





NATIONAL ENFORCEMENT BODIES – 28 Member States

[Unfair Commercial Practices Directive 2005/29/EC](#)

[Consumer Rights Directive 2011/83/EU](#)

[Sales and Guarantees Directive 1999/44/EC](#)

[Unfair terms in consumer contracts Directive 93/13/EEC](#)

| Member State | Competent authority | Contact details |
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|  Austria (Österreich) | Bundesministerium für Arbeit, Soziales und Konsumentenschutz BMASK Federal Ministry for Social and Consumer Protection | Tel.: +43 (1) 711 00 – 0 E-Mail: post@bmask.gv.at http://www.bmask.gv.at/site/Konsumentenschutz/ |
|  Belgium (Belgique/België) | DG Controle en Bemiddeling - Direction Générale du Contrôle et de la Médiation DGCM Directorate-General for Enforcement and Mediation FOD Economie, KMO, Middenstand en Energie - SPF Économie, PME, Classes moyennes et Énergie FPS Federal Public Service Economy, SMEs, Self-employed and Energy | Tel.: +32 (0)2 277 54 85 E-Mail: eco.inspec.fo@economie.fgov.be http://economie.fgov.be/en/ Tel. (free number): 0800 120 33 From abroad: +32 800 120 33 http://economie.fgov.be/fr/consommateurs/ |
|  Bulgaria | Комисия за защита на потребителите КЗП Consumer Protection Commission | Tel.: +359 2 933 0565 E-Mail: info@kzp.bg http://kzp.bg/ |
|  Czech Republic (Česká republika) | Česká obchodní inspekce ČOI Czech Trade Inspection Authority CTIA | Tel.: +420 296 366 360 E-Mail: podatelna@coi.cz http://www.coi.cz/en/ |

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|  Croatia (Republika Hrvatska) | Ministarstvo gospodarstva - Odjel za zaštitu potrošača Ministry of Economy - Consumer Protection Department | Tel.: +385 1 6106 979 http://potrosac.mingorp.hr/hr/potrosac/ |
|  Cyprus (Kypros) | Υπηρεσία Ανταγωνισμού και Προστασίας Καταναλωτών- Υπουργείο Εμπορίου, Βιομηχανίας και Τουρισμού Competition and Consumer Protection Service | Tel.: +357 22 867 100 E-Mail: perm.sec@mcit.gov.cy http://www.mcit.gov.cy |
|  Denmark (Danmark) | Konkurrence og Forbrugerstyrelsen Competition and Consumer authority Forbrugerombudsmanden Consumer Ombudsman Finanstilsynet Financial Supervisory Authority FSA | Tel.: +45 41 71 50 00 E-Mail: kfst@kfst.dk http://www.kfst.dk/ Tel.: + 45 41 71 51 51 E-Mail: forbrugerombudsmanden@kfst.dk http://www.forbrugerombudsmanden.dk/ Tel.: +45 33 55 82 82 E-Mail: Finanstilsynet@ftnet.dk http://www.finanstilsynet.dk/ |
|  Estonia (Eesti) | Tarbijakaitseamet Consumer Protection Board | Tel.: +372 6 201 700 E-Mail: info@tka.riik.ee http://www.tka.riik.ee http://www.tarbijakaitseamet.ee |
|  Finland (Finland/Suomi) | Kilpailu- ja kuluttajavirasto – Konkurrens- och konsumentverket KKV Competition and Consumer Authority Finanssivalvonta Financial Supervisory Authority | Tel.: +358 29 505 3000 E-Mail: kirjaamo@kkv.fi http://www.kuluttajavirasto.fi http://www.kkv.fi/ Tel.: +358 10 831 51 E-Mail: kirjaamo@finanssivalvonta.fi http://www.finanssivalvonta.fi/ |

