

HIGHLIGHTS

- The overall level of refunds obtained for consumers in Lithuania and elsewhere arising from our work amounted to **88 727 EUR** (statistics of February 2018). Apart from that, invoices for unsolicited goods were cancelled, traders fulfilled their obligations. Some cases are still being handled.
- During 2017 ECC LT had **20 seminars** on consumer rights in EU at universities, schools and other scholastic institutions. At least **868 consumers** were informed about their consumer rights and ECC-Net.
- ECC LT regularly gave interviews and participated in media segments for **radio (56 times)** and **TV (13 times) stations**.
- At least **83 articles** and case studies appeared in national media mentioning ECC LT.
- ECC LT increased followers to **2126 on Facebook** and **179 on Twitter**.
- ECC LT prepared and distributed **publications** on air passengers' rights, car rental, e-commerce and etc. Also launched a line of **useful promotional material** with ECC-Net Logo.

OVERVIEW

During 2017 ECC LT received **362 normal complaints, 199 simple complaints** and **1064 information requests**. The top three areas of complaint received by ECC LT in 2017 were air passenger rights, clothing and footwear, recreation and culture,. Most of the complaints were against the traders from United Kingdom, Latvia, Poland, Italy and Germany.

SEMINARS, LECTURES, CONFERENCES

During 2017 ECC LT organized activities with information tent and stand in 11 events in Vilnius Kaunas, Palanga, Gagzdai, Moletai, Panevezys, Varena. Together with State Consumer Rights Protection Authority organised two conferences „Relevant consumer rights protection issues“ in Vilnius and 2 seminars for traders about the relevant topics on consumer protection in Vilnius and Kaunas.

On 15 th of March 2017 ECC LT together with State Consumer Rights Protection Authority organised a conference dedicated to European Consumer Day „Relevant consumer rights issues“.

On 2 nd of October 2017 ECC LT together with State Consumer Rights Protection Authority organised an annual conference „Relevant consumer right issues 2017“.

ECC LT participated and organised various events in collaboration with Civil Aviation Administration, Europe Direct, FIN-NET, SOLVIT, European Enterprise Network, European

Commission Representation Office in Lithuania, State Consumer Rights Protection Authority, Alliance of Lithuanian Consumer Organisations, Mykolas Romeris University, Kaunas University of Technology.

ECC Lithuania attended a study visit to ECC Italy.

ECC LT organizes **the events on spreading information on air passenger rights at Vilnius and Palanga International airports**. Consumers were informed about their air passenger rights and received useful promotional material.