



Finnish Competition
and Consumer Authority

Healthy and well-functioning markets for the benefit of consumers



kkv.fi/en

Why is the FCCA needed?

The FCCA safeguards and promotes well-functioning markets. Well-functioning markets are to the advantage of both companies and consumers. Markets function well when there is competition between businesses and consumer rights are protected.

Defective transactions may be costing consumers over EUR 50 billion in losses each year across the EU.

(The European Commission)

Productivity grows fastest in sectors where competition is strong. (OECD)

For consumers, competitive markets mean

- ▶ lower prices
- ▶ better products and services
- ▶ more choice
- ▶ trust in that companies will rectify any problems quickly

For companies, markets based on healthy and well-functioning competition mean

- ▶ consistent and predictable business conditions
- ▶ the opportunity to succeed based on your own capabilities
- ▶ freedom of choice with respect to source of procurement and distribution channels
- ▶ encouragement of innovation, which in turn creates economic growth

ADDITIONAL INFORMATION ON THE EFFECTS OF COMPETITION AND CONSUMER POLICY

Factsheet on how competition policy affects macro-economic outcomes (OECD, October 2014)

Special Eurobarometer 342 (European Commission, April 2011)

A new European Consumer Agenda - Boosting confidence and growth by putting consumers at the heart of the single market (22.5.2012)



MONITORS markets to ensure that businesses comply with legislation safeguarding competition and consumer protection

INTERVENES if businesses try, by unlawful means, to gain a competitive advantage over competitors, trading partners or with respect to consumers

PRODUCES information on consumer protection for companies and consumers

Individual disputes, in which consumers seek compensation for defects in goods and services, are handled by **Consumer Advisors and the Consumer Disputes Board**.

On the other hand, **the Consumer Ombudsman** negotiates with businesses over problems affecting a broad range of consumers, seeking a solution that will help everyone in the same situation.

What does the FCCA do?

- ▶ examines and takes legal action over anti-competitive practices, such as cartels
- ▶ investigates mergers and acquisitions in Finland which exceed the turnover threshold, and intervenes in mergers and acquisitions that markedly reduce competition
- ▶ ensures a level playing field for competition by intervening when public sector business activities prevent or distort competition
- ▶ monitors compliance with procurement legislation, to ensure that public procurement procedures are transparent and non-discriminatory, and that procurements are effectively subject to competitive bidding
- ▶ monitors markets to ensure that companies do not market their products or services in a misleading manner, or fail to fulfil their disclosure obligations
- ▶ intervenes, on behalf of the consumer, in cases of unreasonable contract terms that restrict consumer rights and choice, or that may create risks for consumers
- ▶ advises consumers on protecting their own rights and provides them with practical instructions for various problematic situations
- ▶ engages in extensive research, meeting scientific criteria, for decision-makers and in support of the FCCA's investigative activities
- ▶ works in close cooperation with other authorities, both in Finland and internationally
- ▶ uses initiatives and statements to influence legislation, and briefs decision-makers on the beneficial effects of competition and consumer protection

Read more about our operations and tasks:

kkv.fi/fi/en



The FCCA's services

- ▶ **Link for competition enforcement tip-offs:** you can send us tip-offs on possible restrictions of competition
- ▶ **kkv.fi/en/consumer-advice/:** help with individual disputes between consumers and companies, instructions on interacting with the Consumer Advisory Service, and guidance from the Complaint Assistant on making written complaints
- ▶ **Consumer Advisory Service on Facebook:** general advice and instructions on various topical consumer issues
- ▶ **Link for consumer market tip-offs:** you can send the Consumer Ombudsman tip-offs on issues or business practices that are detrimental to consumer markets
- ▶ Consumer Ombudsman's **telephone advisory service for businesses**
- ▶ **European Consumer Centre Finland:** advises consumers in matters related to foreign enterprises and provides arbitration assistance in disputes between consumers and enterprises established in another EU Member State, Norway or Iceland
- ▶ **Registration of package tour operators**

The FCCA is managed by its Director General. The FCCA has a Competition Division and a Consumer Division, each of which is led by a Director. The Director of the Consumer Division also serves as the Consumer Ombudsman. In addition, the European Consumer Centre acts in conjunction with the FCCA.

The authority has a budget of around EUR 11 million. It has 130 staff.

The FCCA works in the administrative branch of the Ministry of Economic Affairs and Employment.

 Finnish Competition and Consumer Authority

Finnish Competition and Consumer Authority
Siltasaarenkatu 12 A
FI-00530 Helsinki, Finland
Exchange +358 (0)29 505 3000
www.kkv.fi/en

kkv.fi/en