



Activities Overview 2024



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In an AI-driven world, Europe's edge lies in making trust a feature, not a trade-off.

As complexity rises and the pace of change accelerates, consumers need more than protection, they need guidance, empowerment, and relevance.

Smart regulation becomes a platform for innovation. Trust becomes a strategic asset. Consumer protection becomes a driver of resilience, fairness, and competitiveness.

Euroconsumers is ready to act, not only as a watchdog, but as a partner, a guide, and an enabler.

We are here to help consumers tackle the challenges ahead, to navigate new technologies, and to shape fairer, more transparent markets.

We do so by staying true to our purpose: Leading the consumers' movement — globally and sustainably.

Caring about what consumers care about. Empowering them to navigate and improve the market.

Antonio Balhanas

CEO





Where we are

A unique international consumers organization

Gathering five national consumer organisations and giving voice to a total of more than **6 MILLION** people in Italy, Belgium, Spain, Portugal and Brazil, Euroconsumers is the world's leading consumer group in innovative information, personalised services and defence of consumer rights.

Our European member organisations are also part of the umbrella network of BEUC, the European Consumer Organisation. **Together we advocate for EU policies that benefit consumers in their daily lives.**



Governance

The Executive Management Team

The Executive Management Team (EMT), composed of **six Directors, four Country Managers and chaired by the CEO**, plays a driving role in the implementation of Euroconsumers mission by focusing on four strategic topics: group strategy, product and marketing strategy, new product development and key group projects.



António Balhanas
CEO



Agnes Bosmans
Group Human
Resources Director



Thierry Goor
Finance Director



Dominique Henneton
I&S Director



Philippe Jossart
Commercial Director



Marco Pierani
Public Affairs & Media
Relation Director



Luis Ribas
BT Director



Joao Ribeiro
Portugal Country
Manager



Raquel Silveira
Spain Country
Manager



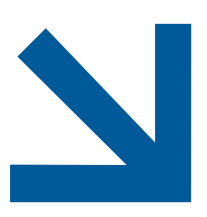
Alberto Pirrone
Italy Country
Manager



Frank Penne
Belgium Country
Manager



**Policy,
enforcement
and
communication**



EU Election Fever: taking consumers' temperature

Ahead of the 2024 EU elections, a Euroconsumers survey of over 4,000 citizens across Belgium, Italy, Spain, and Portugal revealed a complex mix of scepticism and high expectations. While many still view the EU as a key economic and political player, trust remains shaky; largely due to a lack of understanding about its real-world impact.

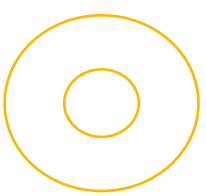
Affordability emerges as a consistent underlying concern across consumers' expectations. Although sustainability remains important, citizens place significantly higher priority on measures that ensure affordable alternatives in key areas such as food, energy, and mobility, rather than on issues like combating greenwashing. Younger generations tend to trust the EU more and emphasize the importance of future-focused decision-making. Overall, citizens are calling for stronger economic action and clearer communication to help restore confidence in the EU.

➤ [READ THE REPORT](#)

➤ [READ THE OPINION PIECE](#)

▶ Watch the EP campaign video





How good is ‘as good as new’?

Euroconsumers' recent report highlights significant concerns in the refurbished market, emphasizing a lack of transparency regarding the refurbishment processes. Consumers often remain uninformed about the specific repairs or tests their purchased products have undergone, leading to uncertainty about product quality. A study conducted by Euroconsumers revealed that only 5% tested refurbished IphoneX labeled as "as good as new" did not failed to meet that standard, indicating a disconnect between product labeling and actual condition. To improve the refurbished goods market, Euroconsumers calls for an EU-wide definition of “refurbished,” backed by a minimum two-year legal guarantee. Standardized labels like “as good as new” should be regulated, with clear information on repairs, replaced parts, and the identity of the refurbisher provided at the point of sale. Refurbishers should register on national repair platforms under the Right to Repair Directive. Warranties and software update policies must be clearly communicated to support longer device lifecycles. Finally, existing consumer protection laws must be enforced to hold sellers and platforms accountable. These steps will help build a more trustworthy and sustainable refurbished market across the EU.

READ THE PAPER

Watch the campaign video





Definitely! Maybe? Navigating the curious case of dynamic pricing

Imagine booking a flight or ordering a ride, only to see the price jump within minutes - this is the reality of dynamic pricing. Dynamic pricing can lead to unpredictable costs, with prices fluctuating based on demand, algorithms, and real-time data. While consumers may get discounts during low demand, they often face higher prices at peak times, raising fairness concerns.

At Euroconsumers, we believe urgent action is needed to regulate dynamic pricing. We're calling for clear rules around the purchase process, stable pricing during transactions, and full transparency when prices fluctuate. A deeper analysis is essential to understand the impact across different sectors and whether limits on price changes are necessary. A strong enforcement will be key to protecting consumers and ensuring a fair, competitive market.

