

Protection of consumers: distance contracts

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The rapporteur, Mrs Oomen-Ruijten, welcomed the Conciliation Committee's draft, which would protect consumers from the misuse of distance selling techniques. Many of Parliament's amendments had been taken over, particularly with regard to telephone calls, right of withdrawal, information and penalties should the supplier fail to fulfil its obligations. She also mentioned the progress made on the legal action which consumer organisations could take. Although the directive had not been extended to financial services, the rapporteur placed her confidence in Commissioner Bangemann who, on behalf of the Commission, had undertaken to present legislation on financial services and distance selling. Commissioner Bangemann replied by referring to the Green Paper which would be presented for debate by Parliament. In the meantime, he pointed out that the international conventions on financial services should be applied.