



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

Advocating for Professional Compliance Standards

Patrick Kenny

Member CCPC



The Association of Compliance Officers in Ireland

Annual Conference
10 November 2017

Agenda

- The Competition and Consumer Protection Commission (CCPC)
- What Informs the work of the CCPC
- Recent Highlights
- The Role of the ACOI





IF YOU THINK
COMPLIANCE
IS EXPENSIVE

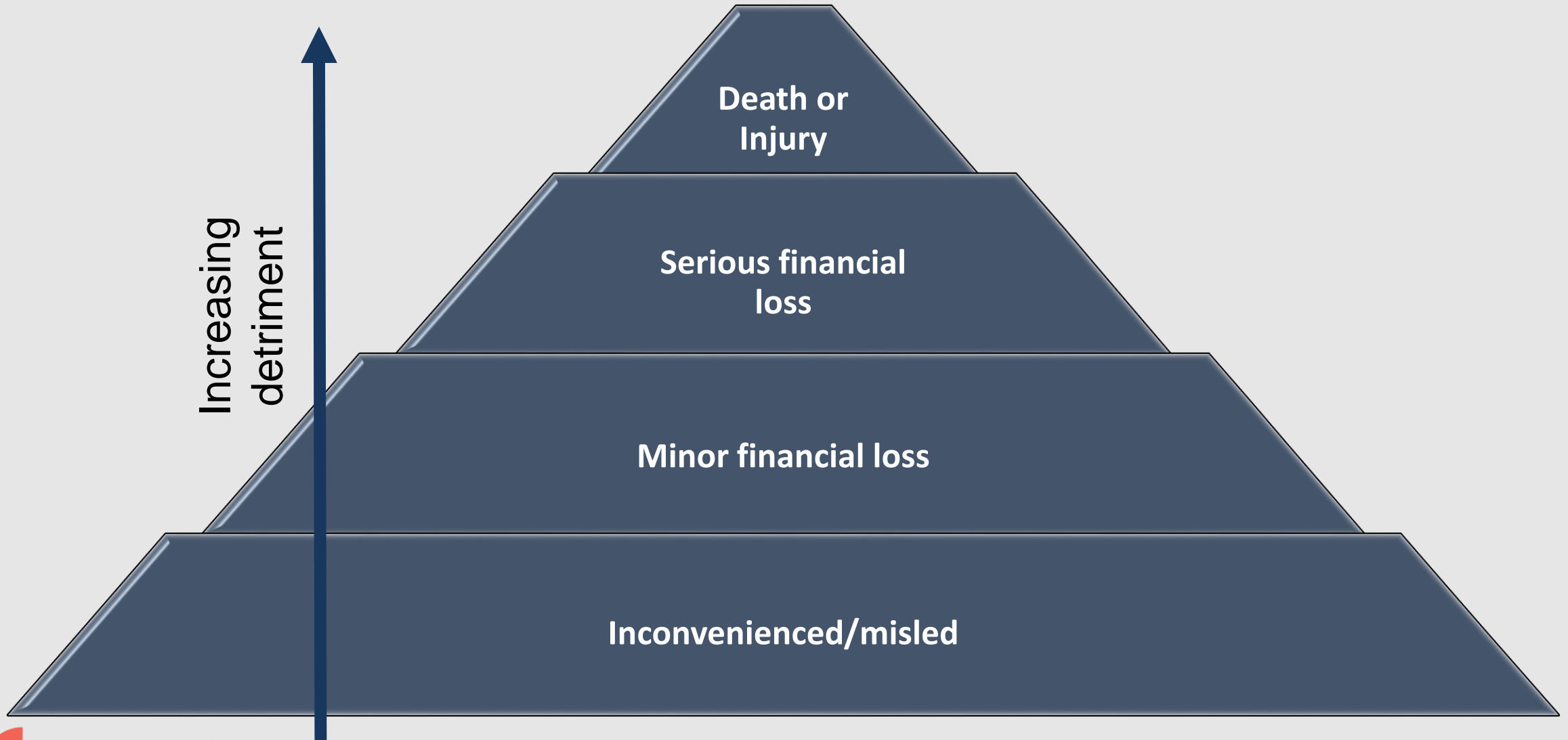
TRY
NON-COMPLIANCE

Former Deputy US Attorney General Paul McNulty

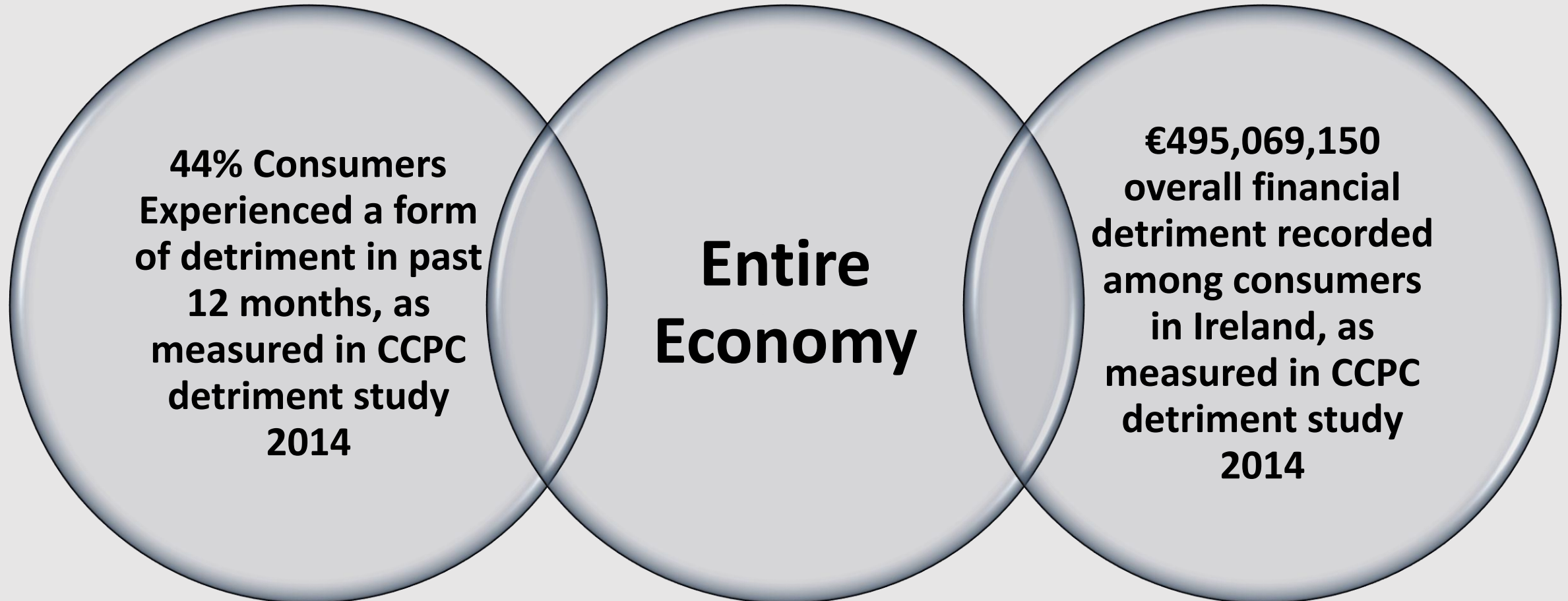


Competition and
Consumer Protection
Commission

Prioritising Harm



CCPC Remit



Our Functions

Enforce

Enforce competition law

Enforce consumer protection law

Enforce product safety regulations

Assessing mergers

Inform

Inform consumers about their rights

Foster Business Compliance

Provide personal finance information & education

Advise Government & influence policy

Protect & Regulate

Monitor compliance with Grocery sector regulations

Alternative Dispute Resolution

Authorise credit intermediaries



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What informs the CCPC's Work?



What informs the CCPC's work?

