

ECC LT during 2018 was informing consumers about changes in European legislation on consumer rights and about transposition of EU legislation into national law. The informational material which is distributed to consumers was updated in 2018 and consumers during the seminars, conferences, city festivals were informed about all changes and their rights. During 2018 ECC LT lawyers have consulted consumers and gave them legal advices how to act in different situations, what documents to present when consumer writes a complaint and/or etc. The information was presented also in ECC LT webpage [www.ecc.lt](http://www.ecc.lt) and relevant information for consumers was shared on Facebook and Twitter. ECC LT team together with the European Commission Representation in Lithuania, EURES, Europe Direct, ERASMUS and other EU networks participated in annual conference “EU Nets Informational annual meeting” in Kaunas. Also, ECC LT participated **in 7 city festivals** with promotional tent which were held in Tauragė, Panevėžys, Gargždai, Šiauliai, Marijampolė, Radviliškis and Vilnius. During these events information about consumer rights in the EU was spread and informational material reached consumers in different regions of Lithuania. Consumers were invited to fill crosswords on consumer rights and win prizes. All these activities were very useful, not only because the informational material was distributed, legal advice was given, but also consumers who face problems with traders were encouraged to make contacts with traders and write complaints. Feedback which was received from press, phone calls and e-mails shows that these activities were very useful.

In 2018 ECC LT received **473 complaints**, (in 2017 received 341 complaints, in 2016 received 324 complaints and in 2015 ECC LT received 233 complaints). It should be taken into consideration that not all targets were met because the load of the cases has risen and consumers know about ECC LT, because each year ECC LT team is travelling and visiting different regions of Lithuania in order to reach more consumers. During these meetings consumers get legal advices on different topics connected to consumer rights in the EU. WE don't have concrete data about the average time between the date of encoding (in IT Tool 2) and the date of the transfer to Trader ECC and average time between the case is accepted and the answer provided to the Consumer ECC because of the transfer in Spring 2018 to IT TOOL2, but the aim of the ECC LT team was to make it as fast as possible, keeping in mind the limited human resources of the team. ???

ECC LT during 2018 distributed during all promotional activities more than **6000** brochures/information documents and **489 documents** were downloaded from the website. Such a good number of the distribution of leaflets is because ECC LT is in very good collaboration with Lithuanians airports communication office and with their help the informational material on air passenger's rights was spread through all three Lithuanian International Airports in Vilnius, Kaunas and Palanga, also, ECC-LT team collaborates very actively with all Lithuanian Tourism information centers (located in all regions of Lithuania) which help to distribute materials. Successful were our **10 promotional activities on Facebook** and Twitter where consumers could read the success stories and receive practical advice in different situations.

ECC LT produced the ECC LT Annual Report 2017 which reflected on the activities carried out by the ECC LT in 2017. Press release was published through Baltic News Service (BNS) after which 2 articles mentioning information from annual report appeared. The electronic version of the Annual Report 2017 in Lithuanian with the short summary in English was placed on the ECC LT website and published on Facebook and Twitter.

In 2018 ECC LT has produced several different **pocket size cards and leaflets** in Lithuanian and English languages. The topics were chosen according to the information requests that were received

from the Lithuanian consumers and the topics which are usually requested during the lectures in universities, colleges, schools and etc. ECC LT made following leaflets: “News and changes to consumers in tourism field” (3000 units, Lithuanian language), “What we should know about buying online” (4000 units, Lithuanian language), Air passengers’ rights pocket size cards (3000 units, Lithuanian language), about ECC LT services pocket size cards (2000 units, Lithuanian language). All leaflets which were produced by the ECC LT are accessible for consumer in the website [www.ecc.lt](http://www.ecc.lt) as e-leaflets and they can be downloaded and printed. All leaflets and pocket size cards were distributed via different events: seminars, city festivals, conferences, meetings and etc.)

