finances.gouv.fr</p> <p>Website: https://www.economie.gouv.fr/dgccrf</p> <p>Adress: 59 boulevard Vincent-Auriol</p>

				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	75703 Paris
Germany	* National coverage / competence (DE)	Bundesministerium für Umwelt, Naturschutz, nukleare Sicherheit und Verbraucherschutz (CPC - SLO)	Federal Ministry of Justice and Consumer Protection (CPC - SLO)		Telephone: +49 30 18 3050 Email: CPC-SLO-Germany@bmuvm.bund.de Website: https://www.bmuvm.de/ Address: Stresemannstraße 128-130 10117 Berlin
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)		Telephone: +30 2103893667, +30 2103893424, +30 2103893546 Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Address: Κάνιγγος 20 10181 Athens
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 (CPC - SLO)	Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +36 1 795 1000 Email: fogyasztovedelem@im.gov.hu Website: http://www.fogyasztovedelem.kormany.hu/ Address: Nádor utca 22. 1051 Budapest
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)	Telephone: +345 510 1100 Email: postur@neytendastofa.is Website: https://www.neytendastofa.is/ Address: Borgartun 21 105 Reykjavik

				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	
Ireland		Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission (CPC - SLO)	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	Telephone: +353 1 402 5500 Email: IMI@ccpc.ie Website: https://www.ccpc.ie/ Address: Bloom House, Railway Street, D01C576 Dublin 1
Italy		Ministero delle Imprese e del Made in Italy - Dipartimento mercato e tutela - Direzione generale consumatori e mercato (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):	Telephone: +390647052052 Email: dgmccnt.div9@mise.gov.it Website: https://www.mimit.gov.it/en/ Address: via molise 2 00187 Roma
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	Telephone: +371 67388624 Email: ptac@ptac.gov.lv Website: http://www.ptac.gov.lv Address: Brīvības iela 55 LV-1013 Rīga
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 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	Telephone: +370 5 262 67 51 Email: tarnyba@vvtat.lt Website: http://www.vvtat.lt/ Address: Vilniaus g. 25 LT-01402 Vilnius

				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	
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	Telephone: +352 247-73700 Email: cpc@mpc.etat.lu Website: https://mpc.gouvernement.lu/fr.html Address: 271, route d'Arlon L-2011 Luxembourg
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	Telephone: +356 23952000 Email: notification.mccaa@mccaa.org.mt Website: http://www.mccaa.org.mt/ Address: National Road HMR 9010 Blata l-Bajda, Hamrun
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	Telephone: +31 707222000 Email: CPC@acm.nl Website: http://www.acm.nl Address: Postbus 16326 2500 BH Den Haag
Norway		Forbrukertilsynet	The Consumer	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive	Telephone: +47 23400600

			Authority (CPC - SLO)	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 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	Email: post@forbrukertilsynet.no Website: https://www.forbrukertilsynet.no/english Adress: Porselensvegen 32 3920 Porsgrunn
Poland	* National coverage / competence (PL)	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	Telephone: +48 22 55 60 176 Email: dozik@uokik.gov.pl Website: https://www.uokik.gov.pl Adress: plac Powstańców Warszawy 1 PL-00-950 Warszawa
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):	Telephone: +351 21 356 46 00 Email: CPC.IMI@dg.consumidor.pt Website: https://www.consumidor.gov.pt/ Adress: Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.ºpisos 1069-013 Lisboa Lisboa
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	Telephone: +40 21 312 12 75 Email: secretariat@anpc.ro Website: http://www.anpc.ro Adress: Bd Aviatorilor nr. 72 011865 Bucuresti

				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	
Slovakia		Ministerstvo hospodárstva SR - odbor ochrany spotrebiteľa	Ministry of Economy - consumer protection (CPC - SLO)		<p>Telephone: +421 2 4854 2433</p> <p>Email: cpc@mhsr.sk</p> <p>Website: https://www.mhsr.sk</p> <p>Address: Mlynské Nivy 44/a 827 15 Bratislava</p>
Slovenia		Ministrstvo za gospodarstvo, turizem in šport (NIMIC, Center SOLVIT, CPC SI)	Ministry of Economic Development and Technology (NIMIC - SOLVIT Centre) (CPC - SLO)		<p>Telephone: +386 1 400 36 00</p> <p>Email: nimic@gov.si</p> <p>Website: https://www.mgts.gov.si/</p> <p>Address: Kotnikova 5 1000 Ljubljana</p>
Spain	* National coverage / competence (ES)	Subdirección General de Coordinación, Calidad y Cooperación en Consumo. Dirección General de Consumo (SLO - CPC; Oficina de Enlace Único CPC). Ministerio de Consumo	Delegated coordinator for consumer services (CPC - SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		<p>Telephone: +34 91 822 45 05</p> <p>Email: subdireccion.calidad@consumo.gob.es</p> <p>Website: https://www.consumo.gob.es/</p> <p>Address: C/ Príncipe de Vergara 54 28006 Madrid</p>
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	<p>Telephone: +46 771423300</p> <p>Email: konsumentverket@konsumentverket.se</p> <p>Website: http://www.konsumentverket.se</p> <p>Address: Tage Erlandergratan 8A SE - 651 02 Karlstad</p>

				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	
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