THE NEW CONSUMER AGENDA
ONLINE MEETING
22 NOVEMBER 2021

CONSUMER DIALOGUE

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 transition, and the COVID-19 pandemic has brought additional challenges for consumers highlighting the need for a holistic approach to consumer protection.

This brought the Commission to prepare a new Consumer Agenda, outlining the policy priorities and actions for the next five years for implementation at European and National level trough close collaboration and partnerships, leaving no consumer behind.
Consumers' trust in the Single Market will be an important driver of the economic recovery of Europe following the pandemic. 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 organises 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.

The Consumer Dialogue for Poland will be held on 22 November. The event is organised by the European Commission in collaboration with the Polish Office of Competition and Consumer Protection (UOKiK), and will feature an introduction to the Consumer Agenda by Didier Reynders, European Commissioner for Justice, followed by an intervention on Consumer Policy in Poland by UOKiK President, Tomasz Chróstny. The Consumer Dialogue will include a panel debate with representatives of consumer and business organisations, ECC-Poland, academia, as well as the European Commission.

Sincerely yours,

Tomasz Chróstny,

President of the Office of Competition and Consumer Protection (UOKiK)

Nils Behrndt,

Acting Deputy Director General, Directorate General for Justice and Consumers

THE NEW CONSUMER AGENDA
ONLINE MEETING
22 NOVEMBER 2021

CONSUMER DIALOGUE

Monday, 22th November 2021 from 15:00 to 17:30

The event will be in Polish and English. There will be interpretation from and to each language. In order to have a good connection please download Google Chrome on your computer or laptop.

To follow the event Monday between 15.00 and 17.30 (Brussels time):

Webex Consumer Dialogue Meeting

Meeting link: https://microson.my.webex.com/microson.my-en/j.php?MTID=ma88f719bfed49830ab6cae4bb9d4475a
Meeting number: 2368 438 7499
Password: 2t3bSAMzYD5
128037
Join by video system :
Dial 23684387499@webex.com

To watch the event live on Monday with interpretation you can follow the broadcasting on Youtube in **Polish and English**. **To connect to this conference and to see it as video-on-demand afterwards during 1 month, please connect to Youtube link below** :
https://streamyourmeeting.eu/consumerdialogue221121/
Password : 221121

INTERPRETATION for Webex

Interactio User Guide:
Downloading and installing:
Download the app from the App Store (Apple) or Google Play (Android) and install it on your smartphone or tablet.
Open the application and enter the event code below:
Meeting : NCA - Poland
Code d'accès : 221121
From your computer : https://broadcaster.interactio.io/join?code=I9N362MZAWNV
Listening to the interpreters: Click on PLAY and choose your language.

Sli.do Application

*Download the app from the App Store (Apple) or Google Play (Android) and install it on your smartphone or tablet. On your smartphone or computer you can join at **slido.com** with **#733994 (POOLING ON DEMAND)**. Participants can join at **slido.com** with **#250483***