



UNION OF WORKING CONSUMERS OF GREECE

10

years

Successful Consumer Advocacy



Consumer Complaints

- Banking
- Telecommunications
- Tourism
- Products & Services
- Food
- Insurance policies
- E-transactions

OUTCOME OF PROCESSED COMPLAINTS:

78,9%
in favor of the consumer

Banking issues

- Protection of Principal Residence from Confiscation & Auctions
- Settlement of debts for Heavily Indebted Consumers
- Banking Contracts
- Seizure of Bank Accounts
- Defaulting Banking Products

SUCCESSFUL OUTCOME OF APPLICATIONS FOR PROTECTION ACCORDING to L. 3869/10 at the Local Courts of Greece:

99%

Debts and Settlements for Public Utilities

- Reconnection of Power Supply
- Reconnection of Water Supply
- Update of default arrangements

Department of Psychological Support and Empowerment

- Support of Economically Vulnerable Consumers
- Free small Groups for Psychological Support and Empowerment

Mobile App "Traveler Rights GR"

- Gold Prize in Mobile Excellence Awards 2018, Mobile Service for Consumers
- Gold Prize in Tourism Awards 2019, Technology Enhanced Experience

Newsletter on Current Events

- Comments on Legal Developments
- Protection of Principal Residence and Property
- Non-performing debts
- Seasonal Actions on Current Matters
- Raising Consumer Awareness

Interventions in the competent Ministries

- Introduction of a "Consumer Education" course at all levels of education
- Measures to tackle illegal trade
- Suspension of First Residence Seizure for an indefinite period
- Extension of Repayment for Residential Loans of the national Workers Housing Organization ("O.E.K.").

After a series of repeated actions, the following goals were achieved:

1. Option to receive a copy of a bank loan agreement before signing it
2. Creation of an Electronic Business Register (e-Business Register)
3. Issuance of social policy tickets for the unemployed

Surveys

- Consumer Habits of Children according to Parents
- Price differentiation in similar conditions
- Consumption Trends of Employees in Greece
- Consumers' opinion on Genetically Modified Organisms
- Cost of the «School Bag»
- Consumer Protection in e-commerce

Social Solidarity Actions

- Social Tutoring Lessons to assist students in school duties
- Social Bazaars
- Food Collection
- Medicine Collection
- Offset & Environment
- Reward of Recycling
- Assistance and Support Actions for flood victims

Awareness Raising Campaigns

- Coalition against Expensive Prices
- Loans in Swiss Franc
- Purchase of Used Cars
- Tackling Unfair Commercial Practices by Telecommunication Companies
- Banning of Sunday holiday
- Traveler's Rights
- Consumer Protection in e-commerce

Publications/Issues

- Consumer's Basics
- Guide to Interact with Debt Collecting Companies
- Travelers' Guide

Access of Disabled Persons to New Technologies and Information

- Additional functionalities to websites to improve access by disabled people, WCAG 2.0 based
- Establishment of a text to speech conversion service
- Braille Publications of "Consumer's Basics" and "Travelers' Guide"
- Recorded publications in digital form
- Placement of special tags (in Braille code) at office entrances

Online Information Platforms

- Consumer's Alphabet Book / Consumer's Basics
- Traveler's Alphabet Book / Traveler's Basics

Adult Training

- Consumer Protection
- Consumer Education
- Social Economy
- Administration of Social Bodies
- Over-indebtedness and how to deal with it
- New types of Local Employment and Development
- Rational Management of the Family Budget

EDUCATION AND TRAINING TO MORE THAN

2000 ADULT CONSUMERS
ALL OVER GREECE

Conferences & Events

- Coalition against Expensiveness
- Parents and children – Today's and tomorrow's Consumers under the new Conditions
- Households, Independent Professionals and Small Traders vis-à-vis Real Estate Auctions
- Energy of Consumption and Consumption of Energy

Representation

- Regular Member in the National Council of Consumer and Market ("ESKA")
- Regular Member in the Certification Committee of Consumer Unions
- Alternate Member in the Committee of National Accreditation Council
- Founding member of European Consumer Union – E.C.U.

Consultations on various subjects

- Amendment of L.2251/94
- New legislative initiatives on the New Deal for Consumers
- European Commission's approach on "Better Regulation"

Implementation of programs

- Operational Program titled: Fund for European Aid to the Most Deprived (FEAD)
- ERASMUS plus
- FAMI

**Consumers can resist and claim their rights.
They do not stand alone in this difficult task.**

Participation

Awareness

Choice

Intervention



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