

Authority for
Consumers & Markets



The Netherlands Authority for Consumers and Markets (ACM)

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Who are we?

The Netherlands Authority for Consumers and Markets (ACM):

The authority with combined powers in consumer protection, competition and sector-specific oversight, since April 2013

Opportunities and options for businesses and consumers



**Consumer
Authority (CA)**



**Competition
Authority (NMa)**



**Telecom
Regulator (OPTA)**



**Authority for
Consumers & Markets**



ACM's establishment

Establishment Act: 1 April 2013 (creation of ACM)

- Independence:
Legal status: 'Autonomous Administrative Authority' (AAA)
 - Individual cases vs. general policy rules

Streamlining Act: expected 1 July 2014

- Harmonization of powers, procedures and instruments

Facts & figures

- 3-member Board; Chairman, Chris Fonteijn
- Ca. 500 employees, 8 departments
- Annual budget 2013: €65 million

Our goals & tasks

Focus: Consumer welfare

Consumer protection law

- Misleading practices / incomplete information, e.g. Ryanair

Competition law

- 101 TFEU (Art. 6) & 102 TFEU (Art. 24), e.g. Magazine packs
- Merger review, e.g. Hospitals

Regulated industries

- Energy, Telecom, Postal services, Transport

Strategy

Mission:

“ACM promotes opportunities and options for businesses and consumers.”

- Effectivity & efficiency; integral market oversight
- Example: Greenchoice case
- Problem-solving approach
 - ‘The impact is central, not the instrument’

ACM: A powerful combination



Visit www.acm.nl/en for more information