**Information from consumers:
40,000+ contacts
annually**

**Anonymous letters
&
Whistle Blowers**

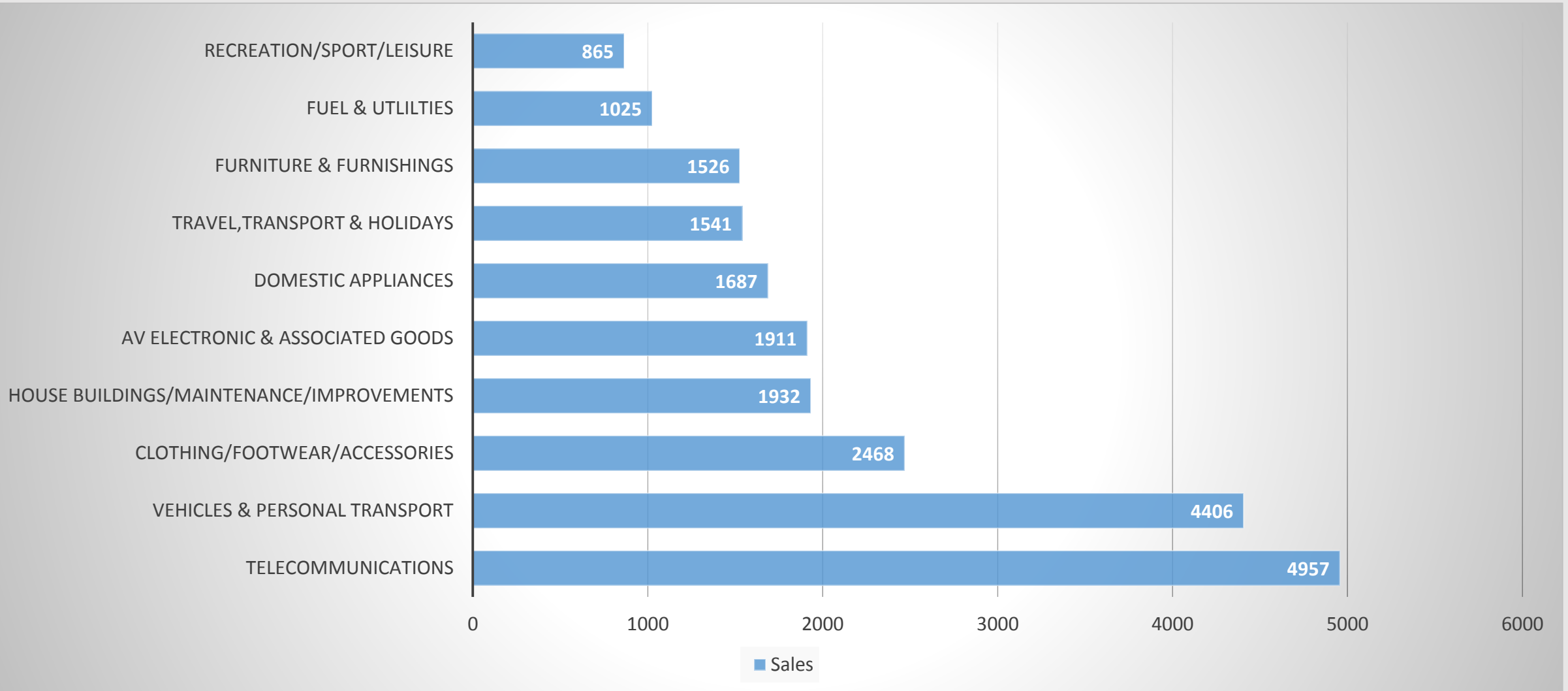
**Immunity applicants:
Cartel immunity number:
087 763 1378**