 [READ THE PAPER](#)





Fake news is real, and here's why fighting it matters

Euroconsumers' survey reveals a striking gap between concern about fake news and action taken to address it. While 78% of respondents are worried about the societal impact of misinformation, very few actually report it. The main reasons? Consumers are unsure on how to respond. Furthermore, despite ongoing European efforts to combat online disinformation, 59% of respondents have come across fake news — with 84% of those encounters happening in the past year.

The confidence in official channels is low: one in five don't believe they can report fake news to the appropriate authority, and one in six doubt that those authorities can take meaningful action. This highlights the urgent need for stronger enforcement of the EU's Digital Services Act, which requires large platforms to actively address disinformation. While the legislation marks a step forward, ensuring it delivers real impact remains a key challenge.

 [READ THE ARTICLE](#)





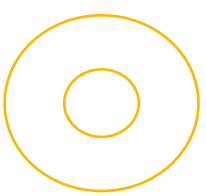
Apple doesn't play fair!

Euroconsumers has initiated a coordinated class action against Apple in Belgium, Italy, Spain, and Portugal, alleging that Apple abused its dominant position by imposing up to 30% extra charges on non-Apple music streaming services, such as Spotify, Deezer, YouTube Music, SoundCloud, Amazon Music, Tidal, and Qobuz, through its App Store. This practice led to higher subscription prices for iOS users, with fees increasing from €9.99 to €12.99 per month, while Apple's own service, Apple Music, was exempt from such charges. Additionally, Apple prevented these services from informing users about more affordable subscription options available outside the App Store. In March 2024, the European Commission fined Apple €1.8 billion for this anti-competitive behavior. Euroconsumers aims to reclaim these undue charges for over 500,000 affected consumers, advocating for fair competition and consumer rights in the digital market.

 [READ THE ARTICLE](#)

 Watch the campaign video 





AFFORDABILITY



Affordability Barometer 2024: Living on the edge: Are survival budgets becoming the norm?

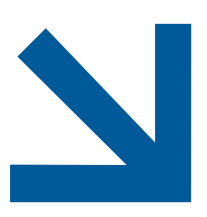
The 2023 Consumer Affordability Barometer, drawing insights from over 17,000 voices across Belgium, Italy, Spain, and Portugal, paints a clear picture: financial pressure is still weighing heavily on households. While there is a sign of optimism, many families are stuck on tight budgets, unable to save, and vulnerable to economic shocks. Essentials like food and healthcare aren't prioritized by choice — they're unavoidable expenses. As a result, non-essential spending is being drastically cut. With little room to plan for the future or enjoy social activities, consumers are feeling the squeeze. The message to policymakers and businesses is loud and clear: it's time to reconnect with everyday realities! Supporting consumers isn't just the right move; it's the smart path toward stability, resilience, and a more affordable, digital future.

 [READ THE REPORT](#)





AFFORDABILITY



OUT OF STOCK! Not available when you need it the most: the case of drug shortages

The survey investigates the significant impact of medicine shortages, particularly prescription drugs, on consumers in Belgium, Italy, Spain, and Portugal. The results reveal a concerning reality: nearly 40% of respondents experienced a drug shortage between January 2023 and January 2024. The findings underscore that access to affordable medicines is consumers' top priority and documents widespread frustration over the unavailability of drugs when they are most needed. Alarming, drug shortages are not isolated incidents, with 16% of those affected encountering recurring shortages for the same medicine. Furthermore, over a quarter of all surveyed consumers incurred additional costs as a direct consequence of these supply disruptions. This comprehensive study quantifies the widespread nature of the drug shortage crisis and, more importantly, illuminates its tangible consequences on consumer health, financial well-being, and overall quality of life. Building on these findings, we propose concrete actions to improve medicine availability, offering a clear roadmap for essential policy and industry changes.

 [READ THE REPORT](#)





Caught in the Web: Navigating the Digital Maze of Scams

The Euroconsumers digital scams survey highlights the rising threat of cybercrime, even as consumer confidence in their digital skills grows. While 82% of respondents acknowledge online risks, over 92% have fallen victim to scams in the past two years. Impersonation scams, where fraudsters pose as friends, relatives, banks, or authorities, are the most common, with 16% of victims losing an average of €650. Many do not report scams or fraud due to uncertainty about where to seek help and a lack of trust in law enforcement. Only 47% report having clear procedures for reporting and managing the aftermath. Consumers are calling for stronger EU action, with tackling online financial scams ranking as a top priority for the next five years.

 [READ THE REPORT](#)





Global Anti-Scam Summit

In June 2024, Euroconsumers co-hosted the **Global Anti-Scams Summit** in Brussels with the Global Anti Scam Alliance, highlighting the growing scale and impact of online fraud. With nearly one in four people globally targeted by scams in the past year, the need for stronger consumer protection has never been more urgent. As part of the summit, Euroconsumers led a **two-part workshop**. The first session, "**Beyond Education and Awareness**," explored proactive strategies to protect consumers before scams reach them, including cross-sector collaboration and better use of data to counter AI-driven fraud. The second session, "**Get the Money Back to Consumers**," focused on improving redress systems and highlighted the role of banks and the need for legal updates, especially around "gross negligence," which often prevents victims from being reimbursed. The workshop emphasized that raising awareness is important, but real protection also means making systems fairer, faster, and more responsive to consumer needs.





