

The European Commission
Health and Consumer Protection Directorate -
General
F101 06/52
Rue de la Loi 200
B1049 Brussels
Belgium

5 February 2002

Dear Sir/Madam

GREEN PAPER ON EU CONSUMER PROTECTION

The Financial Services Consumer Panel is a statutory body set up under the Financial Services and Markets Act to represent the interests of consumer in the financial markets. The Panel's role is to monitor and advise the UK Financial Services Authority in the interest of consumers. To fulfil that role we also consider policy developments from other bodies that may have an impact on the UK's financial consumers and on the work of the FSA. Consequently, we read with interest the EU's Green Paper on Consumer Protection and welcome the opportunity to comment on it.

It is important that the EU considers that there are many diverse policy areas that might be affected by the proposals in the Green Paper. In each area there are different representative bodies, some with limited resources and a narrower remit than the Green Paper. The Commission should ensure that all these groups have the opportunity to comment on the policy as it develops and that any proposals take account of the wide range of products that they can apply to.

We were concerned that the Green Paper does not take account of other relevant developments elsewhere within the EU. In particular, we note that the paper does not take into account the Lamfalussy recommendations or the work being done by DGXV to develop a single market for financial services and to shift to home state regulation of conduct of business requirements. We also note that there is no reference in section 2.3 of the paper to the work being undertaken by the UK Financial Services Authority to interpret the meaning of 'treating customers fairly' both at the point and after the point of sale.

We note that you propose to undertake further consultation with interested parties and we would welcome the opportunity to be involved in the debate as it continues.

Yours sincerely,



Colin Brown
Chairman

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