

Forbruger Europa

Christel Høst

clp@forbrugereuropa.dk



About the ODR-platform

- Aim: to solve cross border complaints fast and cost efficiently
- Challenges: language barriers



Using the platform

1. A consumer submits a complaint in any EU language, describing the nature of their complaint and attaches their documentation
2. A trader receives notification that a complaint has been submitted concerning a product he has sold and is encouraged to respond and choose an ADR body
3. If the consumer accepts the chosen body, the case will be sent to the ADR
4. The ADR will handle the case and send a decision to both parties in the language of the ADR-body
5. « Worst scenario » is that the trader, the consumer and the ADR-body are writing in three different languages

Initial main concern

- The language of the consumer is often filled with spelling mistakes, typing errors and misuse of legal terminology
- Correct translation of legal terms



Consumer complaint EN-DA

Dear Sir,

I am receiving unexpected invoices from fullrate dk services. Initially, one of the clients from this company called me and offered their service. Accidentally I was trapped in their service. I was misleading. I am not using their services right now. But, I used their new mobile SIM for one month and I cleared that particular bill. Without my permission, they delivered an internet broad band connection device and I dispatched back to them. Even though they are sending invoices. Today itself, I am going to pay rest of the bills. But I don't want this service again because I am a student and its very difficult for me to pay this huge amount. Kindly solve this issue as soon as possible.

Regards,

Hr. premierminister, Jeg modtager uventede fakturaer fra Fullrate dk. Oprindeligt blev en af kunderne fra dette selskab kaldt mig og tilbudt deres tjeneste. Ved et uheld blev jeg fanget i tjenesten. Jeg var vildledende. Jeg bruger ikke deres tjenester nu. Men jeg brugte deres nye SIM-kort i en måned, og jeg godkendte dette. uden min tilladelse har de leveret en internettilslutningsanordning med et bredt bånd, og jeg har sendt mig tilbage til dem. Selv om de sender fakturaer. Jeg vil i dag selv betale resten af regningen. Men jeg ønsker ikke denne tjeneste igen, fordi jeg er studerende, og det er svært for mig at betale dette enorme beløb. Dette problem bør snarest muligt løses. MVH

Consumer complaint EN-DA

I bought a **flight ticker** online August 22, 2018. CPH - BLQ, book. ref. R7FSVA. Price on computer screen: 411 SEK + 11750 SAS Eurobonus points (# xxx). Next Day were 645 SEK + 11 750 points withdrawn on my Mastercard used for payment. **I have afsked** SAS for 234 SEK + 300 SEK + compensation for 3 working days spent on **contactiing** SAS - by phone and by e-mail and by Web-error platforms. SAS ignores my communication. Aside from having offered **cancelkation and rebooking**, which I have refused to accept, because the errors are the responsibility of SAS - not me as **costumer**/consumer. **And due to travelling being out of office**. I apply for reasonable compensation? Kind regards

*Jeg købte en **flybillet** online i august 22, 2018. CPH -BLQ, book. R7LFSVA. Pris på computerskærm: 411 SEK + 11750 SAS Eurobonuspoint (# xxx). Næste dag var 645 SEK + 11 750 procentpoint, der blev trukket tilbage på mit Mastercard, der blev brugt til betaling. **Jeg har afrevet** SAS for 234 SEK + 300 SEK + kompensation for 3 arbejdsdage, der er **brugt på deltagelse** i SAS — pr. telefon og e-mail og ved hjælp af websteder, hvor der er opstået fejl. SAS ignorerer min kommunikation. Ud over at have tilbudt **annullering og ombooking**, som jeg har nægtet at acceptere, fordi fejlene er SAS "ansvar — ikke mig som **costumer**/forbruger. **Og på grund af deres udtræden af tjenesten**. Jeg ansøger om en rimelig kompensation? Med venlig hilsen*

Consumer complaint DA-EN

Hej Carl Jacobsen. Jeg sendte en klage vedrørende Air Malta, som blev lukket efter 30 dage, hvilket jeg kan forstå at en sag bliver hvis man ikke er enig om sagen, men Air Malta svarede aldrig. Er dette normalt? Skal jeg åbne en ny sag? Kan jeg gøre mere? Tak på forhånd :)
Mvh Josephine

Dear Mr Jacobsen, I sent a complaint concerning Air Malta, which was closed after 30 days, which I am able to understand that a case does not agree with the case, but Air Malta never replied. Is this normal? Do I have to open a new case? Can I do more? Thank you very much: MVH Josephine