Euroconsumers Forum 2024: From setback to comeback: empowering scam survivors:

As part of the Euroconsumers International Forum, the workshop “From setback to comeback: empowering scam survivors”, co-hosted with the Global Anti-Scam Alliance, offered an immersive experience into the realities of online fraud. Falling for a scam can happen to anyone. Guided by the real-life story of Ayleen Charlotte from *Netflix’s The Tinder Swindler*, the session took participants through the intense journey of scam victims - shedding light on the emotional toll, the lack of coordinated support, and the challenges faced when seeking redress from police, banks, and platforms.

 Watch the full session from the EC Forum 2024



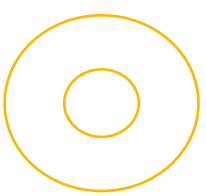


Call for national hotline

At the 2024 Euroconsumers International Forum, Euroconsumers and the Global Anti-Scam Alliance (GASA) called on national governments to set up dedicated fraud hotlines to support scam victims. During the workshop "From Setback to Comeback: Empowering Scam Victims", panellists from policy, law enforcement, and advocacy stressed the urgent need for centralized support systems to help consumers navigate emotional, legal, and financial fallout. Backed by new consumer survey data revealing that 92% of respondents faced scams in the past two years, yet over half never sought support, the initiative aims to simplify reporting, ensure follow-up, and increase fund recovery. The hotlines would coordinate responses across police, banks, platforms, and victim networks, offering victims a clear, supportive path to redress.

 [READ THE PR](#)





Not without my hand luggage: we fight to end airline’s illegal hand luggage fees

After a complaint made by Euroconsumers’ member OCU to their consumer ministry, the Spanish authority fined budget airlines Vueling, EasyJet, Ryanair, and Volotea a total of €150 million for illegal charges related to cabin luggage policies. The authority also demanded that these airlines cease such practices immediately. In addition, Euroconsumers has sent cease-and-desist letters to all the implicated airlines and the Committee is actively studying possible injunctive actions to ensure compliance with consumer rights.

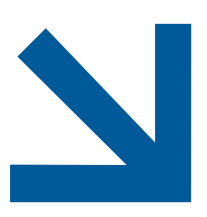
▶ Watch the
campaign
video



▶ READ THE ARTICLE



INTERNATIONAL WOMEN'S DAY



To mark International Women's Day 2024, Euroconsumers highlighted how empowering women can reshape markets for the better. With women responsible for the majority of global purchasing decisions, representing a \$30 trillion spending power, this moment was used to spotlight both market gaps and progress.

We celebrated the week by amplifying the voices of our female colleagues through internal features and testimonials, sharing a dedicated message from our CEO, and hosting the [START TALKING WEBINAR](#). The online event gathered speakers from across industries to explore gender-equal product design, inclusive consumer policy, and barriers to access based on income, age, and geography. The discussion also looked at supply chain equity and the future of markets built with women at the centre.



Watch the Euroconsumers' CEO video message





MEDIA NUMBERS

WEBSITE

- **45** total articles written
- **8** opinion pieces published
- **360k+** page views – 480% increase compared to 2023
- **50K** sessions - 90% increase compared to 2023
- **33k+** users – 110% increase compared to 2023

SOCIAL MEDIA - LINKEDIN

- **12k+** page views – 37% increase compared to 2023
- **2079** new followers - 50 % increase compared to 2023
- **220K+** impressions – 70% increase compared to 2023
- **15k+** clicks – 138% increase compared to 2023
- **5500+** reactions – 31%+ increase compared to 2023
- **275** total posts

MEDIA QUOTES

Total **614** mentions



04.04.2025

EUROACTIV – Investigation into Musk’s Grok AI model

In August 2024, Euroconsumers and the European Center for Digital Rights (Noyb) alleged that X had committed multiple violations of the GDPR and filed complaints to the Irish DPC

[Read More](#)



29.01.2025

POLITICO – Euroconsumers believes DeepSeek’s data handling bre...

Euroconsumers' advocacy for data rights prompts Italy to take action against AI-driven privacy threats



07.04.2025

EURONEWS – No downside for EU consumers from blocking tech gian...

Driven by growing concerns over AI, Euroconsumers and its members are pushing for stronger EU regulations to protect consumers' rights and privacy.



25.03.2025

FINANCIAL TIMES – António Balhanas joined ‘Enabling Europ...

As Europe defines its AI future, Euroconsumers weighs in on how to ensure people, not tech, at the center. A day event, hosted by the Financial Times in partnership with Euroconsumers, brought together...



29.01.2025

EURONEWS – DeepSeek’s GenAI tech works fast, but so do Eurocons...

