

Group overview

2019





Born to empower consumers in their daily life

Gathering five national consumer organisations and giving voice to a total of more than **1.5 million people**, Euroconsumers is the world's leading consumer cluster in terms of innovative information, personalised services and defence of consumer's rights. Our choices shape the market, our society and our quality of life. That's why Euroconsumers helps millions of people in their daily choices, providing simple solutions to complex problems.

A Global Organisation

Our national organizations have high notoriety and reputation in their respective countries, Euroconsumers lives by the strength of its national organizations based in Europe – Belgium, Italy, Portugal and Spain – and South America (Brazil), sharing knowledge and working together for the empowerment of individuals and the development of fairer and more efficient markets. All our national organizations are members of **Consumers International** – the membership organisation for consumer groups around the world. At the European level, we are proud to be a founding member of **BEUC** with whom we regularly join forces at the European level to ensure that the interests of consumers are embedded in all relevant EU pieces of legislation and programs.



ITALY



PORTUGAL



SPAIN



BRAZIL



BELGIUM

Bridging the Gap between Consumers and Businesses

Our tests of products and services and market dossiers, as well as qualified positioning statements and advocacy are widely respected by the different market players and regulators alike, also serving as models for consumers organizations worldwide. While we keep on strengthening our private enforcement activities and intervene whenever there are clear and unacceptable violations - as in the class actions against Facebook or the previous ones vs Volkswagen, lodged in all the EU countries of our Group – we are also reinforcing our capacity to enter in collaboration with major global brands helping them to raise the bar especially in the digital economy, to design better products and services and further improve consumer empowerment.

The protection of consumers economic interests in the market opens indeed a whole new perspective for consumerism as engine for development.

950.000

updated prices published
every day in 5 countries

23.000

products published
online in all our websites
and magazines

8.000

new products and
services tested
each year

200

product categories
tested every year

A network of people

- we love **freedom** and **independence**
- we **give voice** to individuals
- we **ensure concrete results**
- we have **in-depth knowledge**
- we are **serious** and **reliable**
- we **protect consumer rights**
- we guarantee **integrity**
- we are **increasingly connected**
- we have a **global scale**
- we are **able to adapt**

We have the power of a global group that believes humanity can develop, grow and change for the better.

And that we can promote this by **uniting millions of consumers in strength and speaking responsibly for them**. If we really want to improve the present of the consumers we need to **re-imagine with them our future**, finding the courage to overcome the often sterile and fruitless opposition between their fundamental rights and entrepreneurial freedom: only through contamination & collaboration with the main forward-looking market players will we be able to transform our strength into a positive consumer power in the global market.



BeXt Awards

Euroconsumers will award an annual prize for the most consumer-friendly brands among leading manufacturers of household appliances and electronic devices.

With a long and broad experience in testing products and services from all industries and sectors, giving precise recommendations to consumers in terms of safety, quality, performance and functionalities, Euroconsumers will award – for the very first time – at its 2019 International Forum an annual prize for the most consumer-friendly brands among leading manufacturers of household appliances and electronic devices. The prize will be awarded every year to the brands that show **outstanding performances based on the results of the quality comparative tests and surveys** which Euroconsumers carries out on a rolling basis on a variety of products. It's much beyond the usual sectorial self endorsement. It's consumers voices recognizing the best available in different categories.

CATEGORIES

- 01 | FOR QUALITY IN BIG HOUSEHOLD APPLIANCES
- 02 | FOR QUALITY IN HI-TECH
- 03 | FOR ECO-FRIENDLY BIG HOUSEHOLD APPLIANCES
- 04 | FOR RELIABILITY IN BIG HOUSEHOLD APPLIANCES
- 05 | FOR QUALITY FOR MONEY IN HI-TECH





www.euroconsumers.org

Euroconsumers
Rue De Hollande, 13 - B 1060 Bruxelles

