



The Portal

information for a confident consumer

Helping you select your service provider across Europe with confidence

Welcome to the second issue of The Portal – information for a confident consumer, a newsletter from the European Consumer Centre for Services (ECCS). This second issue of The Portal further updates you on the brand new free service provided by the ECCS which opened to consumers who are looking to access a service across Europe, on 29th December 2009.

The ECCS is a requirement of the European Services Directive, Article 21. It is delivered by the Trading Standards Institute and is funded by the Department for Business Innovation and Skills.

Now the service has been launched we have had over 30 enquiries from consumers requiring information on accessing services in the EU. We are excited as we look towards the growth of this service, of giving valuable and informative information to consumers, the strengthening of consumer's confidence in accessing services cross border and the continued growth of free choice of service provider.

Jane Negus
European Consumer Centre for Services Executive



What the ECCS do?



Provide general information on consumer law and rights when buying a service in another EU State, as well as contact details for organisations that could provide practical assistance in the case of dispute.



How does this help you, the consumer?



This will make it easier for you to make more informed choices when buying services and therefore easier to choose a new and unfamiliar service provider.



How do you contact the ECCS to get the information you need?



There is a brand new website specially designed to provide you with the information you need – www.ukecc-services.net The website also has available an online contact form, where you can submit your questions and enquires.

The ECCS also offer free telephone information, open Monday to Friday 10:00 am to 3:00 pm, closed bank and public holidays – 0845 608 94 94

Or, if you prefer you can email the ECCS directly at eccs@tsi.org.uk

An example enquiry for the ECCS:

Who would help you if you wanted to find a good, reputable plumber in Spain to put a new boiler in your holiday home? Would the plumber need a licence to trade?

Do they have to adhere to certain standards? If I had a dispute with the plumber how would I be covered?



You are going on holiday to Italy and want to treat yourself to a Wine Tasting course while you are there. There are so many to choose from! How do you make an informed choice, and know that you will get value for money? Would a reputable provider of a Wine Tasting day be a member of any recognised organisation? How would I be covered if I had to cancel or the day did not go to plan?

Contact the European Consumer Centre for Services:

Phone us on **08456 608 94 94** – lines are open from Monday to Friday 10:00am to 3:00pm (closed bank and public holidays)

Email us at **eccs@tsi.org.uk**

You can also send in a fax on **08456 08 96 00**

Alternatively you can write to us at:

European Consumer Centre for Services
Hosted by the Trading Standards Institute
1 Sylvan Court, Sylvan Way
Southfields Business Park
Basildon, Essex
SS15 6TH



Brought to you by the European Consumer Centre for Services

Disclaimer: Whilst every effort is made to ensure accuracy, the European Consumer Centre for Services cannot be held responsible for matters arising from any errors or omissions contained in this publication. The information provided is intended as a guide only and not as a legal interpretation.

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