

# Consumer Advisory Panel (CAP)

## 41<sup>st</sup> Meeting

Consumer Advisory Panel	
Meeting Date	21 <sup>st</sup> June 2023
Meeting Location	ComReg's Office
Panel Members in Attendance	Dermott Jewell – The Consumers' Association of Ireland Donal Fitzpatrick – The National Disability Authority (NDA) Aishwarya Patil – Chambers Ireland David Kelly – Southern Regional Assembly
Guest in Attendance	Emer Coveney – Age Friendly Ireland
CAP Chairperson	Barbara Delaney – Director of Retail and Consumer Services
ComReg Attendees / Presenters	Leonie Allen / Richard O'Carroll / Mervyn Hickey – Retail Elaine Carroll / Lorraine McCoy – Consumer Communications and Engagement Donnacha Hennessy / Albert Redmond / Peter Moran – Market Framework

# Meeting Agenda

Item:	Agenda Items:
1	Update to CAP on topics raised
2	Retail Compliance Enforcement Actions Update
3	Legislative Updates: New European Electronic Communications Code (EECC) and Consumer Rights Act 2022
4	Combatting Scam Calls and Texts: ComReg Consultation on Network-based Interventions to Reduce the Harm from Nuisance Communications
	AOB

# Meeting Minutes

Item:

## Meeting Minutes and Actions:

Lorraine McCoy opened the meeting.

### 1 Update to CAP Members on topics raised

#### ▪ Update on the European Accessibility Act

ComReg updated the panel on the [European Accessibility Act](#).

Open panel discussion and questions raised by the panel were addressed by ComReg.

### 2 Retail Compliance Enforcement Actions Update

ComReg provided an update on the recent [compliance and enforcement actions](#).

Open panel discussion and questions raised by the panel were addressed by ComReg.

### 3 Legislative Updates: New European Electronic Communications Code (EECC) and Consumer Rights Act 2022

ComReg provided a high level overview of the new consumer protections and [enforcement powers](#) under the EECC and Consumer Rights Act 2022. ComReg also made reference to part 3 of the Consumer Protection Act 2007.

Open panel discussion and questions raised by the panel were addressed by ComReg.

### 4 Combatting Scam Calls and Texts: ComReg Consultation on Network-based Interventions to Reduce the Harm from Nuisance Communications

ComReg updated the panel on the [consultation on combatting nuisance communications](#).

Open panel discussion and questions raised by the panel were addressed by ComReg.

## AOB

Next Meeting:

13<sup>th</sup> September 2023, 11:00am – 1:00pm

