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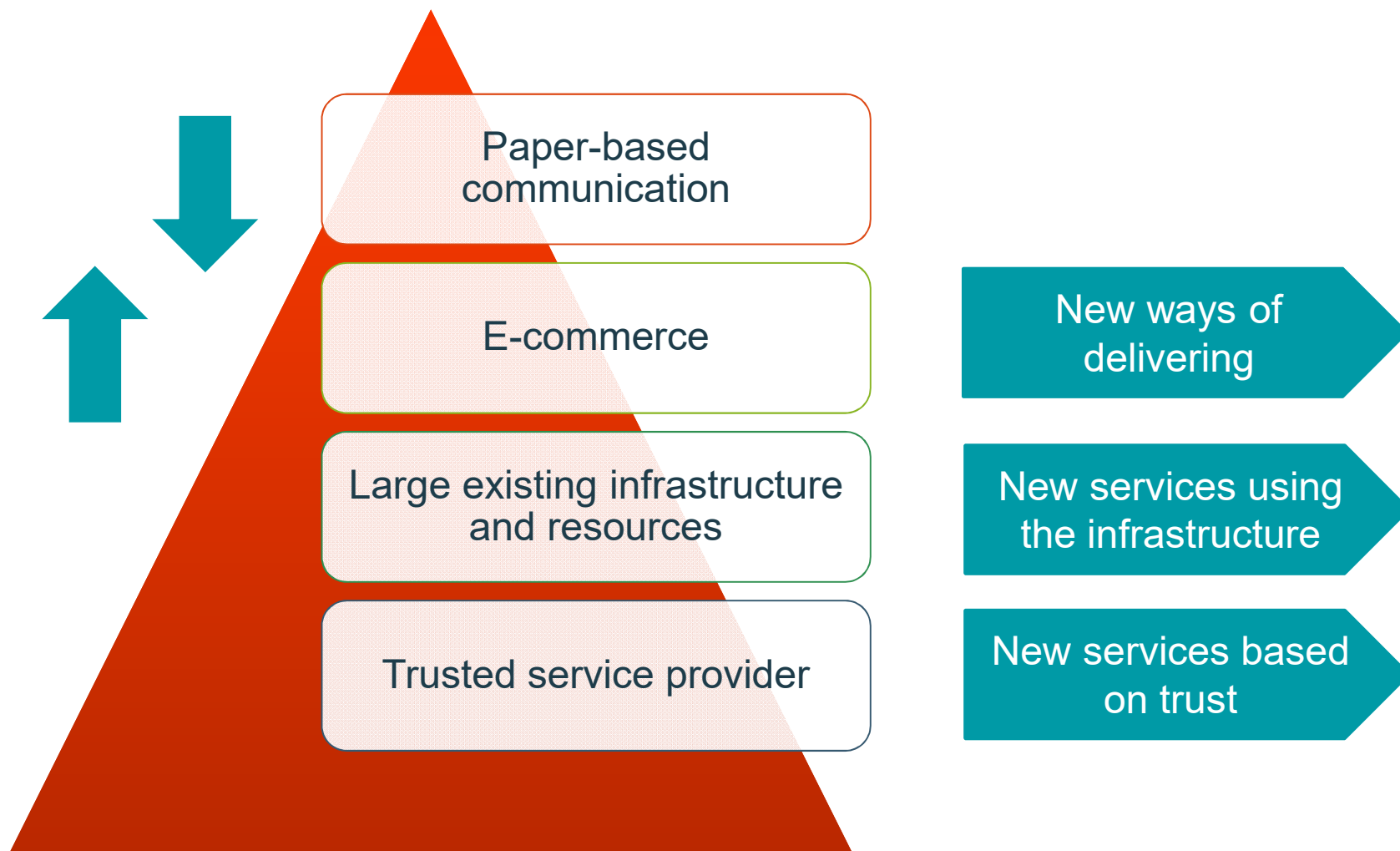
Postal industry innovation - exploring new worlds... with new regulations

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Agenda

- **Diversification strategy: survival strategy?**
- **Delivery, the corner stone of the online buying process**
- **Conclusion**

Postal diversification Necessary and possible



New activities mean new duties related to

Privacy

Cyber
security

Online
sellers and
buyers

EU current consumer protection rules

Online traders

- Pre-contractual information on delivery to consumers
- Bear the risk of delivery until good is received
- Should reimburse the consumer in case of return following right of withdrawal

Parcel operators

- 30 days to deliver
- Bear the risk of the goods until consumer receives the good in hand if the consumer has arranged the carriage of goods

Consumers

- In case of right of withdrawal/return for lack of conformity, should notify the online trader and send the good back to the online seller



2017 - Results of the consumer protection review assessment

- Main consumer protection rules still fit for purpose BUT
- **Insufficient enforcement of the rules**
- **Shortcomings over redress opportunities**

Draft directive on enforcement of consumer rights

Amendments
allowing
consumers to
claim for more
remedies



Growing number
of RETURNS

Draft directive on enforcement of consumer rights Expected consequences for delivery operators

Increased need for effective returns

- Traders allowed to withhold the reimbursement until they receive the goods back
- Traders not required to take back an ordered good that has already been used (instead of tested)

Increased responsibilities in terms of 'passing of the risk'

- CRD = risk passes on consumers when he gets the good in hand - except for specific arrangements with carrier
- In case of lack of conformity, consumer to arrange return with carrier expected to bear the responsibility in case of loss or new damage.

How to better enforce EU consumer protection rules?



Summary

- Diversified activities involve lots of new related policy and regulatory challenges.
- Complying with requirements on the protection of personal data and cyber security. Standardisation, interoperability and portability of the systems (and contents) will become the general rule.
- The expected growing need to transport returned/repaired items or replacements will lead to a higher number of shipments back and forth for a single transaction.



THANK YOU!

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