In 2018 ECC LT produced following **promotional gadgets (3000 units)** : ECO pens with ECC-Net logo and tagline (1500 units/green & blue), candies with the ECC-Net logo and ECC LT tagline (1600 units); tea/coffee cups (50 units/black outside with the logo and blue inside), backpacks (50 units/ECC-Net logo/grey colour), shopping bags with ECC-Net logo and tagline (100 units) flask with ECC-Net logo and tagline (48 units), Cloth for computer/iPad/phone and also mouse pad with ECC-Net logo, ECC LT contact information (1000 units/Lithuanian maps background), luggage tags with ECC-Net logo (200 units), luggage straps with ECC-Net logo and tagline, ECC Lt webpage address (50 units/green and blue colour), credit card protector with ECC-Net logo and tagline, ECC LT webpage address (100 units/metal), Mint boxes with ECC-Net logo and tagline (sweets/150 units), Reflectors with ECC-Net logo and tagline (525 units,/green, orange, red, blue and white colours), Umbrellas with ECC-Net logo and tagline (25 units/silver colour), hairbrush with mirror with ECC-Net logo and tagline, ECC-LT webpage address (100 units, silver colour), Christmas decorations with ECC-Net logo and tagline (50 units/red and blue colour), luggage with ECC-Net logo, tagline and ECC LT website address (10 units, dark blue), vests with ECC-Net logo and caps with tagline and ECC LT website address( 2 units of vest and 7 caps, blue colour). These gadgets were distributed during events organized by ECC LT, conferences, seminars, lectures at schools and universities and also during regional festivals with informational tent, also, during Air passengers days in Vilnius and Kaunas. International airports.

ECC LT has made **10 TV shows** “European consumer centre advises” on commercial television” “Lrytas TV”(10 min each) which was broadcasted each Saturday for 10 weeks and on online “Lrytas.tv”, the audience which is reached by this **commercial TV is 270 325 consumers** and on the **online TV is 33 498**. In these TV shows ECC LT all team members presented these themes: ECC-Net and ECC LT services, Car rental issues, Air passenger rights: luggage delay/damaged luggage/lost luggage, Faulty goods and services, E-commerce issues, Fake goods, Rights of travelers by bus or train, Rights of disabled, Rights when purchasing on premises.

ECC LT collected publications and other informational material from the ECC-Net, other ECC’s and organizations, which was available for consumers at the ECC LT premises, ECC LT website ([www.ecc.lt](http://www.ecc.lt)) and ECC LT Facebook page and Twitter. The content of the ECC LT website, Facebook and Twitter was developed and updated regularly during the whole year. Safe “https” certificate was installed in the ECC LT website. The website was updated in the best SEO practice. The information in the website was revised and updated taking into account the need of consumers to get the relevant information in a quick and brief way. ECC LT published news, videos, invitations to events and photos from the events, shared other interesting information about consumer rights protection in the EU and provided the latest information on the ECC LT activities on Facebook and Twitter. As a result the ECC LT attracted **2267 fans** on Facebook compared to 2126 fans in 2017 and 212 on Twitter by the end of 2018.

In 2018 ECC LT carried out **two promotional actions for the „Air passengers Rights Day”**: first was at Vilnius International Airport and second at Kaunas International Airport departure halls together with representative from the State Consumer Rights Protection Authority (hereafter - SCRPA) and Civil Aviation Administration (hereafter – CAA). ECC LT distributed luggage tags and luggage straps with ECC-Net logo, pens, candies and leaflets about ECC LT and Air passenger rights that consumers could read during the flight. Consumers and media took an active interest in this promotional activity, they all got legal advices regarding air passenger rights.

ECC LT also has participated in **8 City festivals** with Informational tent during which consumers were educated about their consumer rights in the EU. During these events consumers were asked to visit ECC LT tent and to play games, answer short quizzes. Consumers got legal advices on consumer rights protection in the EU. These city festivals which were attended: European consumer day celebration in Vilnius, 09/05/2018 (about 300 direct contacts), “Marijampolė – the capital of culture of Lithuania 2018” in Marijampolė, 26/05/2018 ( about 200 direct contacts), 765<sup>th</sup> anniversary celebration of Gargždai city in Gargždai, 01/06/2018 (about 200 direct contacts), Taurage city festival in Taurage, 01/06/2018 (about 200 direct contacts); Radviliškis city festival in Radviliškis, 26/07/2018 (about 200 direct contacts); “Sostinės dienos” city festival in Vilnius, 01/09/2018 (about 400 direct contacts); Šiauliai city festival in Šiauliai 06/09/2018 (about 200 direct contacts); Panevezys city festival in Panevezys; 07/09/2018 (about 200 direct contacts).