**Information received from
State bodies i.e.
An Garda Síochána
Revenue Commissioners
Procurement Agencies**

**Co-operation with
European Commission and
other competition and
consumer protection agencies**



Helpline Analysis 2016



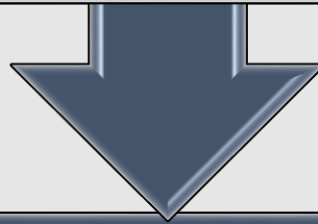
Helpline Analysis: Main Issues

Top Three Sectors

Telecommunications

Vehicles/personal transport,

Clothing/footwear/accessories



Top Five Traders

Eir Group

Three Ireland

Vodafone

Virgin

Harvey Norman



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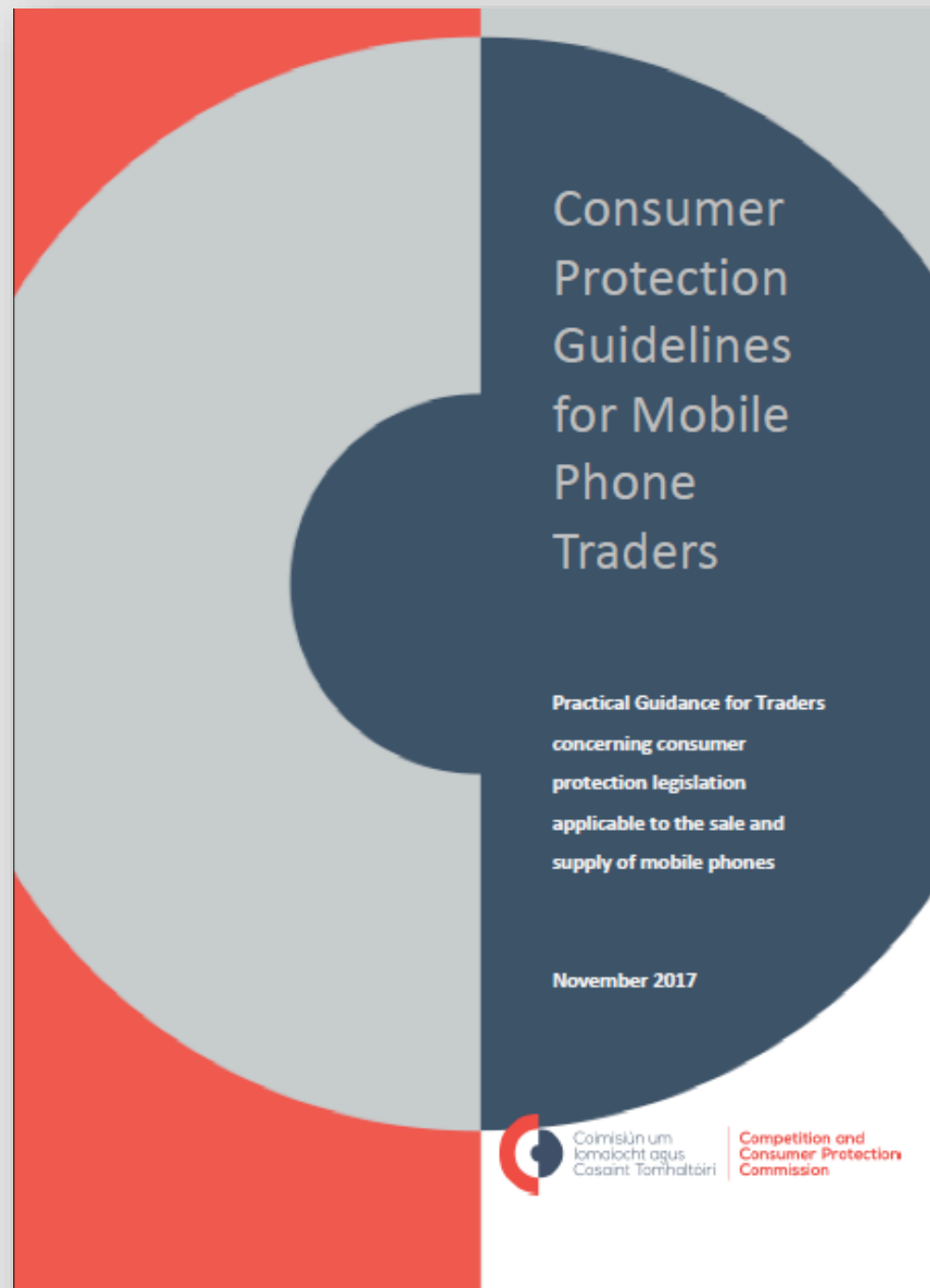
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Recent Highlights of the CCPC



