**ANNUAL REPORT**

**ACR Facebook Page**

**2021-2022**

**At the time of writing, members on our facebook page number 600.**

**Throughout the year 2021 several articles were posted to assist members to be better-informed about consumer matters.**

**Information of interest ranged from local matters found on the Times of Malta dealing with consumer affairs, court cases that were shared by legal firms through their newsletter or the printed media regarding consumers, up-dates from EU sources and other material of a more general nature procured over the internet.**

**A birthday greeting was sent to most members wishing them well, which received an acknowledgement. There has generally been no interaction from members.**

**A letter was sent to Ms Odette Vella (MCCAA) in June requesting her to upload her contributions in the Times of Malta onto their website for reference by the general public. This was followed by a reminder. No acknowledgements were received.**

**The following is some information that was posted on our page throughout 2021:**

* **An important court decision…..Strikes are not ‘Exceptional Circumstances’**
* **Webinar: Coping with Loans & Debts**
* **Ten rules of internet etiquette**
* **Tales of customer service (Times of Malta)**
* **MCCAA Annual Report 2019**
* **Contract information - What you should know before buying**
* **VAT - Value Added Tax. Pay VAT in the country where you shop**
* **Shipping and Delivery**
* **Pricing and payments**
* **How the old rentals saga exposed a paradox of human rights in Malta**
* **Malta Stock Exchange to launch annual financial literacy survey**
* **'Volkswagen has been asked to offer “appropriate solutions” to consumers who are currently in court against the car manufacturer and to end legal proceedings.'**
* **'The magistrate ruled... that what could offend you may not necessarily be offensive in terms of law, especially when involving issues of public interest and public figures.'**
* **Recent Court of Appeal Judgment Confirms Banking Practice of Charging Commitment Fees.**

**Cynthia Busuttil**

**FB Administrator**