

Looking forward:

1. Improve redress and use intelligence better

- **ODR platform**

- 28 000 complaints submitted since Feb 2016
- 35% concern cross-border cases
- Top 5 sectors: clothing & footwear; airlines; ICT goods; electronic goods; mobile telephone services.

- **European Consumer Centres**

- 45 000 complaints submitted in 2016
- 76% of complaints concern e-commerce
- Top 5 sectors: transport (mainly air-transport & car rental); household equipment & maintenance; audio-visual & information processing equipment; package holidays/hotels & restaurants; clothing & footwear

2. Review of the Consumer Protection Co-operation Regulation

- EC's proposal (May 2016) to reform the CPC Regulation:
 - New digitally fit powers for authorities to jointly act faster to stop online infringements
 - Single procedure for EU-wide problems, coordinated by the Commission
 - Better intelligence and prioritisation
- State of play: trilogue started, New CPC Regulation adopted before end 2017, Implementation before end 2019?

3. Opening cooperation with other authorities/stakeholders

- *Sectoral Regulators*
- *Data protection authorities*
- *Competition authorities*
- *International: CPC cooperation agreements*

- *Consumers and traders associations*