

15 March 2009

Dr José Manuel Barroso
President of the European Commission
1049 Brussels, Belgium

Sir

**Spring European Council and London G20 meeting -
the voice of European users**

I am writing to you on behalf of FIN-USE.

FIN-USE, established in 2004, is the forum of independent financial experts appointed by the European Commission with a remit to offer to the Commission opinions and recommendations on initiatives affecting users of financial services in the Internal Market.

Consumers have been adversely impacted by, and are the blameless victims of the credit crunch, the banking debacle, pensions and investment devaluation, and the resulting higher taxation and wide spread loss of employment. Not only are consumers currently bearing a heavier burden for the failings of others but likely the continuation of this burden will be their children's only inheritance.

FIN-USE believes that the voice of the consumer must be strongly heard and adequately reflected and embedded in the deliberations, decisions and enactments of reform by Legislators and decision makers at Member State, EU and Regional levels. We find it regrettable that, for example, there was no specific opportunity for consumer input, nor was it sought, to inform the deliberations of the De Larosiere Group - as indicated in our previous letter. It is our contention that consumers are invariably underrepresented, and their views overwhelmed by those of the well funded lobbies of the financial services industry.

The objective of this letter is to request that at the Spring European Council and London G20 meetings, you ensure that the impacts on the consumer arising from all decisions reached by participants are taken into account. We recommend that all decisions and outcomes are 'consumer proofed' so that they do not adversely impact consumers.

We appreciate the compromise of the Commission to ensure that the voice of European investors is much more strongly heard on all financial issues and to provide direct funding to facilitate the capacity-building of investor stakeholders, included in the Communication on Driving European Recovery. On this issue FIN-USE is writing to the Commission separately detailing the additional resources that we believe are necessary to strengthen and enhance our role as the Voice of the Consumer at Commission level.



FIN-USE

EXPERT FORUM OF
FINANCIAL SERVICES
USERS

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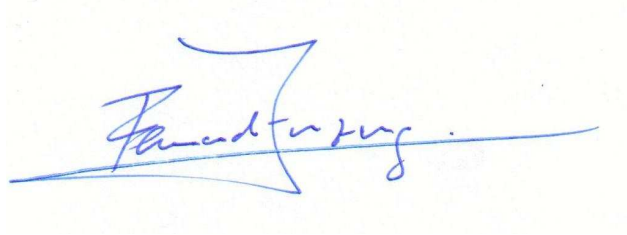
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We write this letter in the spirit of cooperation and look forward to a constructive dialogue.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Fernando Zunzunegui", is written over a light blue rectangular stamp. The signature is fluid and cursive, with a long horizontal line extending to the right.

Dr Fernando Zunzunegui
Chairman of FIN-USE
March 2009



FIN-USE