Euroconsumers and its members were first out of the blocks to protect consumers from potentially harmful data security and privacy issues

16.01.2025

EURONEWS – Euroconsumers demands EU-wide standards to clean up ...

Euroconsumers highlights the lack of common EU standards concerning the quality of refurbished products and



Litigation



Apple Music (CLASS ACTION)

The Committee provided its legal opinion, outlining the strategic plan for organizing a class action lawsuit against Apple based on the over € 1.8 billion fine imposed on Apple by European Commission for abusing its dominant position on the market for the distribution of music streaming apps to iPhone and iPad users through its App Store. In particular, the Commission found that Apple applied restrictions on app developers preventing them from informing iOS users about alternative and cheaper music subscription services available outside of the app ('anti-steering provisions'). The committee, thanks to an expert report provided by Fideres, estimated damages to European consumers of approximately € 259 million (€ 62.09 million in Belgium, Italy, Spain, and Portugal) between 2014 and present. The case was submitted to Pam Board which approved the launch of a coordinated action, The action was successfully launched in september 2024 with the claim "Hey Siri, Play Fair".

For years,

Apple has abused
its power to **overcharge**
you for non-Apple music
streaming subscriptions.





Amazon Prime Video (SETTLEMENT)

On April 9, 2024, Amazon Prime Video began showing limited ads in Italy and Spain. Euroconsumers challenged this unilateral change, arguing it breached subscription terms and violated Directive (EU) 2019/770, particularly Articles 15–19, as well as related national laws. Notably, users who canceled due to the changes received no pro-rata refund. After negotiations, a settlement was reached in December 2024, allowing affected consumers in Italy and Spain to claim their rights. The same solution will apply to Portugal and Belgium if ads are introduced there. This marks a major win for consumer rights and underscores our ability to hold global companies accountable.





Complaints Against Meta, LinkedIn, and X for AI Training Data Usage

Euroconsumers has taken a leading role in addressing the misuse of user data by major tech companies, including Meta, LinkedIn, and X (formerly Twitter), for training their artificial intelligence systems. Notably, for what it concerns LinkedIn and X, Euroconsumers was the first organization to uncover and highlight these practices, setting a precedent in the data protection space. Euroconsumers' complaints compelled the Irish Data Protection Commission (DPC) to escalate the matter to the European Data Protection Board (EDPB). This step aims to establish a uniform resolution across Europe for this critical issue. This initiative is a tangible realization of the principles outlined in the Euroconsumers manifesto, "My Data Is Mine," launched in 2017. By advocating for consumer rights in the digital age, Euroconsumers reinforces its commitment to ensuring data privacy and accountability from tech giants.





Stellantis PureTech engines (warranty extension)

Euroconsumers has been instrumental in driving Stellantis' decision to address consumer concerns related to the reliability of their PureTech engines. Stellantis' proactive measures to extend the warranty for PureTech engines directly address significant consumer complaints regarding reliability and longevity. Euroconsumers played a pivotal role in securing this outcome, underscoring its effectiveness in advocating for tangible improvements that benefit consumers.





Hand luggage policy dossier

After a complaint made by Euroconsumers' member OCU to their consumer ministry, the Spanish authority fined budget airlines Vueling, EasyJet, Ryanair, and Volotea a total of €150 million for illegal charges related to cabin luggage policies. The authority also demanded that these airlines cease such practices immediately. In addition, Euroconsumers has sent cease-and-desist letters to all the implicated airlines and the Committee is actively studying possible injunctive actions to ensure compliance with consumer rights.



**Easyjet, Ryanair,
Volotea y Vueling
reciben una sanción de
150 millones € por 5
prácticas abusivas**



Ryanair airport check-in dossier

Ryanair undertook specific commitments in Italy with the Anitrust Authority (AGCM) aimed at enhancing the transparency of information provided to Italian consumers during the online flight booking process on Ryanair's website and app. These commitments addressed concerns related to services and costs and provided consumers with substantial redress for illegitimate expenses they have incurred. In line with this approach to ensuring better compliance with consumer rights and European law, Euroconsumers has written to Rayanair asking: a) that Ryanair extends the benefits of these commitments, under the same terms and conditions as accepted by the AGCM (including the timing for implementation), to Belgian, Spanish, and Portuguese consumers.





Fraudulent Advertisements on Meta's Platforms

For several months, press reports and consumer complaints have exposed a surge in fake ads on Facebook and Instagram, leading users to fraudulent online shops where paid products are never delivered. Euroconsumers, via Belgian member Testachats/Testaankoop, received numerous reports and confirmed the issue through a detailed investigation. In response, Euroconsumers has formally demanded:

- Immediate takedown and stay-down of fraudulent ads and accounts, along with a mechanism to prevent re-uploads.
- A priority reporting channel to swiftly flag fake ads and collaborate on long-term solutions against deceptive practices.