ECC LT specialists have visited and educated consumers in different schools, universities and other organizations, **totally 8 institutions**. Topics that were covered during these lectures were: ECC-Net and ECC LT services, e-commerce, air passengers’ rights, car rental issues, travel packages, faulty goods and services and etc.

ECC LT together with the SCRPA 15<sup>th</sup> of March, 2018 organized a conference dedicated to **European Consumer Day “Challengers for consumers in the digital society”**. The venue of the conference was in the European Commission Representative Office “Europe House” conference hall in Vilnius. The speakers were from the Ministry of Justice of the Republic of Lithuania, SCRPA, National Commission for Energy Control and Prices, Gaming Control Authority under the Ministry of Finance of the Republic of Lithuania, Lithuanian Bank, State Data Protect Inspectorate and etc. The conference was attended by 112 participants from different organizations. During this conference these topics were presented: “Challenges for consumer in digital society”, “Blockchain technology: new opportunities”, “Safe payment when purchasing online”, “E-commerce: consumers protection and challenges for traders” and etc. The event was promoted via ECC LT Facebook, SCRPA Facebook, via webpages of ECC LT and SCRPA.

ECC LT together with SCRPA on the 20<sup>th</sup> of November in 2018 has organized a conference **“Annual consumer rights protection conference 2018: risks and challenges” in Vilnius**. Different organizations form different Lithuanian regions were invited to participate. The venue of the conference was in “Courtyard by Marriott Vilnius City Center”. The speakers were from the Ministry of Justice of the Republic of Lithuania, SCRPA ( director has given the welcome speech), Lithuanian Bank customers association, Mykolas Romeris university, ECC LT, SOLVIT Lithuania, Civil Aviation Authority, SCRPA and psychologist from JSC “Talentu namai”. The conference was attended by 69 participants from different organizations. During this conference these topics were presented: “New deal for consumers”, “Relevant issues for air passengers”, “What’s the use of data protection?”, “Contracts with banks when purchasing real estate”, “Relevant decisions of the European Court of Justice in the consumer protection area”, “SOLVIT – help in Europe”, “Travel

packages – news for consumers”, “How to be resistant in difficult and stressful situations that arise between traders and consumers?”. The event was promoted via ECC LT Facebook, webpage, SCRPA Facebook and webpage.

ECC LT specialists during the year of 2018 distributed **18 press releases, published 16 articles in the newspapers** in paper version and **53 publications/experts comments in in online media**, participated in **21 interview** in the TV stations and provided information about consumer rights in the EU and the ECC-Net activities . In 2018 **10 TV shows “ European consumer center advises”** were broadcasted on commercial TV “Lietuvos RytasTV” (live TV reached over 270 325 consumers) and online “lrytastv” ( online tv reached 33 498 consumers). In 2018 ECC LT broadcasted **35 radio shows/expert comments**. Different topics presenting consumer rights protection issues and ECC-Net activities were covered in radio stations: Radio Gama, LRT, Ziniu radijas, M1, Gold FM, Geras FM, XXL FM.

ECC LT participated and organized various events and was in a good collaboration with the State Consumer Rights Protection Authority, Civil Aviation Administration, Europe Direct, FIN-NET, SOLVIT, European Enterprise Network, European Commission Representation Office in Lithuania, Mykolas Romeris University, Alliance of Lithuanian Consumer Organizations, other NGO, institutions and organizations.

ECC LT employees during the year of 2018 were encouraged to attend various trainings, seminars and conferences on consumer rights protection issues. ECC LT representatives attended: 2 ECC-Net meetings, ECC-Net Info-Day in Luxemburg, Annual conference on European consumer law in Trier, Germany, ADR Assembly in Brussels, Cooperation Day in Bulgaria, Presidency event in Bulgaria, ECC-Net IT Tool2 workshop in Brussels, HORIZON 2020 GAP training in Brussels, study visits to ECC Netherlands and ECC Denmark, ECC-Net Communication officer’s workshop in Vienna, Extended Nordic-Baltic States Cooperation ECC-Net Meeting in Latvia.