Recent Highlights

Consumer Protection
Guidelines for Mobile
Phone Traders

Flooring cartel
convictions

Custodial sentence
for car crime

Insurance providers
undertakings
Re-information
exchanges

Mortgages Options
Paper

PCP Car Finance
Study

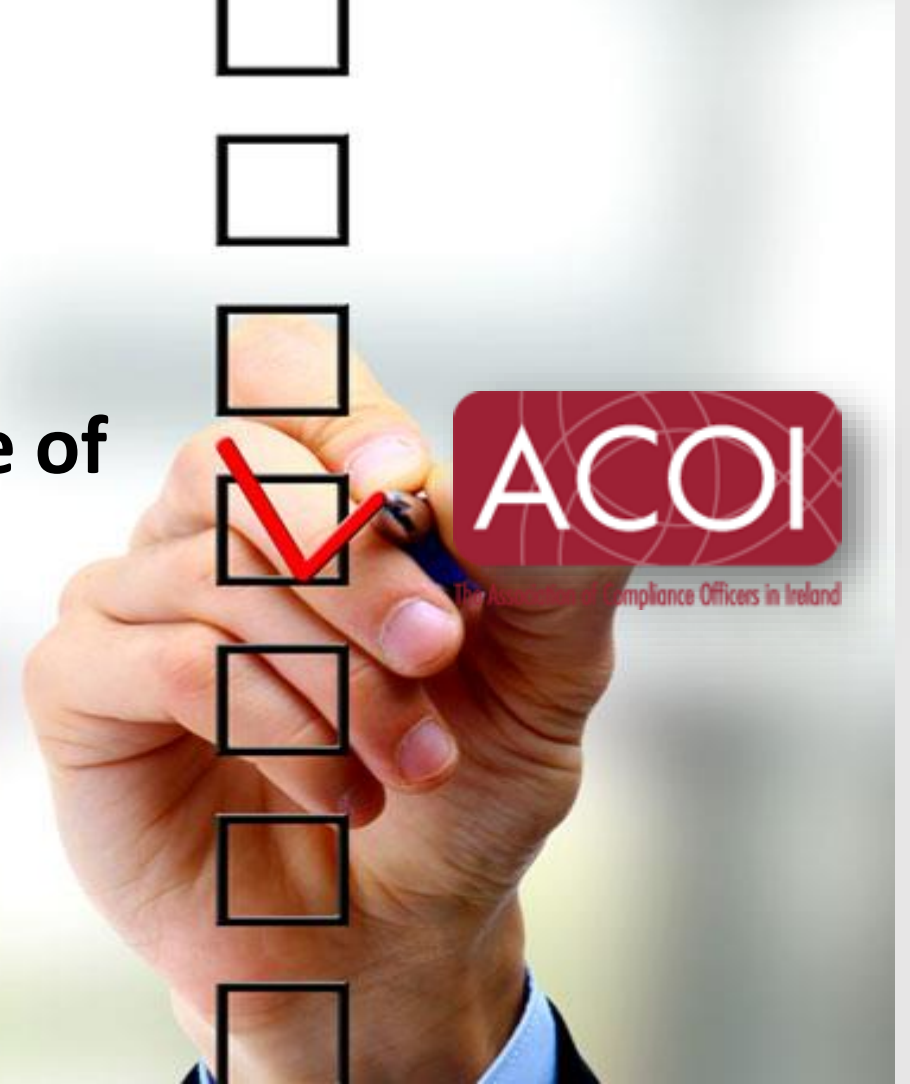
Residential Care
Services for the
Elderly

Ticketing
investigation



Role of the ACOI

ACOI can assist in advocating for a culture of compliance across the Irish Economy



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time for **questions**



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