



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR JUSTICE AND CONSUMERS

Directorate B – Consumers
Unit B.2 – Consumer Law

Brussels
JUST.B.2/AP

Subject: Accreditation letter – Invitation for Participation

Dear Sir/Madam,

The European Commission, with the Directorate-General for Justice and Consumers (DG JUST) in the lead, has engaged the services of Ernst & Young, alongside its partner companies, to conduct a study to support the preparation of the Commission's report on the transposition and the implementation of Directive (EU) 2019/770 of 20 May 2019 on certain aspects concerning contracts for supply of digital content and digital services and of Directive (EU) 2019/771 of 20 May 2019 on certain aspects concerning contracts for the sale of goods.

In this context, the interviews and surveys will be organised with various stakeholders and consumers, to gather the data necessary for the assessment of the implementation of both directives. You are invited to take part in this study and your involvement will constitute an important contribution on the subjects covered.

We would kindly ask for your cooperation and availability to provide timely feedback to the study team. Please be assured that all data provided to the contractor will be used for the purpose of the study only. All personal data collected will remain confidential, in line with Regulation (EC) No 2016/679. The assignment started in June 2025 and will run until June 2026.

Yours sincerely,

Maria-Myrto KANELLOPOULOU
Head of Unit

