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Information for consumer associations

The InfoCons Association informed the Alternative Banking Dispute Resolution Center that the representative of consumers, Mr. Corneliu Visoianu, *“no longer holds any position or office in either the InfoCons Association, or the Federation of Consumer Associations, and he no longer represents the consumer protection movement”*. The InfoCons Association asked for the representative of consumers in the Steering Board of ABDRC to be replaced by Mrs. Dana Popescu, attorney.

Thus, as of June 2016, the InfoCons Association has submitted a number of letters asking for the member representing the consumer associations in the Steering Board of ABDRC to be replaced, but **has failed to submit also any formal document** that would attest that the new proposal was validated/agreed by the nationally representative consumer associations, in observance of the provisions of the Government Ordinance no. 21/1992. Moreover, later, the management of the InfoCons Association explained that any failure of ABDRC to act upon their request would result into legal actions being brought up against the Center.

ABDRC wishes that this situation is clarified urgently, and asked the InfoCons Association to provide documents in support of this replacement. Please note that, in 2015, the representative of consumers was designated by vote by the consumer associations which attended the meeting held in the premises of the National Consumer Protection Authority, which vote was documented in the **minutes dated 24.09.2015**, signed off by the attending parties.

Any replacement that could be considered/interpreted as infringement of the legal provisions could cause serious damage to ABDRC's reputation.



We emphasize the fact that the Alternative Banking Dispute Resolution Center **is not qualified to involve in designation of the representatives in the Steering Board**, as such nomination is the exclusive authority of the nominating entities, pursuant to the provisions of the Government Ordinance no. 38/2015.

To clarify the requests of the InfoCons Association on the status of the representative of the consumer associations in the Steering Board, ABDRC submitted a number of formal letters to the National Consumer Protection Authority.

The work of the Alternative Banking Dispute Resolution Center shall not be affected in any way by this state of facts. The procedures applied for amicable settlement of the disputes between consumers and traders continue as usual, regardless the membership of the Steering Board.

ABDRC is convinced that consumer representation in the membership of the Steering Board guarantees that the interests of all of those who pursue amicable settlement of disputes are advanced and supported.

The members of ABDRC's Steering Board are designated by the National Consumer Protection Authority, the Romanian Banking Association, the National Bank of Romania and the consumer associations. The independent member is selected by the 4 designated members. The office of each member of ABDRC's Steering Board is of 5 years, renewable once, and the chair of the Steering Board is selected alternately from the five members, for a term of office of one year.

About ABDRC:

The Alternative Banking Dispute Resolution Centre is an independent non-governmental apolitical, not-for-profit legal entity of public interest established under the Government Ordinance no. 38/2015 on alternative resolution of disputes between consumers and traders, which transposes at domestic level Directive 2013/11/EU on alternative dispute resolution for consumer disputes and amending Regulation (EC) no. 2006/2004 and Directive 2009/22/EC.