

**Van:** 10.2.e  
**Aan:** 10.2.e )-BSK; 10.2.e )-HDJZ; 10.2.e )-HBJZ;  
 10.2.e )-DGMI  
**Onderwerp:** FW: European consumer and passenger rights in the COVID-19 crisis.  
**Datum:** vrijdag 3 april 2020 13:12:14  
**Bijlagen:** [BEUC-X-2020-017 Letter to Commissioners EU consumer and passenger rights in the COVID-19 crisis.pdf](#)

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**From:** BEUC - Directors Office

**Sent:** vrijdag 3 april 2020 13:10

**Cc:** BEUC - Directors Office

**Subject:** European consumer and passenger rights in the COVID-19 crisis.

Dear Attaché,

We would like to inform you about [a letter](#) (see linked and attached hereto) that BEUC sent to Commissioners Reynders, Valean and Breton yesterday calling them jointly **to take European measures in a co-ordinated way, ensuring that both consumers can maintain their rights to reimbursement and businesses can cope with the difficulties linked to the Covid-19 pandemic.**

National measures planned or already taken by several member states that would force consumers to postpone their reimbursement claim for several months and/or to accept (sometimes even non-insolvency protected) vouchers instead of the monetary refund will put many households in serious financial difficulties and is tantamount to granting an interest-free loan to the travel industry. Many households in Europe already suffer from economic pressure due to job and income loss and some people don't know how to pay their rent.

It is precisely in these emergency situations that European passengers must be able to rely on strong rights.

Please do not hesitate to get in touch should you require any further information.

Yours sincerely,

Ursula Pachl

Deputy Director General



**Ursula Pachl**

*Deputy Director General*

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[EC register for interest representatives: 9505781573-45](#)



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