



### **EU Online Dispute Resolution (ODR) is a win-win solution for all**

*(15 February 2016, Brussels)*

Today's start of the EU's "Online Dispute Resolution" (ODR) platform will substantially improve trust in e-commerce in Europe. BUSINESSEUROPE has been a strong supporter of the European Commission's legislative package for out-of-court dispute resolution.

**Director General Markus J. Beyrer said:**

"This way of solving disputes will substantially increase the confidence of citizens, shoppers and businesses doing their online cross-border transactions. We've been a strong supporter of this mechanism, because we can avoid lengthy and costly court disputes with uncertain outcomes.

We see a win-win solution today where businesses and consumers can both rely on an efficient tool to solve problems. It is also a way to keeping trader-consumer relations intact."

The ODR platform has the potential to finally take dispute-resolution into the digital age. BUSINESSEUROPE will make every effort to raise awareness about the ODR platform among businesses in all corners of Europe.

**ENDS**

**Link to the ODR platform** <http://ec.europa.eu/consumers/odr/>

### **BUSINESSEUROPE**

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