Volkswagen - Dieselgate (SETTLEMENT)

Altroconsumo and the Volkswagen Group have finalized a landmark settlement worth over €50 million, securing compensation for more than 60,000 Italian consumers impacted by the Dieselgate emissions scandal. This agreement, the result of a class action coordinated by Euroconsumers and initiated in 2015, brings closure to an eight-year legal battle. Eligible consumers will receive up to €1,100 each, marking a significant step toward justice and accountability.

This success reinforces the importance of collective consumer action and sets a precedent for holding major corporations responsible for harmful practices. Euroconsumers now calls on Volkswagen to offer the same level of compensation to Dieselgate victims in Belgium, Spain, and Portugal, where similar legal actions are still ongoing. The group remains committed to ensuring fair treatment for all affected consumers across its network.





**Start
Talking**

Start Talking is the monthly webinar hosted by Euroconsumers on the cutting edge issues that matter to consumers and markets.

Hosted by Liz Coll, consumer tech policy expert and founder of Connected Consumers, the series began in February 2022 as an opportunity to have a frank and open dialogue with a diverse set of stakeholders.

In 2024 we recorded 9 episodes involving more than 40 speakers.

Start Talking doesn't reflect Euroconsumers' point of view. That's not the aim of the series. Its aim is to create a safe space to challenge the status-quo, test established beliefs and drive forward new ideas and relationships.



PROTECTIONISM V GLOBALISATION: IS THE GLOBAL TRADE SYSTEM FAILING CONSUMERS



EMPOWER WOMEN, IMPROVE THE MARKET



MY GAMING DEVICE IS MINE: IS BIG GAMING LETTING US PLAY?



EU ELECTION FEVER: TAKING CONSUMER'S TEMPERATURE

Start talking

The magical world of food supplements: health boom or health bust?

Jun 12th
15:00 CET

Live streaming on Euroconsumers social media

euroconsumers testochats testaankoop

THE MAGICAL WORLD OF FOOD SUPPLEMENTS: HEALTH BOOM OR HEALTH BUST?

Start talking

Europe at a crossroads: is Letta's way the right way?

July 11th
15:00 CET

Live streaming on Euroconsumers social media

euroconsumers

EUROPE AT A CROSSROADS: IS LETTA'S WAY THE RIGHT WAY?

Start talking

Renting consumer "products as a service": costly gimmick or green dream?

Sept 23rd
15:00 CET

Live streaming on Euroconsumers social media

euroconsumers

RENTING CONSUMER "PRODUCTS AS A SERVICE": COSTLY GIMMICK OR GREEN DREAM?

Start talking

Refurb rising: how good is 'as good as new'?

Oct 31st
15:00 CET

Live streaming on Euroconsumers social media

euroconsumers

REFURB RISING: HOW GOOD IS AS 'GOOD AS NEW'?

Start talking

The heat is on: can consumers warm to heat pumps?

Nov 21st
15:00 CET

Live streaming on Euroconsumers social media

CLEAR-HP street hp reno

euroconsumers

THE HEAT IS ON: CAN CONSUMERS WARM TO HEAT PUMPS?



Consumer Empowerment Project

The Consumer Empowerment Project (CEP) - Powered by Euroconsumers and Google,

is a collaborative initiative where consumer organizations, industry, and civil society come together to discuss and address critical issues regarding to consumer empowerment.

Launched in April 2022, this joint initiative is dedicated to empowering individuals in the digital age, placing a strong emphasis on understanding consumer issues within the realms of digital transformation and sustainability.





Consumer Digital Empowerment Index - 2024 edition

The Consumer Digital Empowerment (CDE) Index is a research study, designed to find out if, and how, digital services empower consumers in their daily lives.

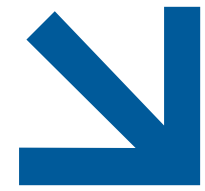
In 2024, we released the third edition of the Index, featuring data from six countries: Italy, Spain, Portugal, Belgium, Bulgaria, and Poland.

We also conducted several roadshows to present the study's findings in Bulgaria, Poland, Belgium, and Italy.



 [EXPLORE CDE INDEX DATA](#)





Consumer Leadership Academy VUB, Bruxelles

The 4th edition, held at VUB University in the heart of Europe, focused on “Empowering Consumers in the Age of Artificial Intelligence.” This theme emerged from the strategic imperative to address the future of consumer protection in a world where AI products and software are becoming increasingly prevalent in the marketplace. The question arises: Will the new regulations be able to effectively meet this challenge? It explored the latest advancements in digital consumers’ rights within recent EU regulations and the AI Act. The event also featured sessions at the European Data Protection Supervisor (EDPS) and the European Parliament.



 CLA Bruxelles
Recap video





Consumer Leadership Academy King's College, London

For the first time outside of the European Union, we were thrilled to host the 5th edition at King's College London, one of Europe's leading universities. This 5th edition of the CLA focused on the theme "Post-Brexit Overview in Consumer Empowerment," addressing the latest digital consumer law rules in the UK, AI regulation, and sustainability. In the post-Brexit landscape, these areas have taken on new significance, and our program explored how we can empower consumers to navigate these evolving challenges and opportunities.



