JOINT ACTION FOR SENIORS

* **The elderly often fall victim to dishonest salesmen.**
* **That is why four institutions have joined forces to warn seniors.**
* **Today, UOKiK, the Police, ZUS and KRUS have signed an agreement on a joint educational campaign.**

**[Warsaw, 26 November 2018]** According to the UOKiK's experience, third-age consumers are most often exposed to unfair practices during sales at presentations as well as when visited by salesmen. They are often invited for allegedly free shows, the real purpose of which is to sell expensive products or services, e.g. kitchen appliances, bedding, or medical packages. Another illegal activity is impersonating the existing telecommunication services provider or energy supplier by sales representatives. Unaware consumers, visited at home by nice and elegantly dressed salesmen, are tempted with promises of lower bills. However, after some time, it turns out that they have signed disadvantageous contracts.

The joint action by the Office of Competition and Consumer Protection (UOKiK), the General Police Headquarters, the Social Insurance Institution (ZUS) and the Agricultural Social Insurance Fund (KRUS) is aimed to warn seniors against unfair practices and remind them about their rights, including the possibility to withdraw - within 14 days - from a contract signed at their own home or at a presentation. Today, the heads of the four institutions have signed an agreement on joint action.

- *Protection of older consumers is one of the UOKiK’s priorities. The Authority conducts many* [*proceedings*](https://www.uokik.gov.pl/aktualnosci.php?news_id=14820) *and issues* [*decisions*](https://www.uokik.gov.pl/aktualnosci.php?news_id=14245) *regarding sales at presentations or during visits to consumer homes. We have proposed* [*legal changes*](https://www.uokik.gov.pl/aktualnosci.php?news_id=14138) *to restrict unfair activities. We also* [*educate*](https://www.uokik.gov.pl/aktualnosci.php?news_id=14549) *consumers about their rights and warn them against unfair practices* - says the President of UOKiK, Marek Niechciał.

More than 350,000 leaflets prepared by UOKiK and distributed by the Police, ZUS and KRUS will reach consumers. The leaflets will be handed out during meetings of representatives of the four institutions with seniors. That's not all - more than 3,000 posters will be available at the Social Insurance Institution and the Agricultural Social Insurance Fund premises, i.e. places frequently visited by seniors.

- *I am glad we can conduct another educational campaign with the institutions. As a result, it will be possible to reach a larger number of the most vulnerable consumers and warn them against dishonest salesmen* - says President Marek Niechciał. *- I am very grateful to the partners for joint actions. I am sure that our campaign will increase the awareness of seniors on the market -* he adds*.*

**Additional information for the media:**

UOKiK Press Office  
pl. Powstańców Warszawy 1, 00-950 Warszawa  
Phone: 22 55 60 430  
E-mail: [biuroprasowe@uokik.gov.pl](mailto:biuroprasowe@uokik.gov.pl)

Twitter: [@UOKiKgovPL](https://twitter.com/UOKiKgovPL)