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|  France | Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes DGCCRF Directorate-General for Competition, Consumer Affairs and Fraud Repression | Tel.: +33 1 44 87 17 17 http://www.economie.gouv.fr/dgccrf/consommation |
|  Germany (Deutschland) | Bundesamt für Verbraucherschutz und Lebensmittelsicherheit BVL - Federal Office of Consumer Protection and Food Safety Zentrale zur Bekämpfung unlauteren Wettbewerbs - Centre for Protection against Unfair Competition Bundesanstalt für Finanzdienstleistungsaufsicht BaFin Federal Financial Supervisory Authority | Tel.: +49 0531/21497-0 E-Mail: poststelle@bvl.bund.de http://www.bvl.bund.de/ Tel.: +49 06172 - 12150 E-Mail: mail@wettbewerbszentrale.de http://www.wettbewerbszentrale.de/ Tel.: +49 (0)228 29970299 http://www.bafin.de/ |
|  Greece (Ellás) | Γενική Γραμματεία Καταναλωτή General Secretariat of Consumer Affairs - Ministry of Development and Competitiveness Υπουργείο Ανάπτυξης και Ανταγωνιστικότητας Ministry of Development and Competitiveness | Tel.: +30 2131514353 E-Mail: info@efpolis.gr http://www.efpolis.gr Tel: +30 2103816241 E-mail: public@m nec.gr http://www.mindev.gov.gr |
|  Hungary (Magyarország) | Nemzeti Fogyasztóvédelmi Hatóság NFH Authority for Consumer Protection HACP | Tel.: +36 1 459 4800 http://www.nfh.hu |
|  Ireland (Éire) | National Consumer Agency NCA - Gníomhaireacht Náistiúinta Tomhaltoirí | Tel.: +353 1 402 5555 Consumer helpline: 1 890 432 432 (only available from Ireland) E-Mail: query@nca.ie http://www.nca.ie |

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|  Italy (Italia) | Autorità Garante della Concorrenza e del Mercato AGCM Antitrust Authority | Tel.: +39 06 85 82 11 Call Center per la Tutela del Consumatore - Numero verde: 800. 16.66.61 http://www.agcm.it/ |
|  Latvia (Latvija) | Patērētāju tiesību aizsardzības centrs PTAC Consumer Rights Protection Centre | Tel.: +371 65452554 E-Mail: ptac@ptac.gov.lv http://www.ptac.gov.lv/ |
|  Lithuania (Lietuva) | Valstybinė vartotojų teisių apsaugos tarnyba VVTAT State Consumer Rights Protection Authority | Tel.: +370(8 5) 262 6751 Head of the Division of Unfair Commercial Practice and Advertisement Tel.: +370(8 5) 205 5409 E-Mail: tarnyba@vvtat.lt http://www.vvtat.lt |
|  Luxembourg | Ministère de l'Économie et du Commerce extérieur - Direction du marché intérieur et de la consommation Ministry of Economy and Foreign Trade – Directorate for Internal Market and Consumer Commission de Surveillance du Secteur Financier (CSSF) Supervision commission on the financial sector Commisariat aux Assurances Commissioner for Insurance | Tel.: (+352) 247 – 82478; (+352) 247-84167 E-Mail: consommateurs@eco.etat.lu http://www.eco.public.lu/attributions/dg2/d_consommaton/ http://www.cssf.lu/en/ http://www.commassu.lu/ |
|  Malta | Awtorità ta' Malta għall-Kompetizzjoni u għall-Affarijiet tal-Konsumatur Malta Competition and Consumer Affairs Authority MCCAA | Tel.: +356 2395 2000 E-Mail: info@mccaa.org.mt http://mccaa.org.mt http://www.consumer.gov.mt |

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|  The Netherlands (Nederland) | Autoriteit Consument & Markt ACM Authority for Consumers & Markets Autoriteit Financiële Markten Authority for the Financial Markets | Tel.: +31 70 7222 000 http://www.acm.nl Tel.: +31(0)20-797 2000 info@afm.nl http://www.afm.nl/ |
|  Poland (Polska) | Urząd Ochrony Konkurencji i Konsumentów UOKIK Office of Competition and Consumer Protection | Tel.: +48 22 55 60 800 E-Mail: uokik@uokik.gov.pl http://www.uokik.gov.pl |
|  Portugal | Direcção-Geral do Consumidor Directorate-General for Consumers | Tel.: + 351 21 356 46 00 E-Mail: dgc@dg.consumidor.pt http://www.consumidor.pt |
|  Romania | Autoritatea Națională pentru Protecția Consumatorilor (ANPC) National Authority for Consumer Protection | Tel.: + 40 2131-21275 E-Mail: office@anpc.ro http://www.anpc.gov.ro |
|  Slovakia (Slovensko) | Slovenská obchodná inšpekcia SOI Slovak Trade Inspection | Tel.: +421 02 58 272 103 E-Mail: info@soi.sk http://www.soi.sk |
|  Slovenia (Slovenija) | TRŽNI INŠPEKTORAT RS Market Inspectorate | Tel.: +386 1 280 8700 E-Mail: gp.tirs@gov.si http://www.ti.gov.si/ |
|  Spain (España) | Instituto Nacional del Consumo National Institute for Consumer Protection | Tel.: +34- 918224440; +34- 91822 4463; +34 917471500 E-Mail: inc@consumo-inc.es http://www.consumo-inc.es |