 CLA London
Recap video

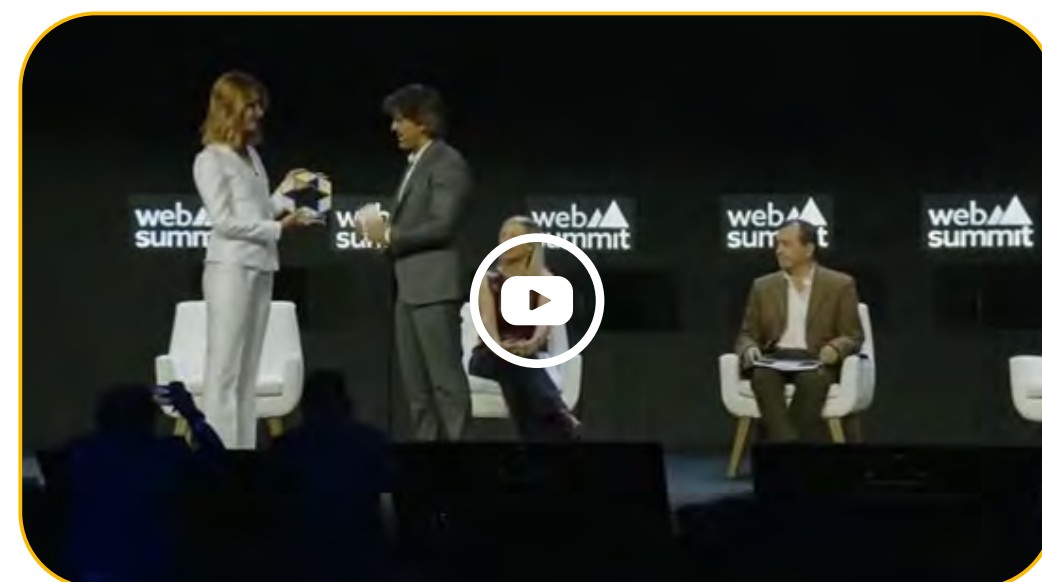




My Data is Mine

My data is mine Award is aimed at supporting young scholars with an innovative approach to data protection issues and who can offer a visionary contribution to data exploitation in Europe and worldwide.

The fifth edition took place in Lisbon during the 2024 Web Summit, receiving the European Data Protection Supervisor's patronage for the second time, which notably heightened the award's prestige. This edition aimed to recognize outstanding research in the field of Artificial Intelligence (AI) and data protection.



 Watch MDIM 2024
Award ceremony





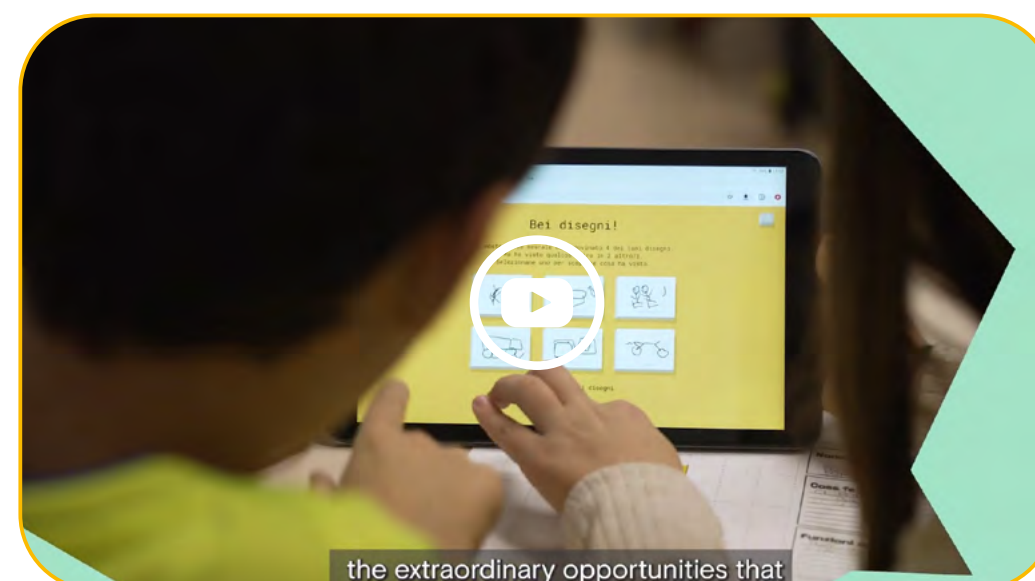
In 2024, the Consumer Leadership Academy X (CLAx), an initiative of the Consumer Empowerment Project, organized a series of events across Europe to address key policy challenges in sustainability and digital transformation. **The series included roadshows for the Consumer Digital Empowerment Index in Sofia, Warsaw, Brussels, and Rome, highlighting the importance of digital services in empowering EU consumers.** Additionally, CLAx hosted thematic events such as "Lawtimation Days" in Madrid, focusing on the Digital Markets Act from the consumer's perspective, and a workshop in Lisbon discussing the use of copyrighted materials in AI training across different legal frameworks. These events brought together policymakers, industry experts, and stakeholders to explore emerging trends and drive the future of consumer policy.





