

Information release

New edition of the ECC-Spain Newsletter

ECC-Spain publishes the 24th Newsletter with the most outstanding news on Consumption in the European Union

Madrid, April 22, 2022. The [Newsletter](#) includes, among other news, information on the "Study Visit" hosted by the European Consumer Centre in Spain, and attended by the director of the Italian Centre, Stefano Albertini, with the aim of exchanging experiences and optimizing the organization of the workflow.

The Newsletter also echoes the public hearing of the preliminary Law and with which the Financial Client Defense Authority will be created. The aim of this Authority is to reinforce the system of out-of-court resolution of claims between entities and customers of banking, securities and insurance products, while promoting education and financial inclusion. This Authority will resolve claims for amounts less than 20,000 euros, within a period not exceeding 90 days, free of charge and with a binding nature. In the same way, the Newsletter also includes the warning of the financial regulators of the European Union about the risks of crypto assets since many of them are very risky and speculative, so they are not suitable as an investment, or as a means of payment or exchange for most consumers.

Likewise, it highlights the information on the approval of the European Parliament and the Council of the EU to extend -until 2032- roaming (mobile roaming like at home) so that mobile phone users will be able to continue calling, sending text messages and browsing online at no extra cost when traveling within the European Union.