Kids Leadership Academy - At School with AI

An educational initiative designed to provide kids with a transformative edu-tech experience. Through the “At school with AI” – Kids Leadership Academy the CEP in partnership with Codemotion wants to increase the younger generation’s awareness of the challenges and opportunities of AI, ultimately fostering digitally empowered citizens of tomorrow. Last year the project was launched as a pilot program in Italy and Spain with workshop events involving more than 300 students. For Italy, the initiative is under the patronage of the Italian Data Protection Authority.



Watch the “At School with AI -
Kids Leadership Academy”
visual story



En la escuela
con la IA

A scuola
con l'IA

KIDS Leadership Academy

An initiative by **CONSUMER EMPOWERMENT PROJECT** Powered by **euroconsumers** Partner **Google {codemotion}**

cep



CEP Scholarship

CEP scholarship program is aimed at stimulating academic interest in EU consumer rights in the context of the green and digital transition by providing grants to PHD students. Moreover the Program entails networking events, a research conference and research publications.

After launching the Call for Universities in 2024 we selected 4 universities with whom CEP is ready to advance consumer rights together:

- VUB and KU Leuven (Belgium)
- Catòlica and NOVA (Portugal)





Funded Projects

13

**new grants
applications
submitted**

All our projects align with our strategy, providing resources and knowledge with a long-term perspective. This approach fosters innovation and strengthens relationships with stakeholders.

14
projects
ongoing



551
partners





CICLE X ambition is the **extension of the complaints management digital solutions** developed in Cicle to benefit other countries investigating consumers complaints data to start enforcement actions.



 [WEBSITE](#)



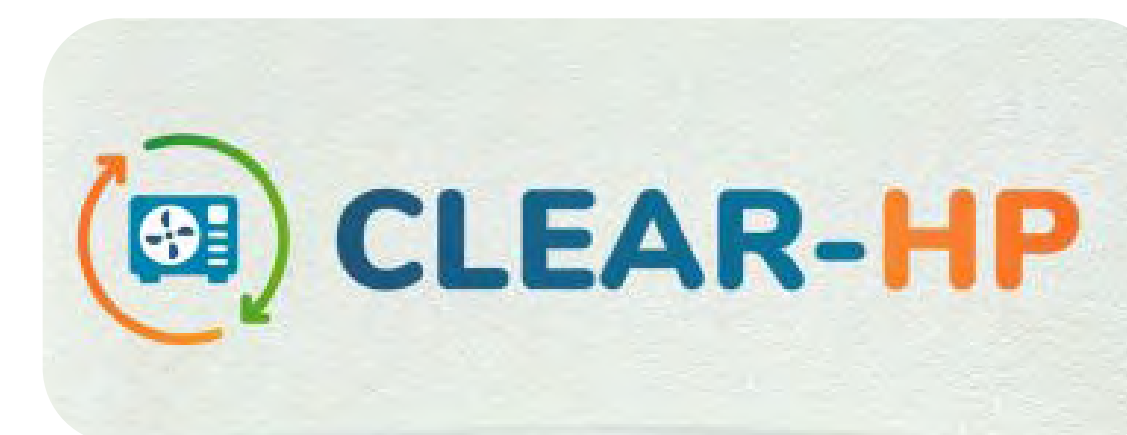
CIRCTHREAD main objective is to to **improve lifespan, repair, remanufacturing**, and recycling sharing information across the product life cycle all along the value chain.



 [WEBSITE](#)



CLEAR HP **facilitate consumers' access to heat pumps products** by accompanying consumers throughout the whole purchasing journey, and by addressing financial and regulatory barriers.



 [WEBSITE](#)

COMPLIANCE SERVICES

COMPLIANCE SERVICES aims supporting suppliers and retailers regarding compliance with eco-design and labelling legislation to better **serve consumers needs and contribute to energy savings.**



WEBSITE

HORIS

HORIS challenge is to give birth to **digital one-stop shops of integrated home renovation services** to support homeowners' decisions all along the overall building renovation customer journey in Italy, Portugal and Spain.

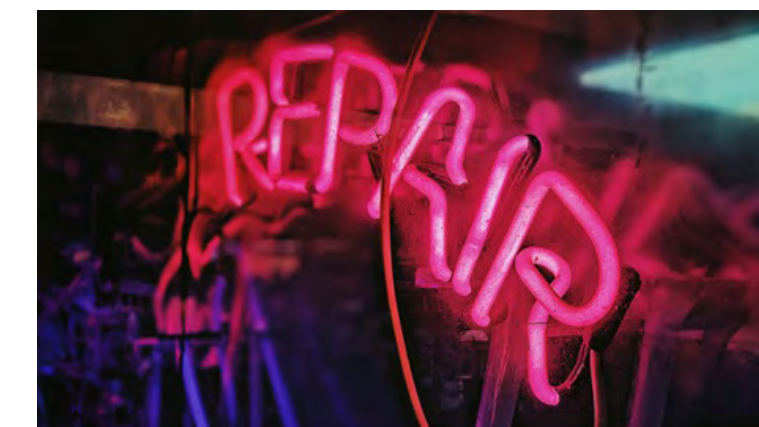


WEBSITE

BROCHURE

REP.PER

To support SMEs in the repair economy, increase repair skills, and pursue the transition to more sustainable choices by overcoming the existing repair barriers.



WEBSITE

EPREL SERVICES

To develop and promote a new type of modular web application for **EPREL database**, tailored to the needs of consumers, procurers, retailers and policy makers, providing essential product information.



WEBSITE

FUTURENZYME

To develop and apply smart technologies to **establish a high-tech platform for fast production of new enzymes** with enhanced performances and reduced environmental impact.



WEBSITE

MOBILISING CONSUMER ORGANISATIONS FOR THE FUTURE OF FOOD AND THE CAP REFORM DEBATE

Survey to dig deeper and cover complementary aspects to get a better **understanding of how much consumers really know about the CAP and what it is used for.**



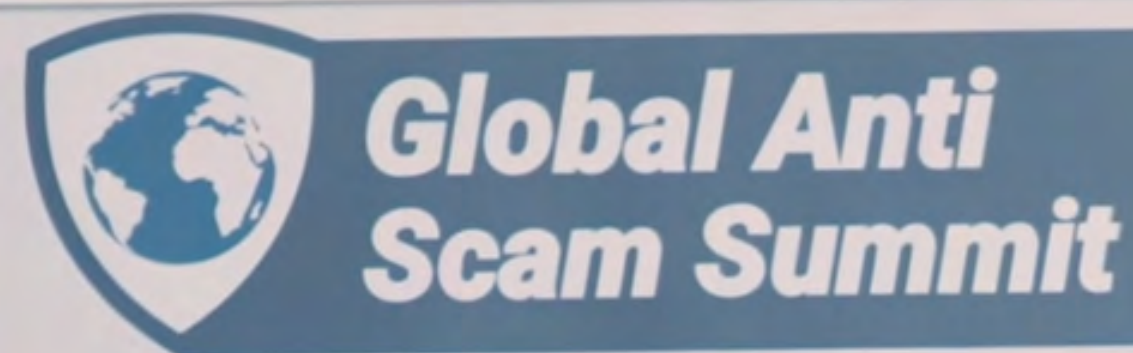


Events



The Sixth EC Forum

The Euroconsumers Forum 2024 took place in December in Brussels, with over 200 people in attendance, centered around the theme "Empower people, improve the market – going into action!". In its sixth edition, the forum focused on turning Euroconsumers' mission into real-world solutions. The event brought together policymakers, business leaders, consumer advocates, academics, and renowned speakers for engaging discussions and workshops. Key topics included fraud prevention, the roles of lawmakers, civil society, and consumers in shaping a sustainable future, how AI is redefining consumer power and consumers' role in Europe's economic future. Furthermore, the BeXt Awards 2024, celebrated innovation in categories like Value for Money, Eco-Friendly products, and Reliability. Adding a cultural touch, the forum also paid tribute to Belgium's rich comics heritage.



EUROPE



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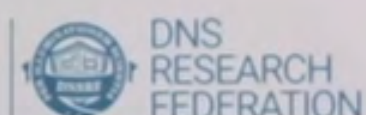
GASA

Global Anti-Scam Alliance

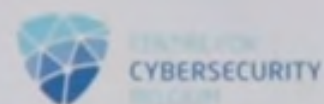


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The Global Anti-Scams Summit

In June 2024, Euroconsumers co-hosted the Global Anti-Scams Summit in Brussels, spotlighting the growing urgency to better protect and support victims of online fraud. Partnering with the Global Anti Scam Alliance, the event underscored alarming findings: nearly one in four people worldwide were targeted by scams or identity theft in the past year, leading to global losses surpassing one trillion dollars. Beyond financial damages, victims often endure significant emotional and psychological distress. The summit highlighted the necessity for institutions, banks, and online platforms to not only prevent fraud but also to provide comprehensive aftercare for affected consumers. This includes simplifying reporting processes, offering emotional support, and ensuring clear pathways to redress and justice.



EC Forum Brazil 2024

Focused on the debate of regulatory hot topics coming out from the real advocacy work that we have with each one of our partners who put their brands in our material during the year. Our partners are: Google, Meta, Mercado Livre, Shein, TikTok, Uber, Picpay, Stone, Zetta.

Among the topics of the thematic sessions, the following stand out:

Regulation of Artificial Intelligence in Brazil, Regulation of Digital Platforms, Compliance Requirements for Cross-border E-commerce, Interoperability in the Voucher Market, Brazilian Contributions to Financial Regulation in Latin America, Right to Reparability in a Middle-Income Country.



Keep in touch

We believe in the importance of relationships to continue to improve our Organization, keeping it updated to present and future challenges. If you have any questions or suggestions, please let us know.



